

A STUDY ON “QUALITY OF WORK LIFE” AMAZON INDIA

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ABSTRACT

The main objective of this research is analysis of quality work life on employee's performance. Quality of work life is fast becoming an imperative issue to achieve the goals and objectives of the organization in every sector be it education, service sector, organization sector, tourism, manufacturing, etc. attrition, employees commitment, productivity etc. depend upon the dimensions of quality of work life i.e. job satisfaction, organizational commitment, reward and recognition, participative management, work life balance, proper grievances handling, welfare facilities, work environment, etc. an organization offers a better QWL then it grows the healthy working environment as well as pleased employee. high QWL can give a result in better Organizational performance, effectiveness, innovativeness, etc. consequently, to contribute better life for all those peoples whom organizational members serve and with whom they deal and interact.

INTRODUCTION

Quality work life means —The degree to which members of a work organization are able to satisfy important personal needs through their experience in the organization. Quality Work Life has gained deserved prominence in the Organizational Behaviour as an indicator of the overall of human experience in the work place. It plays a key role in any organization and has an effect on the people, their work, performance and self-development as well as organization's development. It basically refers to relationship between the employees and the ecosystem in which he works. It focuses on creating a working environment where employees work co Operatively and achieve results collectively.

Quality of work life (QWL) is a mutually beneficial relationship between work, home, the individual and the organisation. There are individual needs such as remuneration, security and wellness that the organisation needs to satisfy to keep the individual happy and motivated (Cavry, 1995). It is also critical to keep employees happy so that in turn they can be able to better serve the clients, increase morale and performance. In the trend of changes in a number of aspects from environment to technology as well as the rise of employee unions, employers are suggesting salary as compensation and also create specific benefits to form a quality working environment that will fascinate and keep the talented brains in whole fields. In the past, the concepts of the quality of work life were various by many researchers through all the dimensions of QWL. Despite of existing since 1960s, during the international labour relations conference in Rome, Hian and Einstein have indicated the original term "Quality of Work Life" (QWL) as first being introduced in 1972 (Hian and Einstein, 1990). The definition of Quality of working life is as need satisfaction getting from an interaction of employees' basic needs such as In term of working conditions, export-oriented enterprises are supposed to maintain their international standards. However, working conditions are changing by the force of technological advancement. In addition, it has been observed that technology has also changed the work culture in manufacturing enterprises (Robbins, 1989). Technological innovation in the work process has evidently brought about higher level of product quality and volume of production. International markets are demanding high quality of products by new technology to satisfy the Competitors. Technological changes in

manufacturing process required working harder with newer skills (Islam, 2002). Employees however are still not comfortable in working with technology; this is because of the lack of needs-based training as well as the lack of on-the-job training. The basic philosophy of QWL is in regard to employee learning capability and learning organization environment (Chelte, 1983). Otherwise jobs become under threat and insecure, result in an increased level of employee dissatisfaction on work performance.

The emphasis was given on following factors, including working condition, job security, work place and economic gains, positive relationship between morale and performance, equal employment opportunity, human needs and expectations, and relationship between motivation and leadership (Cunningham, 1990). In the health care system, the pressure to offer more effective service using the equivalent or cut off resources is going to continue for the foreseeable future. Given transitions in third-party reimbursement increased contention from Analysis of Quality Work Life on Employees Performance other healthcare infrastructures, especially set reimbursement amounts for a pointed diagnosis. Besides, healthcare organizations must enhance performance for organizational existent to meet managed care requirements. However, if achieved at the expense of the quality of workers' working life, rise of performance is likely to be fugitive (Brooks and Anderson, 2005).

Quality of work life is the work-cultural that serves as the cornerstone. Hence, work-culture of an organization should be recognized and improved for providing quality of work life for any organization. Quality of work life is a generic phrase that covers the feelings of the workers about every dimension of work including economic rewards and benefits, security, working conditions, organizational and interpersonal relationships and its intrinsic meaning in a person's life. Quality of work life is both an end and a means. It is an end in itself because it is a highly significant component in the quality of life in general and it is a means by which employees can acquire civic competence and skills (Cherose et al, 2006). Quality of work life is a way of thinking about people, work and organizations. Its distinctive elements are a concern about the impact of work on people as well as on organizational effectiveness and the idea of participation in organizational problem solving and decision making QWL also implies that workers have entitlements beyond money, health and safety issues, and basic rights under collective agreements. They also require the opportunity for personal growth in the jobs they do. Quality of work life is the degree to which members of work organization are able to satisfy important personal needs through their experiences in the organization. The essence of QWL is the substantial influence over their work environment by participating in making of decisions related to their work and thereby enhancing.

NEED OF THE STUDY

Many organization are successful at managing the materials and machinery of the organization, they fail short in managing human side of their business.

This project addresses and assesses the importance of quality of work life initiatives and its effectiveness. The study believes that people perform better when they are allowed to participate in managing their work & make decisions. This approach motivates people by satisfying not only their economic needs but also their social & psychological aspects.

SCOPE OF THE STUDY

The phrase quality of work-life suggests that the demands of paid employment somehow threaten the rest of life, unless a balance is sought. It is an expression that has emerged in response to social change. Recent and more deeply rooted changes in the labour market, the nature of employment, demographic trends, family life and state policies combine to create a particular sense of tension and pressure between paid employment and the rest of life. Experiences of quality of work-life vary across the life course but it is an issue which affects everyone, not just those with direct caring responsibilities. It is the subject of an increasing number of government policies and initiatives, often with the aim of creating higher quality in the performance, Organizational scientists and practitioners have long been interested in employee commitment and quality of work life. This interest derives from the belief and evidence that there are benefits to having a satisfied and committed workforce.

OBJECTIVES OF THE STUDY

- To analyse the various factors enhancing employee performance on the job Employees were not able to give time because of their busy schedules. ii. To analyse the impact of quality of work life on employee performance
- To analyse the psychological stress in their normal work/life.
- To analyze their level of satisfaction in work/life.
- To identify how far the employees of the organization are interested towards WLB arrangements.
- To determine the managing ability of the employees in the organization towards quality of work life.

RESEARCH METHODOLOGY

RESEARCH DESIGN

The adoption of a proper methodology is an essential and important step in conducting survey (or) any research .In this study the researcher has adopted a descriptive research method. Descriptive research studies are those studies which are concerned with describing the characteristics of a particular individual or of a group.

RESEARCH TOOL

A questionnaire was used as the research tool for this study. The questionnaire was chosen as it provides a more comprehensive view than any other research tool.

SAMPLING DESIGN

The researcher has adopted a probability method to solicit the opinions from the employees (respondents) on the various aspects of performance appraisal. Probability Sampling is also called as “Random Sampling”.

PROBABILITY SAMPLING

Probability Sampling is the scientific technique of drawing samples from the population according to some laws of chance in which unit in the universe or population has some definite pre-assigned probability of being selected in the sample.

SAMPLING TECHNIQUE

The researcher used simple random sampling for conducting the survey.

In simple random sampling "Lottery Method" has adopted.

LOTTERY METHOD:

It is the simplest, most common and important method of obtaining a random samples. Under this method all the members of the population are serially numbered on small slips of paper. They are put in a drum and thoroughly mixed by vibrating the drum. After mixing, the numbered slips are drawn out of the drum one by one according to the size of the samples. The numbers of slips so drawn constitute random samples.

(a) Sample Size:

The sample size for the study undertaken by the researcher was 100.

(b) Sampling Area:

Sampling area refers to the area or the locality to which the sample belongs. The samplings area for this project is Hyderabad.

(c) Population Size

Total population of the company is 150.

Data Collection Method

Primary Data

Primary data are those data, which are collected as fresh and for the first time, and thus happens to be original in character. Primary data can be collected in five ways through Survey. In this project work interview schedule method has been adopted.

Secondary Data

The secondary data have been compiled from the internal and external sources .The internal source includes the information from the company reports. Besides this, a number of discussions were held with the officers in human resources department.

STATISTICAL TOOLS FOR DESCRIPTION

- Percentage analysis
- Chi-Square analysis
- Weighted Average Method
- Percentage analysis

Percentage analysis is often used in data presentation for they simplify numbers, reducing all of them to a 0 to 100 range. Through the use of percentages, the data are reduced in the standard form with base equal to 100 to which fact facilities relative comparisons.

Percentage = $\frac{\text{No. of response}}{\text{Total no. of respondents}} \times 100$

- Chi-Square Analysis

Chi square test is a non-parameter test that establishes the in dependence between variables. It is measured by comparing the observed with those of expected frequencies based on the hypothesis. It is given by

$$\Psi = \sum \frac{(O-E)^2}{E}$$

O=Observed Frequencies E=Expected Frequencies

- Weighted Average Method

The weighted average is obtained on dividing the weighted totals by the sum of weights, let X_1, X_2, \dots, X_n occur with weights W_1, W_2, \dots, W_n then

$$\text{Weighted Average} = \frac{\sum W_i X_i}{\sum W_i}$$

LIMITATIONS OF THE STUDY

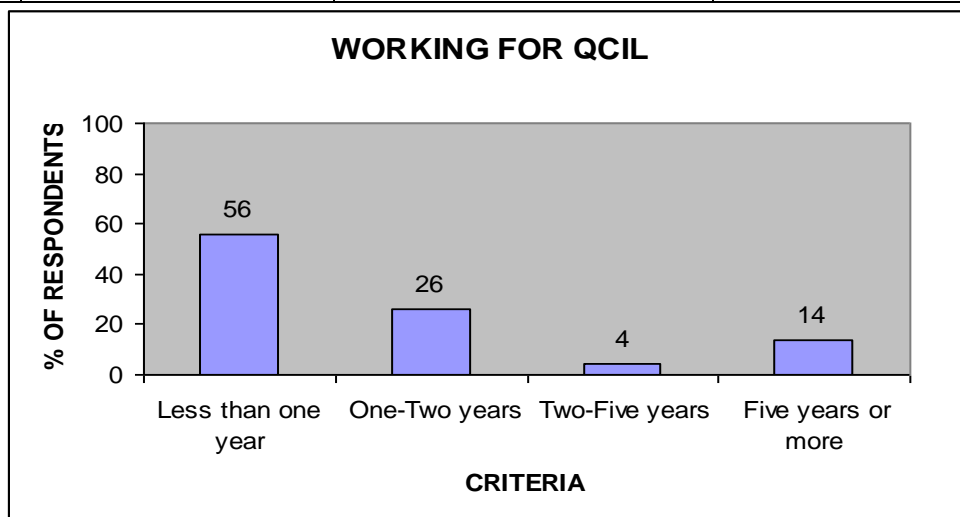
- The project report was designed on the belief that information provided by the respondents is correct.
- Respondents provided information in hurry so accuracy can’t be expected.
- The study can’t be generalized for a long time as employee’s interest will be changing rapidly over a period of time.
- The survey conducted was limited to Hyderabad office. Hence the results attained by the study may not be applicable to other regional offices.
- Many employees are reluctant in disclosing the true information, so the researcher had to proceed with incomplete information.
- The findings were substantially based on information given by the respondents and in many cases, subjective bias cannot be completely ruled out.

DATA ANALYSIS & INTERPRETATION

1. How long have you been working for the company?

Table: 1 Experience

S.NO	CRITERIA	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Less than One year	28	56
2.	One-Two years	13	26
3.	Two-Five years	2	4
4.	Five years or more	7	14
	Total	50	100



INTERPRETATION

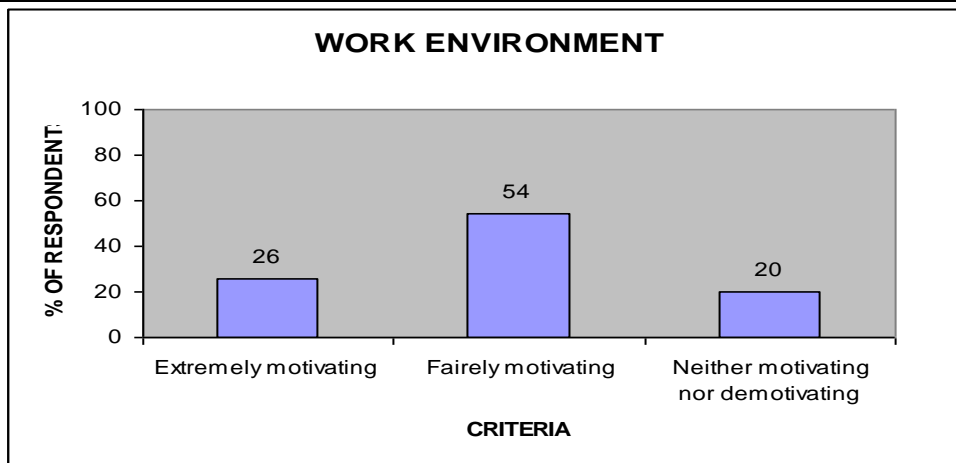
The analysis of the aforesaid responses indicates that 56% of the employees working from less than one year. 26% of the employees working from one-two years. 4% of the employees working from two-five years. 14% of the employees working from five years or more. Majority of the employees working from less than one year. That is most of the

employees are freshers to the company, so it will help to understand working conditions in the company, as they have experience with previous organization.

2. Do you have motivation towards work by working environment in the company?

Table: 2 WORK ENVIRONMENT

S.NO	CRITERIA	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Extremely motivating	13	26
2.	Fairly motivating	27	54
3.	Neither motivating nor demotivating	10	20
4.	Demotivating	0	0
5.	Extremely demotivating	0	0
	Total	50	100

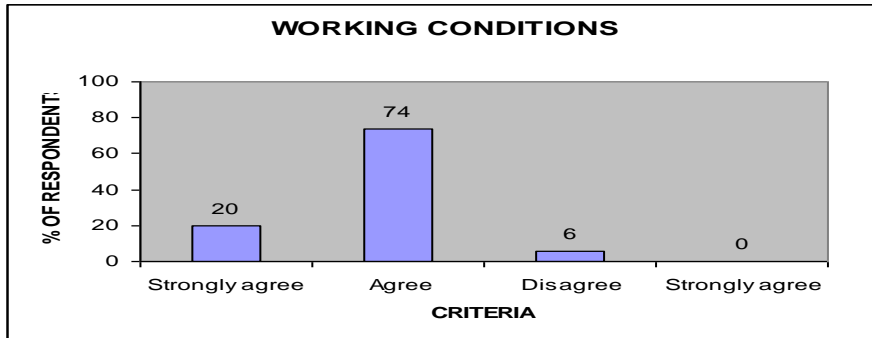


INTERPRETATION:

Majority of the employees feel that work environment is fairly motivating. However 20% of employees were unable to decide on it. The analysis of the aforesaid responses indicates that 26% of the employees feel that work environment is extremely motivating.54% of the employees feel that work environment is fairly motivating.20% of the employees feel that work environment is neither motivating nor demotivating.

3. I am satisfied with the working conditions provided by the company.

S.NO	CRITERIA	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Strongly agree	10	20
2.	Agree	37	74
3.	Neutral	0	0
4.	Disagree	3	6
5.	Strongly disagree	0	0
	Total	50	100



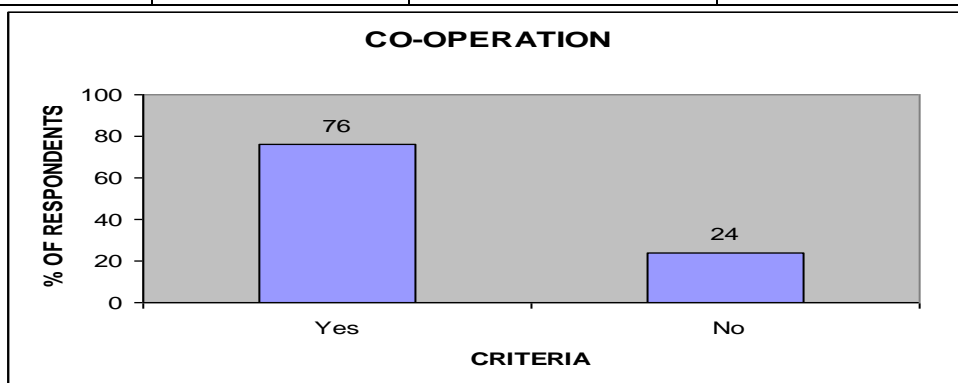
INTERPRETATION:

Majority of the employees agree that they are satisfied with the working conditions provided by the company. The analysis of the aforesaid responses indicates that 20% of the employees strongly agree that they are satisfied with the working conditions provided by the company. 74% of the employees agree that they are satisfied with the working conditions provided by the company. 6% of the employees disagree that they are satisfied with the working conditions.

4. Do other departments in the company cooperate with each other?

Table: 4 CO-OPERATIONS

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Yes	38	76
2.	No	12	24
	Total	50	100



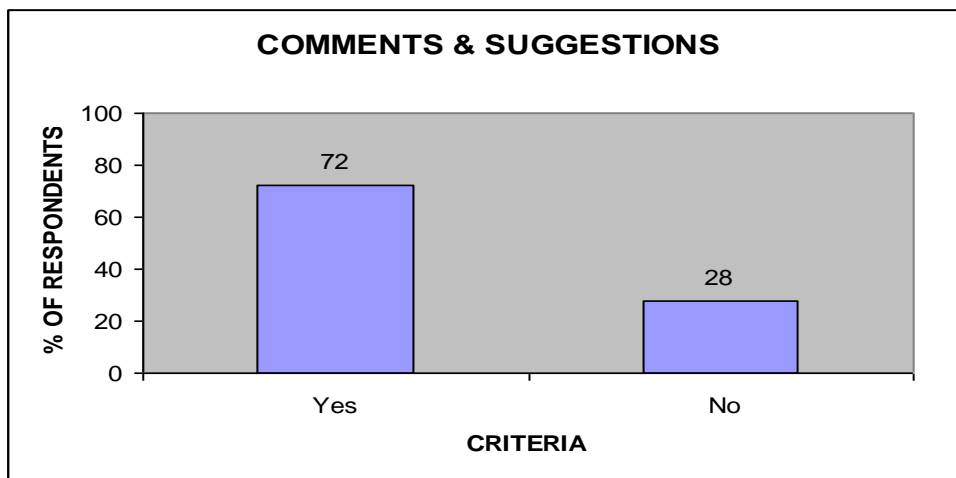
INTERPRETATION:

Majority of the employees feel that other departments in the company cooperate with each other. The analysis of the aforesaid responses indicates that 76% of the employees feel that other departments in the company cooperate with each other. 24% of the employees feel that other departments in the company do not cooperate with each other.

5. Do you feel free to offer comments and suggestions?

Table: 5 COMMENTS AND SUGGESTIONS

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Yes	36	72
2.	No	14	28
	Total	50	100



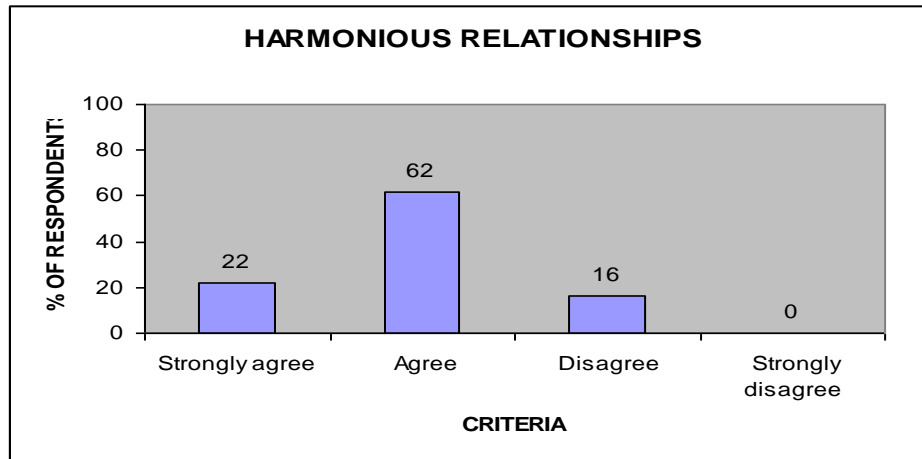
.INTERPRETATION:

Majority of the employees feel free to offer comments and suggestions. The analysis of the aforesaid responses indicates that 72% of the employees feel free to offer comments and suggestions. 28% of the employees feel that they are not free to offer comments and suggestions

6. There is a harmonious relationship with our colleagues in the company.

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Strongly agree	11	22
2.	Agree	31	62
3.	Neutral	0	0
4.	Disagree	8	16
5.	Strongly disagree	0	0
	Total	50	100

Table: 6 HARMONIOUS RELATIONSHIPS



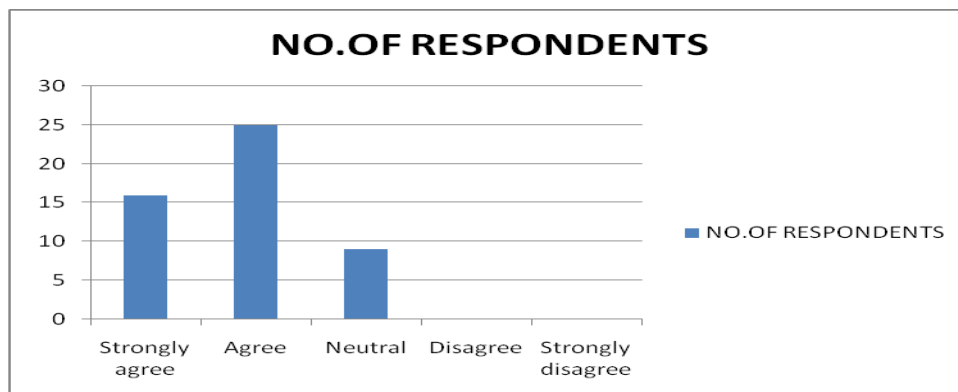
INTERPRETATION:

Majority of the employees agree that there is harmonious relationship with their colleagues in. The analysis of the aforesaid responses indicates that 22% of the employees strongly agree that there is a harmonious relationship with their colleagues in the company. 62% of the employees agree and 16% of the employees disagree that there is a harmonious relationship with their colleagues.

7. Sense of belongingness increases with the co-operation.

Table: 7 CO-OPERATIONS

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Strongly agree	16	32
2.	Agree	25	50
3.	Neutral	9	18
4.	Disagree	--	--
5.	Strongly disagree	--	--
	Total	50	100



INTERPRETATION:

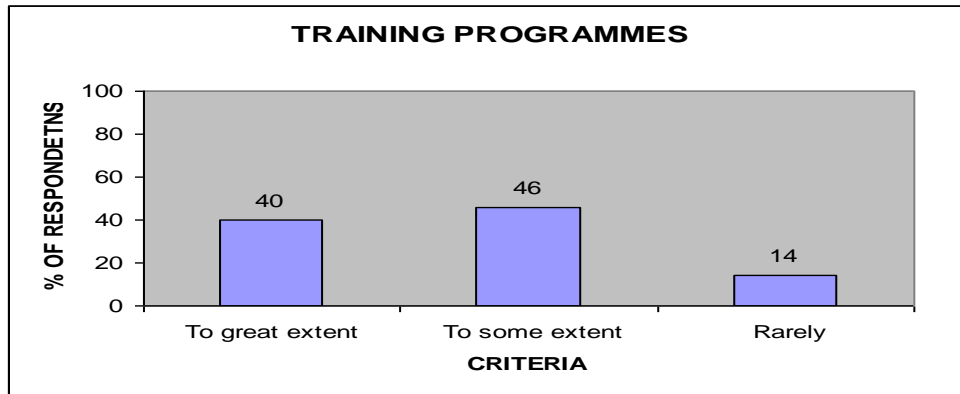
Majority of the employees agree that sense of belongingness increases with the co-operation. The analysis of the aforesaid responses indicates that 32% of the employees strongly agree that sense of belongingness increases with the co-operation. 50% of the

employees agree that sense of belongingness increases with the co-operation, and 18% of them are neutral.

8. How far training programmes help an employee to achieve required skill in efficiently performing jobs?

Table: 8 TRAINING PROGRAMMES

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	To great extent	20	40
2.	To some extent	23	46
3.	Rarely	7	14
	Total	50	100



INTERPRETATION:

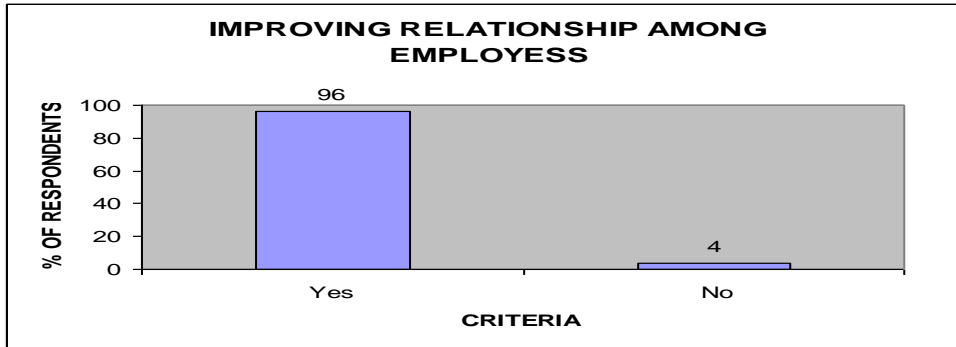
Majority of the employees feel that training programmes helps them to some extent. However awareness and importance of training programmes should be improved by regular programmes. The analysis of the aforesaid responses indicates that 40% of the employees feel that training programmes helps them great extent. 46% of the employees feel that training programmes helps them some extent and 14% of the employees feel that training programmes helps them rarely to achieve the required skill in efficiently performing jobs..

9. Do you think training programmes helps in improving relationship among employees?

Table: 9 IMPROVING RELATIONSHIP AMONG EMPLOYEES

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Yes	48	96
2.	No	2	4
	Total	50	100

Chart: 9



INTERPRETATION:

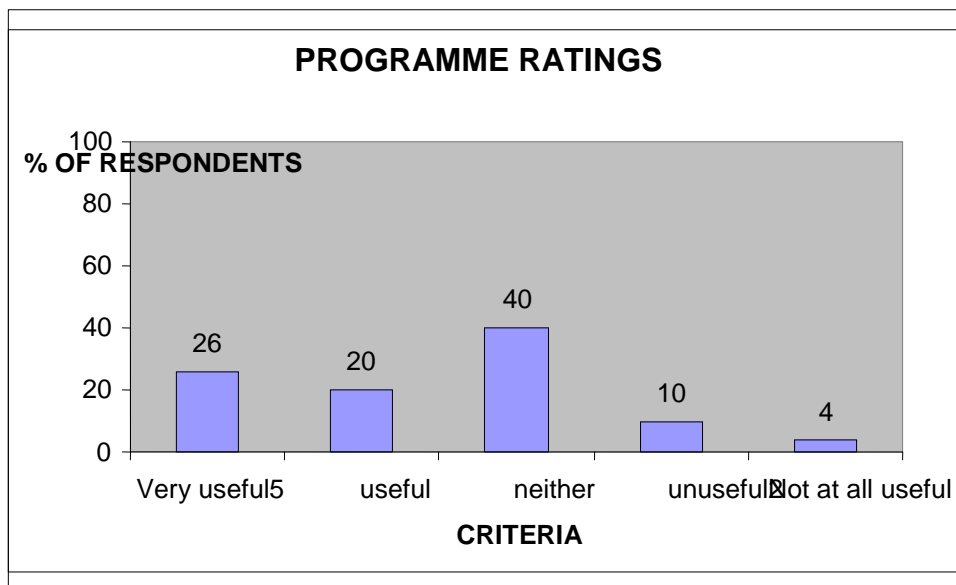
Majority of the employees feel that training programmes helps in improving relationship among employees. The analysis of the aforesaid responses indicates that 96% of employees feel that training programmes helps in improving relationship among employees. 4% of the employees do not feel that training programmes helps in improving relationship among employees.

10. How would you rate programmes overall?

Table: 10

PROGRAMME RATINGS

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Very useful	13	26
2.	Useful	10	20
3.	Neither useful not unuseful	20	40
4.	Unuseful	5	10
5.	Not at all useful	2	4
	Total	50	100



INTERPRETATION:

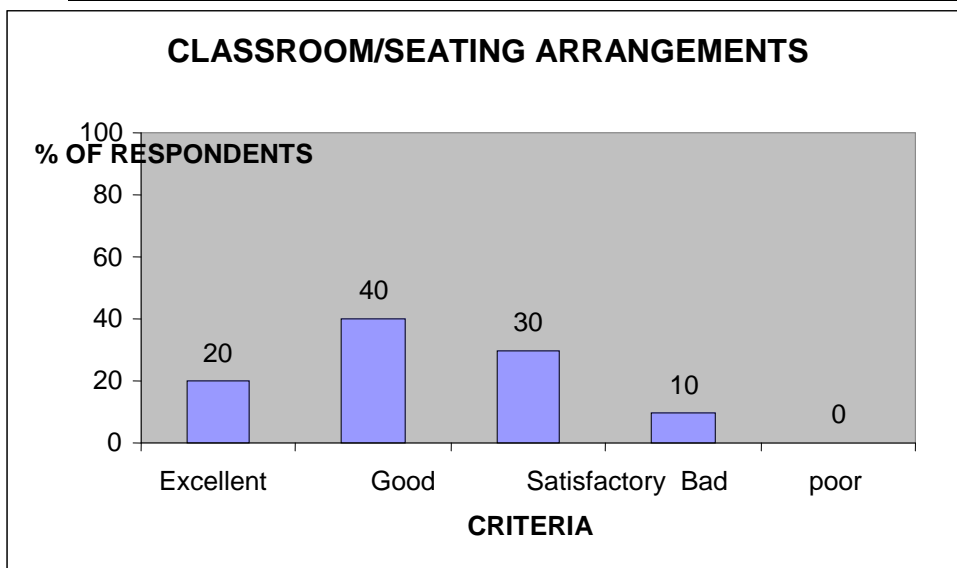
Majority of the employees feel that training programmes could be improved further to have better impact. The analysis of the aforesaid responses indicates that 26% of the employees feel that programmes are very useful and they rated them as 5. 20% of the employees rated them as 4. 40% of the employees rated them as 3. 10% of the employees rated them as 2. 4% of the employees feel that programmes are little use and they rated them as 1.

11. Please comment on the following infrastructure regarding Training and Development.

- a. Classroom/Seating arrangement
- b. Audio visual arrangement
- c. Quality of lunch
- d. Traveling facility

Table: 11(a) CLASSROOM/SEATING ARRANGEMNET

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Excellent	10	20
2.	Good	20	40
3.	satisfactory	15	30
4.	Bad	5	10
5.	Poor	--	--
	Total	50	100



INTERPRETATION: Majority of the employees feel that the classroom arrangement is very good. The analysis of the aforesaid responses indicates that 20% of employees feel that classroom arrangement is excellent and they rated it as 5. 40% of the employees rated it as 4. 30% of the employees rated it as 3.10% of the employees rated classroom arrangement as 2.

11 (b) Audio visual arrangements.

Table: 11(b) AUDIO VISUAL ARRANGEMENTS

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Excellent	8	16

2.	Good	17	34
3.	Satisfactory	15	30
4.	Bad	8	16
5.	Poor	2	4
	Total	50	100

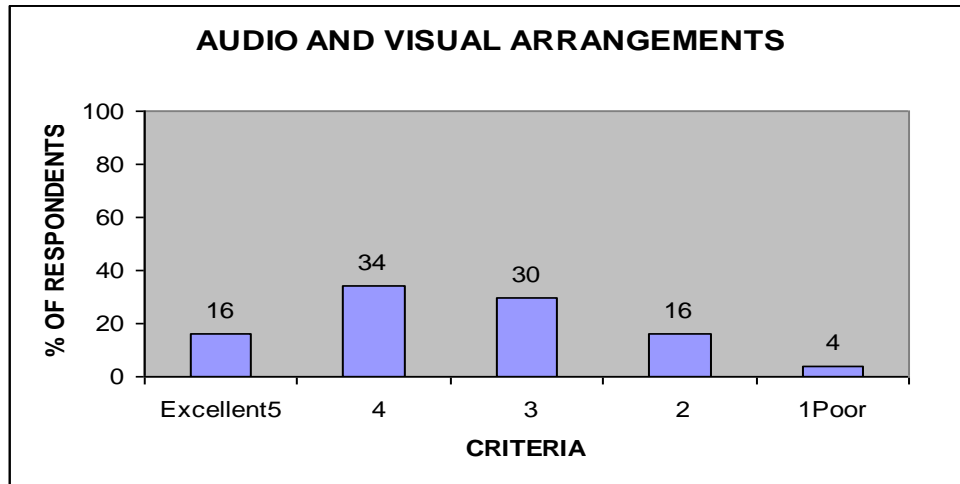


Chart: 11(b)

INTERPRETATION:

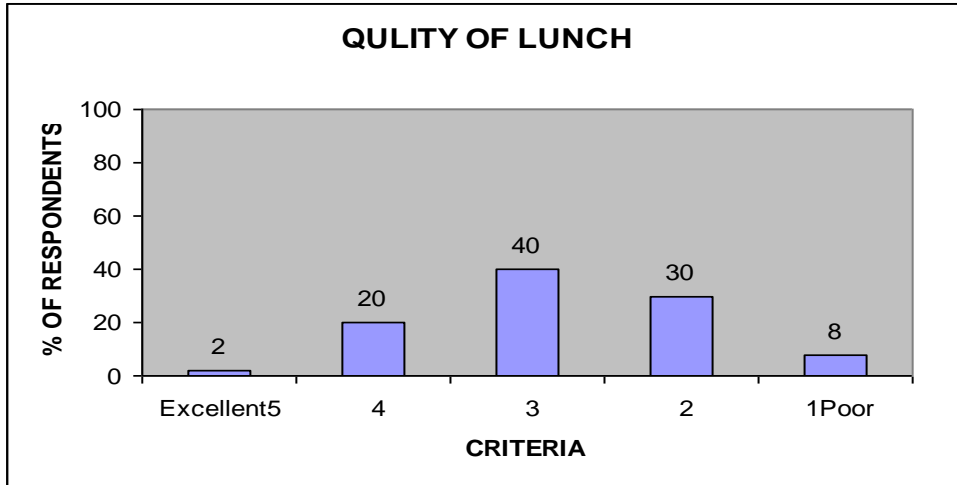
Majority of the employees feel that audio and visual arrangements are very good. The analysis of the aforesaid responses indicates that 16% of the employees feel that audio visual arrangements are excellent and they rated it as 5. 34% of the employees rated it as 4. 30% of the employees rated it as 3. 16% of the employees rated it as 2. 4% of the employees feel that audio visual arrangements are poor and they rated it as 1.

11(c) Quality of lunch.

Table: 11 (c)

QUALITY OF LUNCH

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Excellent	1	2
2.	Good	10	20
3.	Satisfactory	20	40
4.	Bad	15	30
5.	Poor	4	8
	Total	50	100



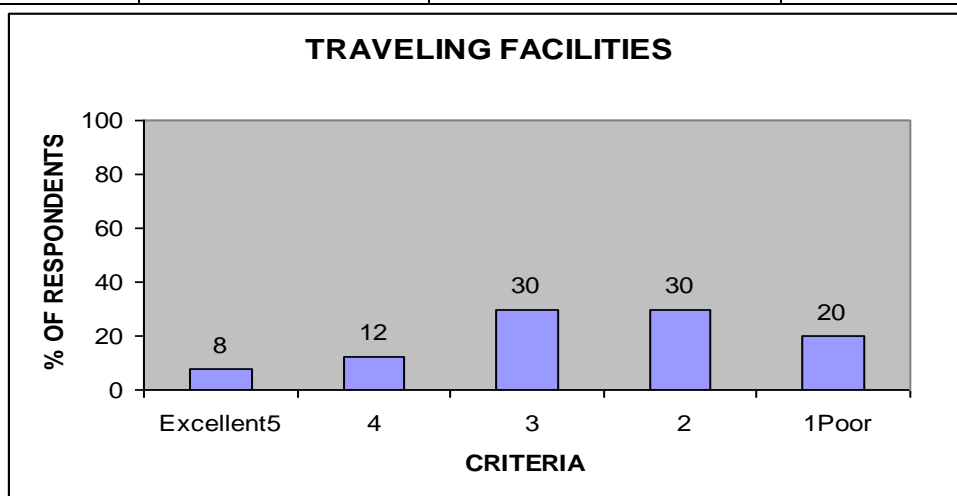
INTERPRETATION:

Majority of the employees feel that quality of lunch is ok and they rated it as 3. However, employees expecting improved meal. The analysis of the aforesaid responses indicates that 2% of the employees feel that quality of lunch is excellent and they rated it as 5. 20% of the employees rated it as 4. 40% of the employees rated it as 3. 30% of the employees rated it as 2 and 8% of the employees feel that quality of lunch is poor and they rated it as 1.

11 (d) Traveling facilities.

Table: 11(d) TRAVELING FACILITIES

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Excellent	4	8
2.	Good	6	12
3.	Satisfactory	15	30
4.	Bad	15	30
5.	Poor	10	20
	Total	50	100



INTERPRETATION:

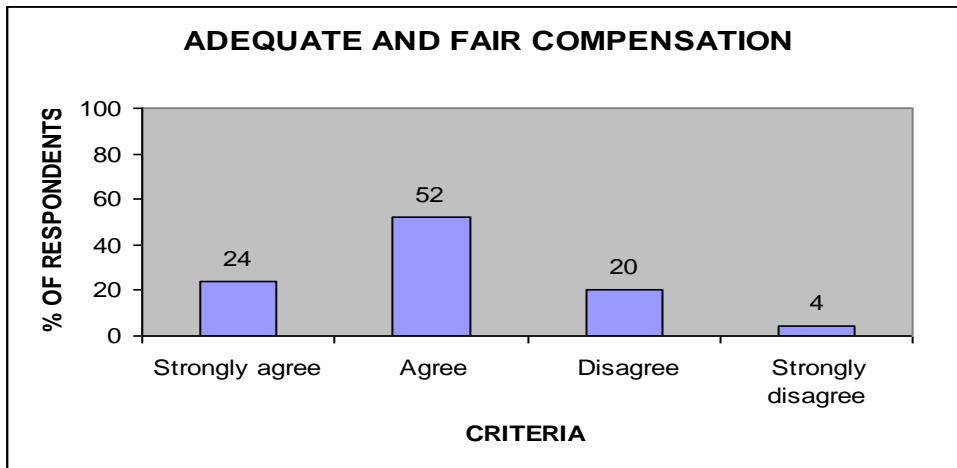
Majority of the employees feel that traveling facilities are average and they rated it as 3 and 2. The analysis of the aforesaid responses indicates that 8% of the employees feel that

traveling facilities are excellent and they rated it as 5. 12% of the employees rated traveling facilities as 4. 30% of the employees rated them as 3. 30% of the employees rated them as 2 and 20% of the employees feel that traveling facilities are poor and they rated it as 1.

12. I am given adequate and fair compensation for the work I do.

Table: 12ADEQUATE AND FAIR COMPENSATION

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Strongly agree	12	24
2.	Agree	26	52
3.	Neutral	0	0
4.	Disagree	10	20
5.	Strongly disagree	2	4
	Total	50	100



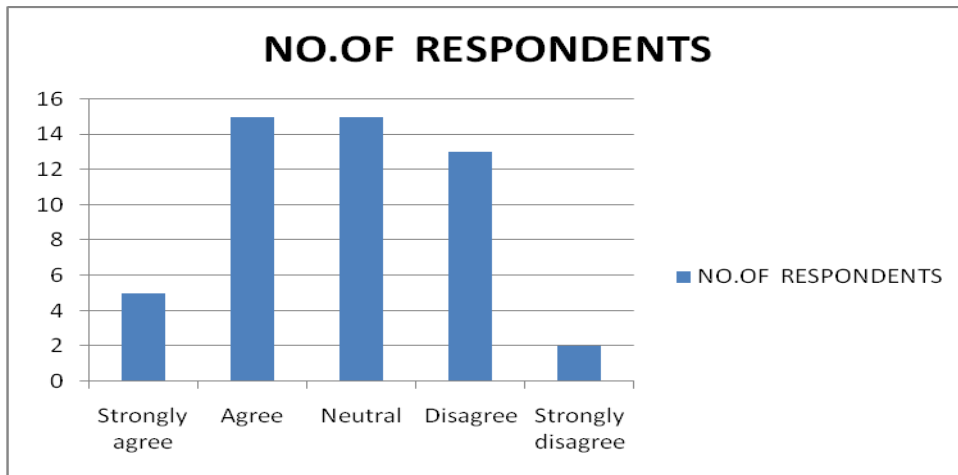
INTERPRETAION:

Majority of the employees agree that they are given adequate and fair compensation for the work they do. However the scenario might change at unit level. The analysis of the aforesaid responses indicates that 24% of the employees strongly agree that they are given adequate and fair compensation for the work they do. 52% of the employees agree with the statement and 20% of the employees disagree with the statement and 4% of the employees strongly disagree that they are given adequate and fair compensation.

13. My organization will pay salary by considering responsibilities at work.

Table: 13 PAY BY CONSIDERING RESPONSIBILITIS AT WORK

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Strongly agree	5	10
2.	Agree	15	30
3.	Neutral	15	30
4.	Disagree	13	26
5.	Strongly disagree	2	4
	Total	50	100



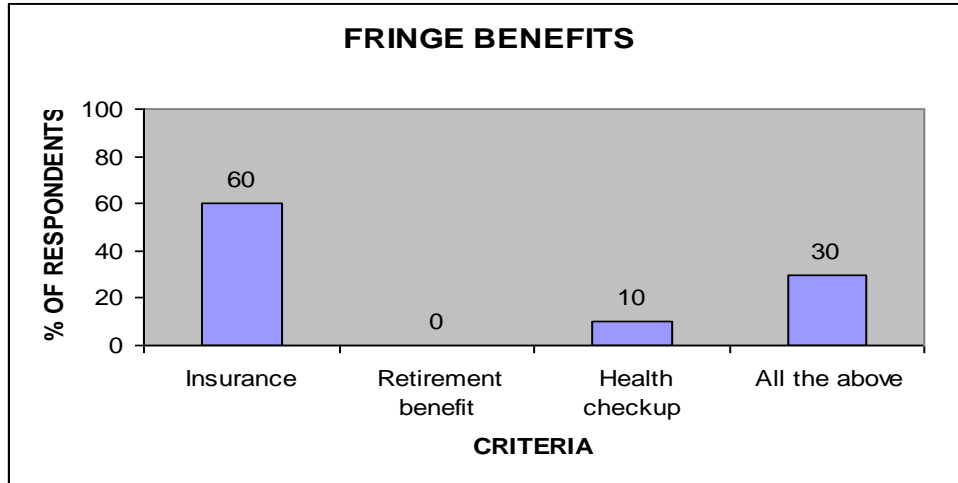
INTERPRETATION:

Considerable % of employees feel that their salary is not paid based on their responsibilities. The analysis of the aforesaid responses indicates that 10% of employees strongly agree that they pay salary by considering responsibilities at work. 30% of the employees agree with the statement. 30% are neutral. 26% of the employees disagree with the statement. 4% of the employees strongly disagree that they pay salary by considering responsibilities at work.

14. Fringe benefits provided to you...

Table: 14 FRINGE BENEFITS

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Insurance	30	60
2.	Retirement benefit	--	--
3.	Health checkup	5	10
4.	All the above	15	30
	Total	50	100



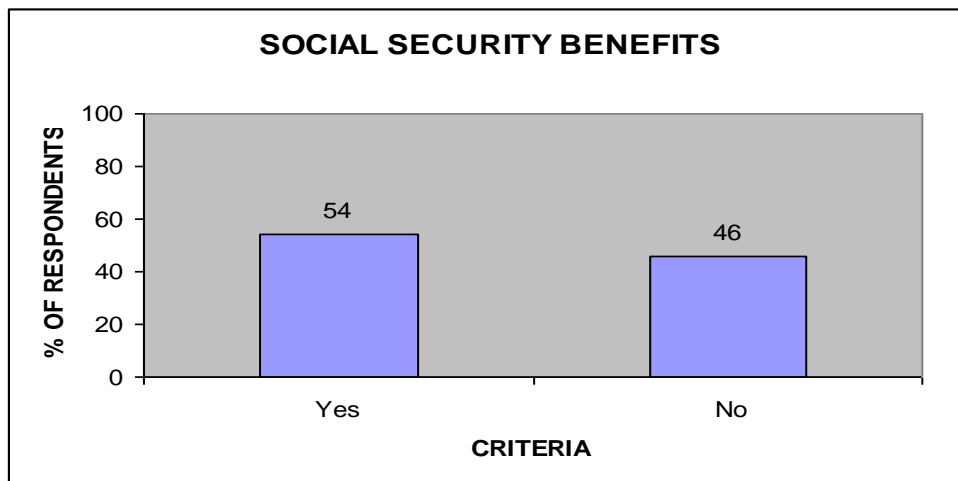
INTERPRETATION:

Majority of the employees say that insurance is provided as a fringe benefit. The analysis of the aforesaid responses indicates that 60% of the employees say that insurance is provided as a fringe benefit. 10% of the employees say that health checkup is provided as a fringe benefit. 30% of the employees say that all the three benefits are provided as fringe benefits.

15. Does the company provide you social security benefits?

Table: 15 SOCIAL SECURITY BENEFITS

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Yes	27	54
2.	No	23	46
	Total	50	100



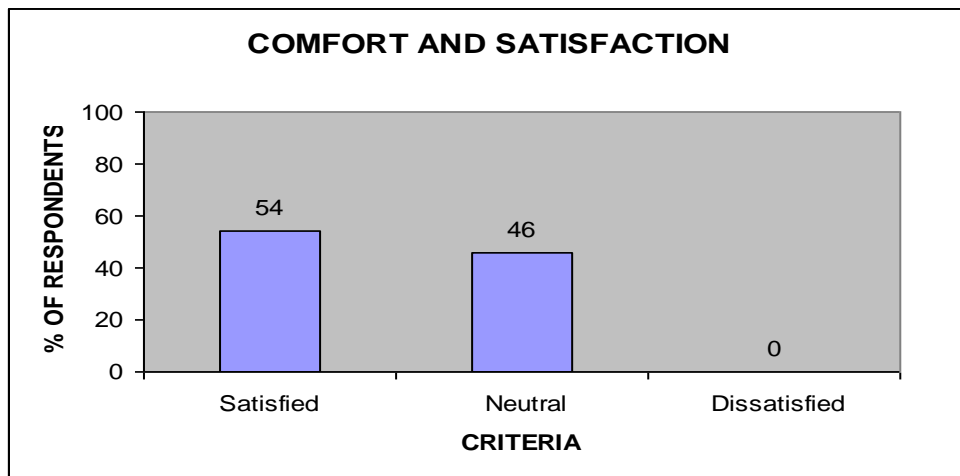
INTERPRETATION:

Majority of the employees say that the company provides them social security benefits. However, there is a necessity to improve on social security benefits. The analysis of the aforesaid responses indicates that 54% of the employees say that the company provides them social security benefits. 46% of the employees say that the company provides them social security benefits.

16. Do you feel comfortable and satisfied with your job?

Table: 16 COMFORT AND SATISFATION

S.NO	RESPONSE	NO.OF RESPONDENTS	% OF RESPONDENTS
1.	Satisfied	27	54
2.	Neutral	23	46
3.	Dissatisfied	--	--
	Total	50	100



INTERPRETATION: Majority of the employees feel comfortable and satisfied with their jobs. The analysis of the aforesaid responses indicates that 54% of the employees feel comfortable and satisfied with their job. 46% of the employees feel neutral about the comfort and satisfaction.

**CHAPTER-V
FINDINGS, SUGGESTIONS AND CONCLUSIONS**

FINDINGS:

1. Employees are satisfied with the working conditions provided by the organization.
2. Other department in hospital co-operate with each other.
3. Some of the respondents opined that the salary is not commensurate with the responsibilities.
4. Majority of the employees are free to offer comments and suggestions.
5. Majority of the employees are satisfied with the salary and fringe benefits provided by the organization.
6. There is high degree of freedom of work in the organization.
7. The element of job satisfaction is rated as satisfactory.
8. The programmes of training are rated as very good.
9. The element of security is rated as satisfactory.
10. There is high degree sense of belongingness in the employees.
11. There is a harmonious relationship with the colleagues in the organization.
12. There is a balance of stated objectives and resources provided by the organization.

SUGGESTIONS:***Work Environment:***

All the issues involved in creating a work environment have received a positive response which ascertains the fact that company is inclined towards providing a very important comfortable and an organized work environment to its employees, where in they can operate to the best of their abilities. Company should continue to maintain the level of satisfaction in order to attain long term benefits.

Compensation and Rewards:

The compensation and rewards system followed by company should be continued and if possible certain changes can be made to increase the level of satisfaction and acceptability among its employees. company need to pay more in order to attract, motivate and retain the best and brightest employees.

Facilities:

The company has identified that the benefits offered to the employees should be competitive and suffices the needs of the employees and their families. It is suggested organization can contemplate modifying these benefits periodically depending on what the organization intends to achieve through the benefits.

Training and development:

Training is co-operative, problem-solving, initiate relations between employees and employers, builds trust. Employees should be encouraged to avail all opportunities to participate in training programmes and such certificates should be considered while promoting.

CONCLUSION:

It was pleasure to interact with employees of Honda motors, who has shown keen interest in this project work and almost all of them were aware of the term Quality of work life. They took out time from their busy schedule to fill up the questionnaires and responded to the queries posed to them. Some employees were anxious to know the end result. Quality of Work Life plays an important role in the organization; it helps in changing the entire organizational climate by humanizing work, individualizing organization and changing the structural and managerial systems. QWL denotes improvements in the psychological aspect of work to improve productivity. It also refers to quality of relationship between employees and total working environment. Much importance is given to the Quality of work life because of following reasons: Fair compensation, safe and healthy working conditions, work and personal life balane.

Absence of Quality of work life leads to several disadvantages for an organization. The psychological & physical needs of the workers are not taken care, and this leads to lower productivity. The performance of the employees decrease as the work environment will be conducive.

Quality of work life at care hospital is satisfactory to the employees. Work environment in the care hospital is very effective and the performance of the employees is high. Employees are very much satisfied with the quality of work and are benefited in all aspects of their physical and psychological needs. The work culture and the environment are conducive to work. People feel like family, while doing the work, as a quality of work life brings them to work collectively and be responsible to each other.

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