

A PERCEPTION ON QUALITY OF WORK-LIFE AMONG MALE AND FEMALE EMPLOYEES IN THE INFORMATION TECHNOLOGY COMPANIES

G. S. INDUMATHI¹ & R. THAMIL SELVAN²

¹Research Scholar, Sathyabama University, Chennai, Tamil Nadu, India

²Associate Professor, Sathyabama University, Chennai, Tamil Nadu, India

ABSTRACT

Work has become an indispensable part of the everyday life of males and females, in which they spend more than one third of their life at their work place. Hence, the eminence and importance of Quality of Work-Life (QWL) is unparalleled and unquestionable. A high QWL is related to job satisfaction, which in turn is a strong predictor of absenteeism and turnover. In the present study, the researcher has chosen the Information Technology companies in Chennai and based on the interview with the employees in the organization, a pilot study was conducted with the respondents in the total sample (N = 150). The factors contribute to quality of work-life that includes Stress at work, Work-Life Balance, Job Security, Social Integration in the workplace, Management Policies and Communication at the work place. This article focuses on the factors affecting Quality of Work-Life (QWL) of the employees in the Information Technology companies and examines the significant difference between male and female employees' perception over Quality of Work-Life (QWL) and offers suggestions to improve the work- life of the employees in the Information Technology companies. It is clear from this study that compare to male, female employees are greatly affected in the Quality of work –life factors such as stress, Social integration and communication at the work place.

KEYWORDS: Quality of Work-Life (QWL), Information Technology (IT), Gender, Chennai

INTRODUCTION

The vision and strategic direction of the organization is to value the working pattern of the male and female employee's in the organization to provide the basis for the smoother work life. The systematic approaches to work-life enable both male and female employees to achieve the individual and organizational goals. Walton (1975) mentioned, "dissatisfaction with working life is a problem which affects almost all workers at one time or another. The frustration, boredom, and anger common to employees disenchanted with their work life can be costly to both individual and organization." The key elements of QWL include job security, job satisfaction, better reward system, employee benefits, employee involvement and organizational performance (Havlovic 1991). For the past few years many researchers found that the employees in the IT organization may leave the job and seek a better one in short period. In this situation, QWL Plays a major role in the IT companies to retain the employees, reduce absenteeism and achieve the organizational and individual goals. The research problem will be addressed through these research questions including the existence of any significant difference between the QWL of the male and female employees? By conducting this study, it is hoped that would help both management and employees to understand QWL and improve better work life of employees in the IT companies.

OBJECTIVES

The objectives of this study are

- To study the factors affecting Quality of work-life of the employees in the IT companies.

- To explore whether there is any significant difference between male and female employees' perception over QWL.
- To make suggestions based on the findings of the study.

REVIEW OF LITERATURE

The evolution of QWL began in late 1960s emphasizing the human dimensions of work that was focused on the quality of the relationship between the worker and the working environment Rose, R. C., Beh, L. S., Uli, J., Idris, K. (2006). According to Gadon (1984), QWL efforts include the areas of personal and professional development, work redesign, team building, work scheduling, and total organizational change. Walton (1975) proposed eight major conceptual categories relating to QWL as (1) adequate and fair compensation, (2) safe and healthy working conditions, (3) immediate opportunity to use and develop human capacities, (4) opportunity for continued growth and security, (5) social integration in the work organization, (6) constitutionalism in the work organization, (7) work and total life space and (8) social relevance of work life. It is difficult to best conceptualize the QWL elements (Seashore 1975). A high QWL is related to job satisfaction, which in turn is a strong predictor of absenteeism and turnover (Hom & Griffeth, 1994).

Thus QWL provides healthier, satisfied and productive employees, which in turn provides efficient and profitable organization (Sadique 2003). It is generally viewed that female employees are somewhat neglected in their work places, which in turn can lead to lower level of job satisfaction and employee productivity. Khan, 2007, Bhuiya, (2007) The female employees find gender discrimination in terms of pay, promotion and other facilities, which is visible in many private industries. Later on, Skinner and Ivancevich (2008) urged that QWL is associated with adequate and fair compensation, safe & healthy working conditions, opportunities to develop human capacities, opportunities for continuous growth and job security, more flexible work scheduling and job assignment, careful attention to job design and workflow, better union-management cooperation, and less structural supervision and development of effective work teams.

DATA ANALYSIS

The convenient sampling method was adopted for respondent selection and 175 questionnaires were distributed in total in that 150 samples were collected. The tentative results and the questionnaire were tested using Cronbach alpha and the reliability coefficient have obtained more than 0.8 which is considered to be reliable for the variables. The study is based on the data collected to measure the male and female employees' perception on affecting factors of QWL. The measurement is the Likert scale.

PURPOSE OF THE RESEARCH

- Improve work life of the male and female employees in Information Technology companies.
- Factors to be finding out on Quality of work life which affects the employees work life and give solution to reduce absenteeism, labour turn over and attrition in Information Technology companies.

PROFILE OF MALE AND FEMALE EMPLOYEES

The distribution of QWL for Male and Female employees has been compared with all the features. Finally, a test has been performed to know about the difference between central observation from two independent samples – male and female employees. In the frequency distribution of Gender the maximum of 59 % of Female employees are working in the IT companies and remaining 41 % of them are Male. It is also clear that maximum of 76.3% of the male and female comes under the age group of 21 – 30 and finally it is find out that 60% of them were Unmarried.

Table 1: Factors Affecting Quality of Work -Life

S. No	Dimensions of QWL	Opinion				Mean Value	F Value	Sig Value
		Always %	Often %	Sometimes %	Rarely %			
1	Stress	8 (5.3)	65 (43.3)	62 (41.3)	15 (10)	1.815	8.267	.000
2	Work life Balance	36 (24)	82 (54.6)	18 (12)	14 (9.3)	.112	.438	.726
3	Job Security	36 (20)	82 (48.6)	18 (26)	14 (5.3)	.628	2.574	.560
4	Social Integration at work place	30 (7.3)	73 (43.3)	39 (40)	8 (9.3)	1.170	5.028	.002
5	Communication at work place	19 (12.6)	64 (42.6)	61 (40.6)	14 (4)	1.189	5.119	.002
6	Management policies	1 (0.6)	49 (32.6)	83 (55.3)	17 (11.3)	.484	1.916	.122

Sources: Primary Data, Significant at 5 % level

Based on the above Table 1, the factors affecting quality of work-life of the employees in IT companies are shown. It is clear from the ANAOVA Table 1, There is no significant different between the quality of work-life factors. Since significant value is less than 0.050, the Null Hypothesis is rejected at 5 percent level of significant in the QWL factors of Stress, Social Integration in the work place and communication at work place. It is also evident that the Mean value ranging above (8.26) for Stress, (5.11) for Social Integration in the work place and (5.02) for communication at work place.

Hence it is concluded that QWL factors such as Stress, Social Integration in the work place and communication at work place are the most affecting factors of QWL of the employees in the IT companies.

Test for Significant Difference between Male and Female Perception on QWL

Null Hypothesis (Ho): There is no significant difference between male and female employees perception over QWL

Alternative Hypothesis (H1): There is significant difference between male and female employees perception over QWL

Table 2: Test for Significant Difference between Male and Female Perception on QWL

Dimensions of QWL	Gender				t Value	p Value
	Male		Female			
	Mean	SD	Mean	SD		
Stress at Work	2.770	.609	2.355	.811	3.534	.001*
Work and Non-Work life Balance	3.022	.810	3.105	.903	-.558	.578
Job Security	3.054	.774	3.276	.826	-1.699	.091
Management Policies	3.648	.628	3.894	.644	-2.366	.019
Social Integration in the Workplace	3.297	.677	3.723	.793	-3.537	.001*
Communication at Work Place	3.189	.838	3.526	.621	-2.803	.006*

Sources: Primary Data, Significant at 5 % level

A clear distinguishment can be observed between the QWL of male and female employees in this specific territory through observation. The table 2 shows that there is no significant difference between male and female

employees' perception on QWL except the factor of Work- life Balance, Job security and management Policies. Since P value is less than 0.050, the Null Hypothesis is rejected at 5 percent level of significant in the QWL factors of Stress, Social Integration and communication. It is also evident that the Mean values are ranging high (3.89 & 3.72) in the Female compare to Male. Hence it is concluded that compare to male employees, female employee's perception on Stress, Social Integration and communication are more unfavorable than the factors of Work life Balance, Job security and management Policies.

LIMITATIONS OF THE STUDY

- In this Pilot study, the results may not represent the whole sample population, as convenient sampling and a relatively small sample size have been employed.
- The ratio of male and female respondents in this study may not reflect the definite male and female participation in the IT companies.

FINDINGS AND SUGGESTIONS

- The Mean value ranging above (8.26) for Stress, (5.11) for Social Integration in the work place and (5.02) for communication at work place. It is concluded that QWL factors such as Stress, Social Integration in the work place and communication at work place are the most affecting factors of QWL of the employees in the IT companies. The management should provide support, flexible work environment both inside and outside of the work place. The organization should not force employees to compartmentalize work and personal challenges.
- There is no significant difference between the QWL and the perception of the male and female employees on Stress, Social Integration and communication. From this observation it is also clear that compare to male employees, female employees are having high stress and lack of social integration and communication prevailing in the IT companies. The management should conduct the programme for the female employees to reduce the stress and improve social integration at work place and they should also consider suggestions and must find the reason for lack of communication in the work place.
- Alternative remedies to overcome present shortcomings in QWL and construction strategies to improve, develop work culture for QWL for male and female are needed.
- The management should see that the employee is that not only offered financial security, but also, should have autonomy, meaning and the opportunity for development and advancement.
- The management should not fence the employees with more commitments.
- To facilitate female employees feel convenient, the companies should maintain child-care centers.

CONCLUSIONS

An effective work- life is essential for ensuring high productivity and to achieve the individual and organization goal. Ever IT companies need to focus on the employees working life so as to bring satisfaction in the work-life of the employees in the IT companies. An organization should follow a systematic process of keeping their view and the mission for smooth flow of work life of the employees. The contribution of this study is to explore the perception of QWL issues among the male and female employees in the IT sector. A better understanding of the interrelationship of various aspects of Quality of Work life (QWL) provides an opportunity for improved analysis of causes and effect in the work place.

REFERENCES

1. Gadon, H. (1984) Making Sense of Quality of Work Life Programs, *Business Horizons*, January-February, 42-46.
2. Havlovic, S. J. (1991) Quality of Work Life and Human Resource Outcomes, *Industrial Relations*, **30(3)**, 469-479.
3. Hom, P. & Griffeth, R.(1994). Employee turnover. Cincinnati, OH: South- Western Publishing Company.
4. Iacovides, A., Fouuntoulakis, K.N. & Kaprins, G.K. (2003). The relationship between job stress, burnout and clinical depression. *Journal of Affective Disorders*, *75(3)*, 209-221.
5. Khan, N. (2007). *Seminar on Promoting Gender Equality at the Workplace*. BRAC Centre: Dhaka.
6. Rose, R. C., Beh, L. S., Uli, J., Idris, K. (2006) Quality of Work Life: Implications of Career Dimensions, *Journal of Social Sciences*, **2(2)**, 61-67.
7. Seashore, S. E. (1975) Defining and Measuring the Quality of Working Life, in *The Quality of Working Life* (Eds.) L. E. Davis and A. B. Cherns, The Free Press, New York, pp. 105-118.
8. Walton, R. E. (1975) Criteria for Quality of Working Life, in *The quality of working life* (Eds.) L. E. Davis and A. B. Cherns, The Free Press, New York, pp. 99-104.

