



MEASURING QUALITY OF WORK LIFE (QWL) OF LOCAL BODY EMPLOYEES: THROUGH JOB SATISFACTION IN NAGAPATTINAM DISTRICT

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Abstract

Local bodies are the primary institutions for serving the people. For doing effective government services to the people, the employees working in the local bodies are necessary. Through improving the QWL of employees in the local bodies, the offices can get more productivity of employees and serve the citizens. From this study the QWL of local body employees is measured through job satisfaction. The result of the study is majority of the demographic variables of the employees working in the local bodies are affecting the QWL through job satisfaction of employees.

Keywords: Local Body, Job satisfaction, Quality of Work Life.

INTRODUCTION

Local bodies are the institutions of the local self-governance, which look after the administration of an area or small community such as villages, towns, or cities. In these local bodies employees are playing important role for serving the people of local bodies. For working the employees in good manner in the local bodies job satisfaction of employees is very significant. Through improving job satisfaction the employees QWL is also improved. If improving the QWL of employees, it will lead to increases employees' productivity, reduces the absenteeism of employees, well being of organisations and also more citizens services to the citizens of local bodies.

Job satisfaction denotes a collection of positive or negative feelings that employees have towards their work. Meanwhile, when an employee employed in an organisation, brings with it the needs, desires and experiences which determinates expectations that he/she has dismissed. Job satisfaction represents the extent to which expectations are and match the real awards. The QWL of employees working in the local bodies is measured by the job satisfaction.

Quality of Work Life (QWL) is the degree of relationship of individual employee and organizational factors in the work environment. It is highly impacting on the labour turnover, absenteeism, low productivity and de-motivated work force etc. in the organization. If an employee has positive attitude about the organization, it will lead to increase the productivity of employees and well being of the organization. Eight important measurement criteria for QWL have been identified by Walton (1974) which are i) Adequate Income and Fair Compensation, ii) Safe and Healthy Working Conditions, iii) Immediate Opportunity to Use and Develop Human Capacities, iv) Opportunity for Continued Growth and Security, v) Social Integration in the Work Organisation, vi) Constitutionalism in the Work Organisation, vii) Work and the Total Life Space and viii) Social Relevance of Work Life.

REVIEW OF LITERATURE

Hanita Sarah Saad et al. (2008) have found the salary perceived support of colleagues, satisfaction with the administration, works and non-work conflict have been proven to directly affect or are predictive of job satisfaction, financial rewards and fringe benefits like medical coverage would likely contribute to their level of job satisfaction.

Rochita Ganguly (2010) suggested that the selected group of University employees perceived different aspects of their quality of work life as either uncongenial or they have had a certain amount of dilemma to comment on a few other aspects bearing the potential involving a slight trend of negative opinion.



Alireza Bolhari et al (2011) have suggested in their study the level of quality of work life is medium and needs managers' attentions to enhance. No significant relation was approved between gender and quality of work life, but relationships between quality of work life and age, work experience and income were approved.

OBJECTIVES

- To study the influence of job satisfaction on the Quality of Work Life of employees in the Local bodies of Nagapattinam District.
- To make suitable findings and suggestions

HYPOTHESIS

The following null hypotheses were framed for analyzing the present study.

- Quality of work life of employees is not influenced by the job satisfaction of employees.
- There is no relationship between the demographic profiles and job satisfaction of employees.

METHODOLOGY

The study is related to the measuring quality of work life of local body employees through job satisfaction in Nagapattinam District. Survey method has been adopted and both primary and secondary data were used for the purpose of study. Multi-stage random sampling has been adopted for selecting the sample. 226 employees are taken from the local bodies of Nagapattinam District as sample respondents. The schedule were prepared and used for collecting the primary data. Secondary data were collected from the internet, books and journals, etc. Percentage analysis was used to discuss a profile of the respondents. Independent sample t-test and one way ANOVA were used to compare the perception means groups with different demographic/independent variables of the employees with the job satisfaction.

Job satisfaction of employees are measured by these criteria such as salary, nature of job, working time, working environment, freedom of job, rest period, proper communication, supervision, relationship with other employees, safety and security, office accommodation, office automation and equipments, accessibility, hygienic conditions, training and development, work life balance, physical and mental health.

ANALYSIS

Table 1.1, Independent sample T –Test for the demographic variables and job satisfaction of employees

Demographic variables and job satisfaction		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Gender	Equal variances assumed	4.785	.030	-.537	224	.592	-6.19411	11.52785	-28.91102	16.52281
	Equal variances not assumed			-.509	143.321	.611	-6.19411	12.15971	-30.22966	17.84145
Marital Status	Equal variances assumed	.190	.663	3.029	224	.003	35.90655	11.85261	12.54966	59.26344
	Equal variances not			2.972	121.735	.004	35.90655	12.08045	11.99158	59.82152



	assumed									
Terms of job	Equal variances assumed	3.069	.081	10.045	224	.000	125.01788	12.44620	100.49125	149.54450
	Equal variances not assumed			11.732	60.795	.000	125.01788	10.65588	103.70868	146.32707

* The mean difference is significant at the .05 level

Source: Computed from primary data.

Table 1.2, ANOVA test for the demographic variables and job satisfaction of employees

Demographic variables and job satisfaction		Sum of Squares	df	Mean Square	F	Sig.
Type of Local Body	Between Groups	164478.979	3	54826.326	8.739	.000
	Within Groups	1392820.579	222	6273.967		
	Total	1557299.558	225			
Category of Job	Between Groups	714987.967	2	357493.983	94.646	.000
	Within Groups	842311.591	223	3777.182		
	Total	1557299.558	225			
Age	Between Groups	513805.697	3	171268.566	36.437	.000
	Within Groups	1043493.860	222	4700.423		
	Total	1557299.558	225			
Educational Qualification	Between Groups	149458.103	4	37364.526	5.865	.000
	Within Groups	1407841.455	221	6370.323		
	Total	1557299.558	225			
Family Members	Between Groups	6933.565	2	3466.782	.499	.608
	Within Groups	1550365.993	223	6952.314		
	Total	1557299.558	225			
Salary	Between Groups	775976.635	4	193994.159	54.872	.000
	Within Groups	781322.923	221	3535.398		
	Total	1557299.558	225			
Experience	Between Groups	404232.237	4	101058.059	19.369	.000
	Within Groups	1153067.320	221	5217.499		
	Total	1557299.558	225			

* The mean difference is significant at the .05 level

Source: Computed from primary data

FINDINGS AND DISCUSSIONS

- The Significant value is 0.592 which is greater than the alpha value 0.05. So accept the null hypothesis. There is no relationship between the gender and job satisfaction of employees. In this analysis gender is not influencing the employees' job satisfaction. Because of both male and female are the same in the local body offices.
- The Significant value is 0.000 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the age of the employees and job satisfaction of employees. Age is one of the important factors that affecting the employees job satisfaction. Because of age determines the employees' ambitions, better health conditions expectations of employees about the future etc.
- The Significant value is 0.004 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the marital status and job satisfaction of employees. Marital status of employees affects the employees' job satisfaction.



- The Significant value is 0.608 which is greater than the alpha value 0.05. So accept the null hypothesis. There is no relationship between the Number of family members and job satisfaction of employees. One-way ANOVA test indicates the number of family members is not majorly affecting the job satisfaction of employees.
- The Significant value is 0.000 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the educational qualification of the employees and job satisfaction of employees. Educational qualification of the employees is an important demographic factor influencing the job satisfaction of employees. Because of employees' educational qualification improves the employees' personality, behaviour, individualism, communication skill etc.
- The Significant value is 0.000 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the terms of job and job satisfaction of employees. Terms of job is highly impacting the employees' job satisfaction.
- The Significant value is 0.000 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the category of job and job satisfaction of employees. Category of job is considered as an important factor that affecting the job satisfaction of employees.
- The Significant value is 0.000 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the type of local body and job satisfaction of employees. Type of local body is considered as an important factor that influencing the job satisfaction of employees.
- The Significant value is 0.000 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the salary and job satisfaction of employees. In this analysis employees salary is highly influencing the employees' job satisfaction. Everyone works for getting income.
- The Significant value is 0.000 which is less than the alpha value 0.05. So reject the null hypothesis. There is no relationship between the experience and job satisfaction of employees. In this analysis work experience of employees is highly influencing the employees' job satisfaction. Experience gives knowledge about the work to the employees.

From this analysis Age, Marital status, Educational qualification, Terms of job, Category of job, type of local body, salary and work experience of the employees are considered as main factors that affecting the employees job satisfaction. Through this job satisfaction the employees' quality of work life is also affecting.

CONCLUSION

From the findings of the study the majority of the demographic factors of the employees have been affecting the employees' job satisfaction. If the employees' job satisfaction is positively influenced also the QWL of employees will be positively influenced and if the job satisfaction is negatively influenced the QWL of employees will be negatively influenced. For improving the local body employees' job satisfaction, the local body offices should improve the good working environment, working time, hygienic conditions of the offices, proper infrastructure facilities and proper training in the advanced technology, freedom of job, rest period, etc. Because of there is lack of these facilities to the employees in the local body offices. Local bodies are playing significant role to serve the people. Hence if the QWL of local body employees is improved, they will work more and also the citizens can get more benefits from the local bodies.

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