



# Dynamic Model on Quality of Work Life at Academic Sector

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## ARTICLE INFO

### Article history:

Received: 14 July 2018;

Received in revised form:

2 September 2018;

Accepted: 12 September 2018;

### Keywords

Quality of work life (QWL),

Job satisfaction,

Working conditions,

Academic sectors,

Job security.

## ABSTRACT

System Dynamics Modeling quality of work life at academic sector," includes all aspect of employee's life, specially his work and work environment. Quality of work life programs encourage employees, make balance between professional, personal & social life and ultimately enhances employee job satisfaction. Factor that are favorable for quality of work life are job satisfaction, working environment, career and professional growth, motivation and rewards, fare salary and compensation, communication and job security. Workload, occupational stress and un-fair compensation are factors that affect the quality of work life.

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## Introduction

Education is the backbone of any country and educational industry works as a supplier for other industries. In comparison to primary and secondary education, higher education plays a major role in the growth of a nation's economy. This has a direct & a deep relation to the industry. Higher education is working as an interface between students and industries. Here students trained for the specific subjects, technologies, sectors and domains as per the current industry requirements. Higher education is the first and foremost which faces the requirement & challenges of the industry and society. The effectiveness and efficiency of education industry is directly dependent on employees only because the infrastructure and technology is lesser required in comparison to other industries. On an average employees spend around twelve hours daily at the work place, which is around one third of entire life; this influences the overall employee's life. "Quality of Work Life (QWL)" is a human resource management concept that used to improve the work life of employees. This in turn improves the employee's family and social life both. Four decades have passed since the phrase "Quality of Work Life" first introduced, in India, but it is still a new concept to emerge. Quality of Work Life is the umbrella that covers all the aspects of work life of employees [1].

### Concept of Quality of Work Life

The term 'Quality of Work Life' (QWL) has different meanings to different people. Some consider it as democracy or co-determination with increased employee participation in the decision making process. For administrators, the term denotes improvement in the psychological aspects of work to improve productivity. Employees interpret QWL as more equitable sharing of profits, job security and healthy and humane working conditions. Others view it as improving social relationships at workplace through autonomous workgroups. Some take a broader view of changing the entire organizational climate by humanizing work, individualizing organizations and changing the structural and managerial systems.

It is also referred to as favorableness or un-favorableness of job environment for people working in it and the quality of relationship between employees and the total working environment.

### Literature

**1. Adimuthu Ramasamy and Dr. Balaguru Renganathan (2017)**, conducted study entitled, "*Quality of Work Life in the Higher education Sector: Towards an Integrated outlook*" they conclude that, the quality of education that is provided to people is significantly dependent on the employees that work in those organizations. In the recent times, Quality of Work Life (QWL) has emerged an important tool and concept in human resource management that used for improving the work life of employees within organizations. Components of QWL in the higher education sector are discussed in this paper as a result of reviews of various studies related to education sector. A summary of the components provided in accordance with those that are always important, moderately important, and least important. The authors concluded that, in this paper, work environment and work conditions, teacher autonomy, opportunities for professional growth and involvement in the process of decision-making are important areas to focus on and divert attention towards for better QWL in the education sector. This is because employees in the field of higher education perceive these components as significantly important ones of QWL.<sup>2</sup>

**2. Manju N. D. (2014)**, conducted study entitled, "*Quality of Work Life: Perception of School Teachers*". The research study has taken to investigate the quality of work life of secondary school teachers. The sample selected of 100 Secondary School Teachers, from Mysore City to adopting Stratified random sampling technique. Considering the independent variable, namely Gender, Length of experience, and type of schools the stratification made. Teacher's quality of work life accessed with the help of Teacher's Quality of Work Life Scale constructed by the investigator. Specific objectives formulated were-1.

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To assess the level of quality of Work Life of Secondary School teachers. 2. To find whether there is any significant difference in Quality of Work Life of Secondary School Teachers with male and female. 3. To find whether there is any significant difference in quality of Work Life of Secondary School Teachers with high and low experience. 4. To find whether there is any significant difference in Quality of Work Life of Secondary School teachers belonging to Government, Private aided and Private un-aided Schools. The descriptive survey method adopted for the study. The data, which obtained from that survey, was analyzing using percentage analysis, t-test and one-way ANOVA. Findings of the study were 1. A majority (70.2%) of the secondary school teachers in Mysore was found to possess an average level of quality of work life and (13.9%) were found to possess low level of quality of work life. Only (15.9%) of the teachers possessed high level of quality of work life. 2. There is a significance difference of Quality of Work life of male and female secondary school teachers comparing teachers mean scores it is found that the female teachers have a high quality of work life than their male counterparts. 3. There is no significance difference between above 10 years experiences and below 10 years of experienced secondary school teachers in their Quality of Work Life. 4. There is no significant difference in the quality of work life of teachers belonging to government, private aided, and private unaided secondary school teachers.<sup>3</sup>

**3. Jain Bindu and Swami Yashika, (2014) "Quality of Work Life with Special Reference to Academic Sector".** They conclude that, the term Quality of Work Life was first appeared in 1970's. Since then researchers has given various definitions and components to it. "Quality of work life" includes all aspect of employee's life, specially his work and work environment. Every Organization requires high QWL to attract, retain and improve human resource qualitatively. The article is an attempt to give the origin, Meaning and factors affecting QWL.<sup>4</sup>

**4. Archana Pandey & Dr. B.K. Jha (2014), "Review and Redefine: Quality of Work Life for Higher Education"** they concluded that, Higher education is the key of success of a nation which boosts the economic potential of entire nation leading to the development of the nation. Such as a middleware transformation engine, which produces workers

for industry, develop entrepreneurs and motivates young minds for R&D. This responsibility is on the shoulders of educational employees to understand and transform the energy and knowledge of students in an effective and efficient manner. An abundance of research studies suggested that the quality of work life (QWL) is one of the most significant and efficient tools of human resource management. Quality of work life programs encourage employees, make balance between professional, personal & social life and ultimately enhances employee job satisfaction.<sup>5</sup>

### Objectives

1. To study the components relate with quality of work life in academic sector
2. To assess the Quality of Work Life in Academic Sector
3. To assess the effect of quality of work life of teachers among students

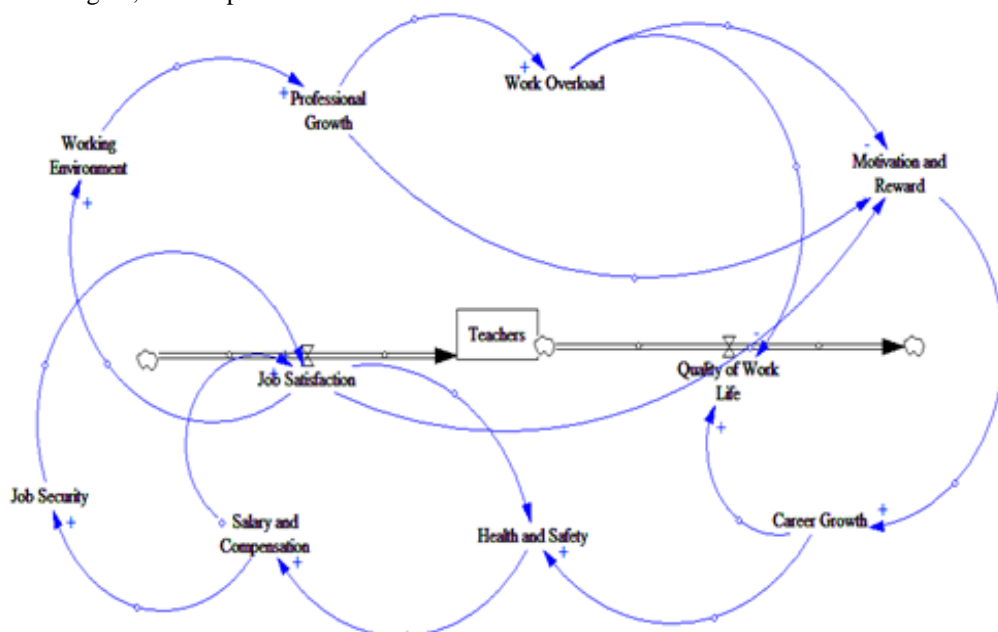
### Model on Quality of Work Life in Academic Sector

Quality of Work Life refers to "the favorableness or unfavorableness of a job environment for people"<sup>6</sup> QWL means the sum total of values, both material and nonmaterial, attained by a worker throughout his career life. QWL includes aspects of work-related life such as wages and hours, work environment, benefits and services, career prospects and human relations, which is possibly relevant to worker satisfaction and motivation.<sup>7</sup>

UGC is a statutory body of Indian government that serves as a link between union, state and the institution of higher learning. It takes actions for promotion and co-ordination of university education and for the maintenance of standards in teaching, examination and research.

A study on the university employees revealed that there is a positive relationship between job satisfaction and QWL dimensions. QWL significantly contributes towards increasing the job satisfaction or dissatisfaction depending upon the employee's negative or positive perception of QWL dimensions.<sup>8</sup>

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**Model 01. Quality of Work Life in Academic Sector.**

The causal loop diagram of the model (model 1) shows the quality of work life in academic sector. The positive reinforcing loop shows that job satisfaction increase the motivation among the teachers, which result up-gradation in professional growth and career growth. The working environment, job security, health and safety, salary and compensation are the factors, which encourage teachers for quality work. Workload, occupational stress and un-fair compensation are factors that affect the quality of work life.

**Conclusion:**

Quality of work life of teachers at academic sector is satisfactory and on the same hand required some more attention and implementation of effective measures for further improvement. The positive reinforcing loop shows that job satisfaction increase the motivation among the teachers, which result up-gradation in professional growth and career growth. The working environment, job security, health and safety, salary and compensation are the factors, which encourage teachers for quality work. Workload, occupational stress and un-fair compensation are factors that affect the quality of work life.

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