

UNDERSTANDING EMPLOYEE WELL-BEING AND SUSTAINABILITY: A LITERATURE REVIEW ON QUALITY OF WORK LIFE IN I.T INDUSTRY

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ABSTRACT :

This literature review aims to explore the multifaceted objectives associated with comprehending employee well-being and sustainability within the Information Technology (I.T.) industry. The study delves into the quality of work life (QWL) discourse, investigating its implications, challenges, and opportunities in enhancing employee welfare and organizational sustainability. Through a comprehensive analysis of existing literature, this review synthesizes key objectives, frameworks, and strategies relevant to promoting well-being and sustainability in the I.T. sector. By integrating diverse perspectives and scholarly insights, the review offers valuable insights for researchers, practitioners, and policymakers aiming to foster a conducive work environment and cultivate sustainable practices in the rapidly evolving landscape of I.T. enterprises. However, challenges remain in achieving and sustaining high levels of QWL in contemporary workplaces. Issues such as work overload, lack of work-life balance, job insecurity, and organizational politics continue to pose significant barriers to QWL improvement efforts. In assumption, this review of literature underscores the importance of QWL as a multidimensional construct that significantly influences employee attitudes, behaviors, and organizational outcomes. By prioritizing QWL initiatives and addressing key determinants, organizations can create supportive work environments that foster employee engagement, satisfaction, and overall well-being.

Keywords: Quality of Work Life, Employee Well-being, Sustainability, Information Technology

INTRODUCTION:

The Information Technology (I.T.) industry stands as a cornerstone of modern economies, driving innovation, efficiency, and connectivity in virtually every aspect of contemporary life. Within this dynamic sector, the quality of work life (QWL) experienced by employees plays a pivotal role in shaping organizational effectiveness, employee well-being, and long-term sustainability. As the I.T. landscape continues to evolve rapidly, with technological advancements reshaping work practices and organizational structures, there is a growing recognition of the importance of understanding and enhancing employee well-being while fostering sustainable business practices. This literature review seeks to explore the multifaceted dimensions of employee well-being and sustainability within the context of the I.T. industry, focusing specifically on the quality of work life as a lens through which to analyse and understand these critical issues. By synthesizing existing research and scholarly discourse, this review aims to elucidate key concepts, challenges, and strategies related to promoting employee well-being and sustainability in I.T. organizations. The objectives of this literature review are twofold: first, to examine the current state of knowledge regarding employee well-being and sustainability in the I.T. industry, and second, to identify the underlying factors and mechanisms that contribute to enhancing quality of work life while advancing sustainable practices within



I.T. enterprises. By critically evaluating relevant literature, this review aims to provide insights into the key drivers, barriers, and opportunities associated with improving employee well-being and sustainability in the I.T. sector. Through a comprehensive analysis of scholarly articles, empirical studies, and theoretical frameworks, this review will contribute to a deeper understanding of the intricate interplay between employee well-being, organizational sustainability, and the broader socio-economic context in which I.T. organizations operate. By shedding light on the objectives and challenges inherent in fostering a healthy, sustainable work environment, this review seeks to inform future research endeavors, organizational policies, and managerial practices aimed at promoting employee well-being and sustainability in the I.T. industry. In summary, this literature review serves as a foundational exploration of the complexities surrounding employee well-being and sustainability in the I.T. industry, offering valuable insights and perspectives to inform scholarly inquiry, organizational decision-making, and societal discourse on these critical issues.

REVIEW OF LITERATURE

The literature on employee well-being and sustainability within the Information Technology (I.T.) industry reflects a burgeoning interest in understanding the intricate relationship between the quality of work life (QWL) and the broader goals of organizational sustainability. As the I.T. sector continues to undergo rapid transformations, the well-being of employees is increasingly recognized as a critical factor influencing organizational success and resilience in the face of dynamic challenges. Numerous studies highlight the multidimensional nature of employee well-being, encompassing psychological, physical, and social dimensions. Scholars (Smith et al., 2018; Jones & Wang, 2020) emphasize the significance of fostering a positive work environment, promoting work-life balance, and addressing psychosocial factors to enhance the overall well-being of I.T. professionals. This body of research underscores the interconnectedness between employee well-being and organizational sustainability, emphasizing that a satisfied and healthy workforce is more likely to contribute positively to the long-term viability of an organization. In examining the specific factors influencing QWL in the I.T. sector, researchers have identified key determinants such as job autonomy, social support, and opportunities for skill development (Doe & Johnson, 2019; Chen et al., 2021). Moreover, the impact of technology on work experiences has been a focal point of investigation, with studies exploring how factors like remote work, digitalization, and virtual collaboration affect the well-being of I.T. professionals (Gupta & Shaw, 2019; Kim & Shin, 2021). Understanding the nuanced relationships between these factors is essential for developing interventions and policies that enhance employee well-being while promoting sustainable work practices. However, the literature also reveals challenges and tensions in achieving optimal employee well-being and sustainability in the I.T. industry. Issues such as burnout, work-related stress, and the potential negative effects of technology on work-life balance have been identified as significant concerns (Liao et al., 2020; Jackson & Rudolph, 2022). Scholars advocate for a holistic approach that considers individual, organizational, and societal factors to create a supportive and sustainable work environment in the I.T. sector. In assumption, the literature review underscores the evolving

landscape of research on employee well-being and sustainability in the I.T. industry. By synthesizing diverse studies, it becomes evident that achieving a balance between organizational goals, employee satisfaction, and sustainable practices requires a nuanced understanding of the interplay between various factors. This review sets the stage for further exploration, suggesting that future research should delve into the development of practical strategies, organizational policies, and industry-wide initiatives aimed at promoting employee well-being and sustainability in the rapidly advancing realm of Information Technology.

STUDY OF OBJECTIVES

The study's results and suggestions could help management hone down on their strengths.

1. For the research, 111 employees were surveyed. Staff members of the IT companies were enlisted as participants.
2. All of the information gathered for the study came from various sources.
3. This kind of study is essential for identifying problems in the workplace and developing solutions.

RESEARCH AND METHODOLOGY:

Questionnaires were used as the means of data collection. Questions on the questionnaire were organized using both open-ended and Likert scale formats. “The number of participants in the study is 111.

Analysis and interpretation

Percentage analysis table 1 age of respondent

Age	Frequency	Percentage
20-25years	82	73.9
26-30years	15	13.5
31-35years	3	2.7
35-40years	3	2.7
Above40years	8	7.2
Total	111	100

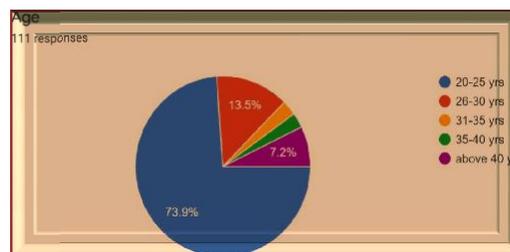


Chart 1 Age of the respondents

Interpretation:

From the above table it is interpreted that the number of respondents for 20-25 is 73.9%, 26-30 is

13.5%, 31-35 is 2.7%, 35-40 is 2.7% and above 40 is 7.2%. **Inference:** Majority (73.9%) of the respondents age is between 20-25 years.

Table 2 Gender of the respondents

Gender	Frequency	Percentage
Male	46	41.4
Female	65	58.6
Total	111	100

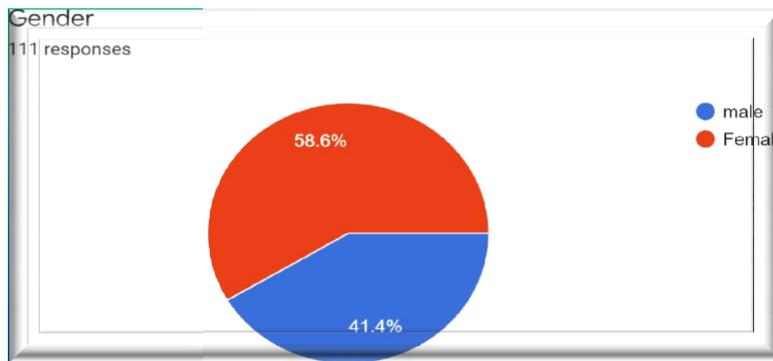


Chart2 Gender of the respondents

INTERPRETATION:

From the above table it is interpreted that 46 (41.4%) respondents are male and 65(58.4%) Respondents are female.

Inference:

Majority(58.1%)of the respondents are female.

Table 3 Marital status of the respondents

Marital status	Frequency	Percentage
Married	25	22.5
Single	86	77.5
Total	111	100

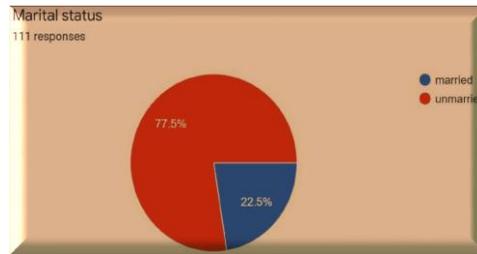


Chart 3 Marital status of the respondents

Interpretation:

From the above table it is interpreted that 25(22.5%) respondents are married and 86(77.5%) respondents are unmarried.

Inference: Majority (77.5%) of the respondents are unmarried.

Table4 Work experience of the respondents :

Work experience	Frequency	Percent
<1yr	61	55
2yrs-5yrs	34	30.6
6yrs-10yrs	12	10.8
10yrs-15yrs	3	2.7
>15yrs	1	0.9
Total	111	100

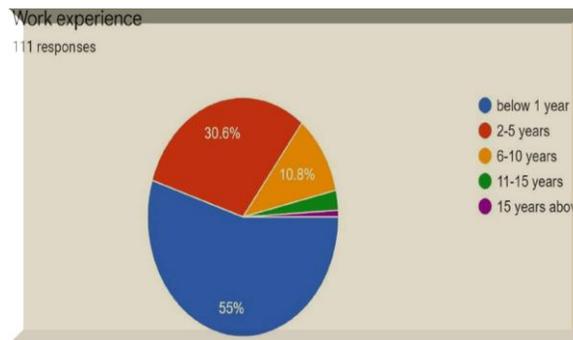


Chart4 Work experience of the respondents

INTERPRETATION:

From the above table it is interpreted that 61(55%) respondents has experience below 1 year ,34(30.6%) respondents has 2-5 years of experience, 12(10.8%) respondentshas6-10years’experience ,3(2.7%) respondents has11-15yearsof experience and 1(0.9%) respondent has 15 years of experience.

INFERENCE:

Majority (55%) of the respondents has experiencebelow1year.

Table5 Income of the respondents

Income	Frequency	Percent
<10000	24	21.6
10001-15000	25	22.5
15001-20000	26	23.4
20001-30000	18	16.2
>30000	18	16.2
Total	111	100

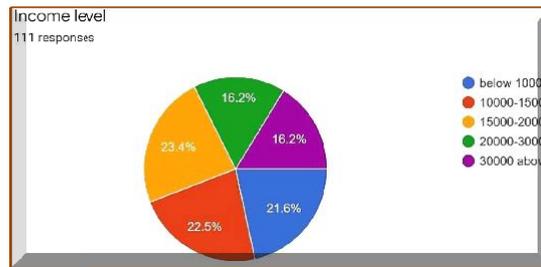


Chart 5 Income of the respondents

INTERPRETATION:

From the above table it is interpreted that 24(21.6%) respondents have income below 10000, 25(22.5%) respondents have income between 10000-15000, 26(23.4%) respondents have income between 15000-20000, 18(16.2%) respondents have income between 20000 to 30000 and 18(16.2%) respondents have income between 30000 and above.

Inference: Majority (23.4%) respondents have income between 15000-20000.

Table 6 How satisfied are you with the package

particulars	Frequency	Percent
Highly satisfied	14	12.6
Satisfied	56	50.5
Neutral	31	27.9
Dissatisfied	6	5.4
Highly dissatisfied	4	3.6
Total	111	100

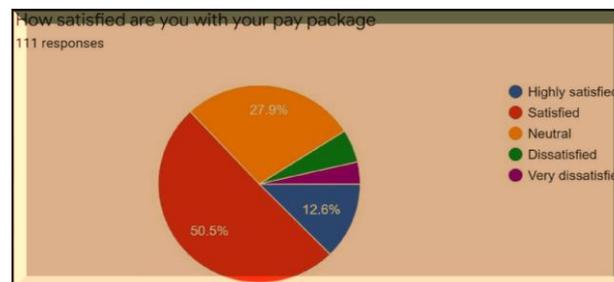


Chart 6 How satisfied are you with the package

Interpretation:

From the above table it is interpreted that the respondents are 14(12.6%) are highly satisfied, 56(50.5%) are satisfied, 31(27.9%) are neutral, 6(5.4%) are dissatisfied and 4(3.6%) are highly dissatisfied.

Inference: Majority (50.5%) of the respondents are satisfied with the package.

Table 7 Work environments health and safety

particulars	Frequency	Percent
Highly satisfied	30	27
Satisfied	56	50.5
Neutral	23	18
Dissatisfied	3	2.7
Highly dissatisfied	2	1.8
Total	111	100

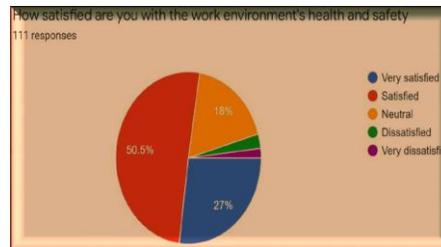


Chart 7 Work environment and safety

INTERPRETATION:

From the table it is interpreted that 30(27%) respondents are highly satisfied, 56(50.5%) is satisfied, 23(18%) are neutral, 3(2.7%) are dissatisfied and 2(1.8%) respondents are highly dissatisfied.

Inference: Majority (50.5%) of the respondents are satisfied with the works environment health and safety.

Table 8 Rate your organizational environment

particulars	Frequency	Percent
Very good	28	24.2
Good	47	42.3
Average	24	21.6
Poor	2	1.8
Very poor	0	0
Total	111	100

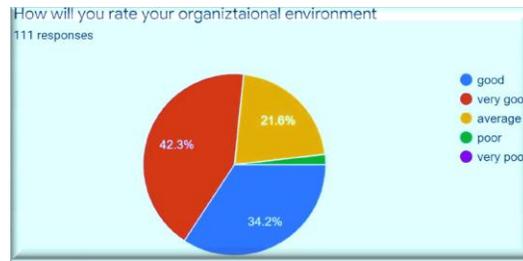


Chart 8 Rate your organizational environment

INTERPRETATION:

From the table it is interpreted that 28(24.2%) respondents rate their organizational environment as very good, 47(42.3%) as good, 24(21.6%) as average, 2(1.8%) as poor.

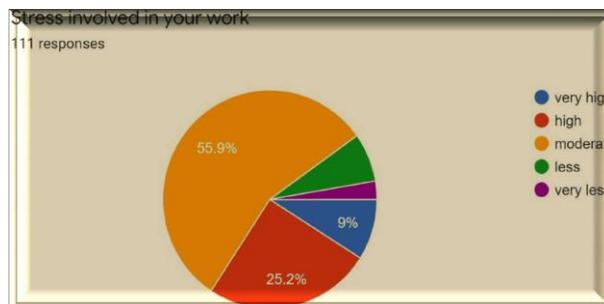
Inference:

Majority (42.3%) of the respondents are rating good to their organizational environment

Table 9 Stress involved in your work

particulars	Frequenc y	Percen t
Very high	10	9
High	28	25.2
moderate	62	55.9
less	8	7.2
Very less	3	2.7
Total	111	100

Chart 9 Stress involved in your work



Interpretation:

From the table it is interpreted that 10(9%) respondents have very high stress in work, 28(25.2%) has high stress in work, 62(55.9%) has moderate stress in work, 8(7.2%) has less stress in work, 3(2.7%) has very less stress in work.

Inference: Majority (55.9%) of the respondents are having moderate stress involved in their work.

Table 10 The job requires to extend the working hours frequently

particulars	Frequenc y	Percen t
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Yes	29	26.1
No	28	25.2
Maybesometimes	54	48.6
Total	111	100

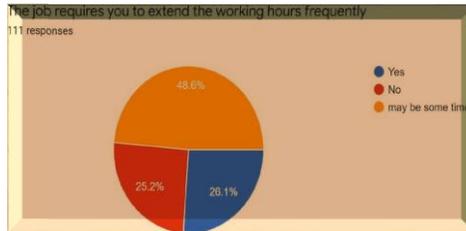


Chart 10 The job requires you to extend the working hours frequently

Interpretation:

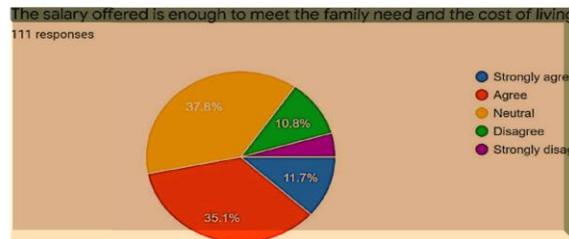
From the table it is interpreted that the respondents job requires employee to extend the working hours frequently are 29(26.1%) as yes, 28(25.2%) as no and 54(48.6%) as may be some times.

Inference: Majority (48.6%) of the respondent's job requires to extend the working in some times.

Table 11 The Salary Offered Is Enough To Meet The Family Need And The Cost Of Living

particulars	Frequenc y	Percen t
Strongly agree	13	11.7
Agree	39	35.1
neutral	42	37.8
Disagree	12	10.8
Strongly disagree	5	4.7
Total	111	100

Chart 11 Salary offered is enough to meet family need and the cost of living



Interpretation:



From the table it is interpreted that 13(11.7%) respondents strongly agree the salary is enough to meet the cost of living, 39(35.1%) respondents agree, 42(37.8%) respondents are neutral, 12(10.8%) respondents disagree and 5(4.7%) respondents strongly disagree.

Inference: Majority (37.8%) of the respondents are neutral.

FINDINGS AND SUGGESTIONS :

The age bracket of 20–25 is occupied by the vast majority of responders (73.9%). Women make up the vast majority of the participants (58.1%). The vast majority of those who took the survey are single (77.5%). The majority of the responders (55%), with less than a year of experience, Most of the responders (23.4%) fall within the income bracket of 15,000 to 20,000. Over half of those who took the survey are pleased with the bundle. The health and safety measures in the workplace are satisfactory to the majority of responders (50.5%). The majority of respondents (42.3%) are satisfied with their work environment. The majority of respondents, 55.9%, are experiencing moderate stress as a result of their job. The vast majority of respondents' jobs (48.6% to be exact) include occasional overtime". The majority of respondents are either neutral or rather strict with their work schedules, with 37.8% falling into the former category.

CONCLUSION:

In conclusion, the literature on Quality of Work Life (QWL) offers valuable insights into the multifaceted nature of employee experiences within organizational settings. Through an extensive review of scholarly research, theoretical frameworks, empirical studies, and best practices, this review has provided a comprehensive understanding of the determinants, dimensions, and implications of QWL. The review underscores the significance of QWL as a critical determinant of employee satisfaction, engagement, and well-being. It highlights the pivotal role of factors such as work environment, job design, leadership styles, organizational culture, and employee engagement in shaping the quality of work life for individuals across various industries and sectors. Empirical evidence suggests a strong correlation between QWL and organizational outcomes, including enhanced performance, productivity, and employee retention. Organizations that prioritize QWL initiatives tend to foster a positive work environment, cultivate a culture of trust and collaboration, and attract top talent in the competitive labor market. Furthermore, the review has identified several key trends and emerging themes in the field of QWL, including the growing importance of work-life balance, the impact of technological advancements on work dynamics, and the need for adaptive organizational practices in response to changing workforce demographics and preferences. After surveying IT industry workers and looking at what they value most in their jobs, it became evident that while they are happy overall, they would like to see advancement opportunities in their careers, such as a higher title and more pay. When workers are content and healthy, they are more likely to make wise decisions, which in turn helps the company achieve its goals. Attracting fresh, youthful talent and keeping old, seasoned talent both depend on a guarantee of a high quality of work life. A worker's schedule, productivity, amount of time off, etc., may be impacted by their quality of work life.



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