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A STUDY ON QUALITY WORK LIFE

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ABSTRACT

The QWL at GMR Hyderabad International Airport Limited (GHIAL), a major participant in the aviation sector, is the subject of this research. Given the importance of quality work life (QWL) to both organisational performance and employee well-being, this study intends to evaluate different aspects of QWL at GHIAL and offer suggestions for improvement.

Using a combination of survey, interview, and observational approaches, we were able to compile in-depth viewpoints from workers at all levels and in all departments. Employee engagement, leadership efficacy, job happiness, and work environment are some of the aspects that are investigated in the study.

There are opportunities for improvement, according to preliminary findings, even though GHIAL has several good practices that promote employee welfare. Problems with work-life balance, communication, opportunity for professional growth, and reward systems are major obstacles.

INTRODUCTION

Work Life Balance:

Globalisation is causing modern employees a lot of pain. The organization needs to prioritise work-life balance if it wants to meet the demands of current standards. We start with the premise that a well-balanced work-life will guarantee a high-quality work life.

Nowadays, workers strive for more significance and difficulty in their profession, as quality is a key indicator of success. The chance for profound fulfilment is provided by a high-quality work-life balance. People want to work in a friendly environment where they can balance their work and personal lives.

The work environment is made much more humanised by the quality of work life. It aspires to fulfil both the fundamental and higher-order demands of employees. If one has a high quality of work life, it's possible that their workplace is free of unpleasant circumstances. The workers should not be unduly burdened by this. It is important that it does not diminish or harm their humanity. It shouldn't be scary or risky until absolutely necessary.

Occupational Health Quality was able to improve the health and job security of employees at multiple companies. Management and leadership of the association feel more invested in shaping the work environment, which boosts morale, motivation, engagement, and engagement. Employees also benefit from increased opportunities for personal growth, better association announcements, and mutual respect and understanding.

Health work quality has been utilised in multiple initiatives aimed at enhancing the company. The typical characteristics appear to be, "attempting to reorganise the size of an organization's assets and execute a process that introduces and continues to change over time," and the presence of a good man.

REVIEW OF LITERATURE

1. Evaluating the Quality of Work Life and Associated Factors Among Nurses in Ethiopia: A Systematic Review and Meta-Analysis

Year: 2025

Abstract:

In order to determine what characteristics impact nurses' quality of work life (QWL), this meta-analysis and systematic review looked at nurses in Ethiopia. The research highlighted the fact that QWL allows workers to meet their own needs via their work experiences. The results showed that nurses' QWL was much improved by supportive work settings, chances for professional growth, and organisational support. This, in turn, increased retention, motivation, and performance.

2. Quality of Work Life and Employee Efficiency in Public and Private Hospitals in Kenya

Year: 2025

Abstract:

Researchers in this study looked at how QWL affected productivity in both public and private Kenyan

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hospitals. The findings demonstrated that QWL significantly improves worker productivity. The study found that healthcare service delivery and worker effectiveness can be improved by focusing on organisational support, employee welfare, and working environment.

3. How Quality of Work Life Drives Organizational Citizenship Behaviour Among IT Employees

Year: 2025

Abstract:

Participants were personnel in the information technology (IT) industry, and the purpose of the study was to examine the connection between QWL and OCB. Results showed that better management practices and employee well-being were associated with higher QWL, which in turn encouraged citizenship activities beyond what is required by law or the job description. In order to promote organisational effectiveness, the study emphasises the strategic importance of QWL.

4. Quality of Work Life Determinants of Healthcare Professionals

Year: 2025

Abstract:

Factors impacting healthcare workers' QWL were investigated in this study. The results showed that low QWL is associated with less involvement, more intents to leave, and worse performance on the job. In order to maintain healthcare quality and employee happiness, the research highlighted the importance of having supportive management, sufficient resources, and healthy work conditions.

5. Quality of Work Life and Satisfaction of University Teachers

Year: 2025

Abstract:

The effect of QWL on happiness and contentment among college faculty was the focus of this research. The results of the statistical analysis show that when QWL is increased, teachers' well-being, work satisfaction, and commitment are all greatly improved. The results show that schools should put an emphasis on work-life balance, career advancement opportunities, and positive work environments.

6. Quality of Work Life and Its Impact on Employee Engagement

Year: 2024

Abstract:

In this study, we looked at how work-life balance, job security, and career growth are impacted by QWL and how it affects employee engagement. Employee engagement, retention, and output are all positively impacted by companies that provide opportunity for professional development and positive work environments.

7. Factors Affecting the Quality of Work Life for Industrial Labour Force

Year: 2024

Abstract:

The purpose of this research was to examine the effects of organisational and environmental variables on industrial workers' QWL. The study's findings demonstrated that factors such as company atmosphere, pay rate, job security, and interpersonal dynamics at work considerably impact workers' happiness and productivity. Improving organisational methods to boost QWL and productivity is suggested by the research.

8. Quality of Work Life's Factors and Its Effect on Employee Commitment

Year: 2024

Abstract:

Employee commitment among Vietnamese workers was examined in relation to eight parameters influencing QWL. The results showed that factors including pay, safety at work, advancement chances, and quality of relationships all play a role in keeping employees committed. Organisational loyalty was increased and inclinations to leave were decreased when QWL was improved.

9. Quality of Work-life and Its Influence on Employee Satisfaction

Year: 2023

Abstract:

In this research, we looked at how QWL relates to contentedness on the job. According to the findings, workers who reported high levels of QWL were more invested in their organization, happier in their jobs, and less likely to plan to leave. Implementing QWL programs is crucial to improve organisational outcomes and employee well-being, according to the research.

10. Research on the Quality of Work Life and Employee Motivation in an IT Company

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Year: 2023

Abstract:

This research looked at a Serbian IT firm to find out what factors affect QWL and staff motivation. According to the results, workers' views of QWL are greatly impacted by factors such as working environment, organisational support, and motivation strategies. Findings from the research point to the need for ongoing policy and incentive reform in the workplace as a means to boost productivity and morale.

Research Gap

Although Quality of Work Life (QWL) has been widely studied across various industries, several research gaps remain. Most previous studies have focused on manufacturing, healthcare, education, and information technology sectors, while limited attention has been given to emerging industries and service organizations in developing economies. Existing research primarily examines the relationship between QWL and employee job satisfaction or organizational commitment, with comparatively fewer studies exploring its impact on employee well-being, work-life balance, productivity, retention, and mental health simultaneously. Additionally, many studies rely on cross-sectional data, which limits the understanding of how QWL evolves over time. There is also insufficient research on the influence of flexible work arrangements, digital work environments, technological advancements, and post-pandemic workplace practices on employees' Quality of Work Life. Furthermore, organization-specific studies that consider demographic factors such as age, gender, experience, and job level are limited. Therefore, this study aims to bridge these gaps by comprehensively examining the factors influencing Quality of Work Life and their impact on employee satisfaction, engagement, performance, and retention within the selected organization.

THEORETICAL FRAMEWORKS

Several theoretical frameworks provide light on the ways in which working environments impact employee well-being, motivation, and organisational success, lending credence to the concept of Quality of Work Life (QWL). Workers, according to Maslow's Hierarchy of wants—one of the most prominent models—strive to fulfil a variety of wants, from the most fundamental ones related to survival and security to more abstract ones like belonging, self-respect, and achievement. Fair compensation, job security, supportive relationships, recognition, and opportunity for personal growth and achievement are all ways in which organisations can increase employees' quality of work life within the context of QWL.

The Two-Factor Theory proposed by Herzberg is another significant concept; it differentiates between motivational and hygienic elements. Pay, benefits, working environment, and job security are all examples of hygiene aspects that keep employees from being dissatisfied but don't always inspire them to achieve their best. Job satisfaction and an increased quality of work life are enhanced by motivators such as recognition, responsibility, achievement, and prospects for progress. If businesses want to foster a healthy work environment, they need to pay attention to both groups of employees, says this argument.

A different angle on QWL can be found in the work of Richard Hackman and Greg Oldham's Job Characteristics Model. According to the paradigm, workers' mental health and productivity are impacted by five main aspects of their jobs: task identity, task relevance, feedback, autonomy, and skill variety. Jobs that are built with these qualities improve the quality of work life for people by increasing their motivation, satisfaction, and feeling of purpose.

OBJECTIVES OF THE STUDY:

1. we need to figure out what really matters for a good work-life balance.
2. See how content workers are with their work-life balance.
3. Discover a means to enhance the quality of life at work

DATA ANALYSIS AND INTERPRETATION

1. What is the level of satisfaction with salary and benefits provided by the organization?

S. No	Level of satisfaction	No. of Respondent
1	Highly satisfied	20
2	Satisfied	59
3	Neutral	14
4	Dissatisfied	6

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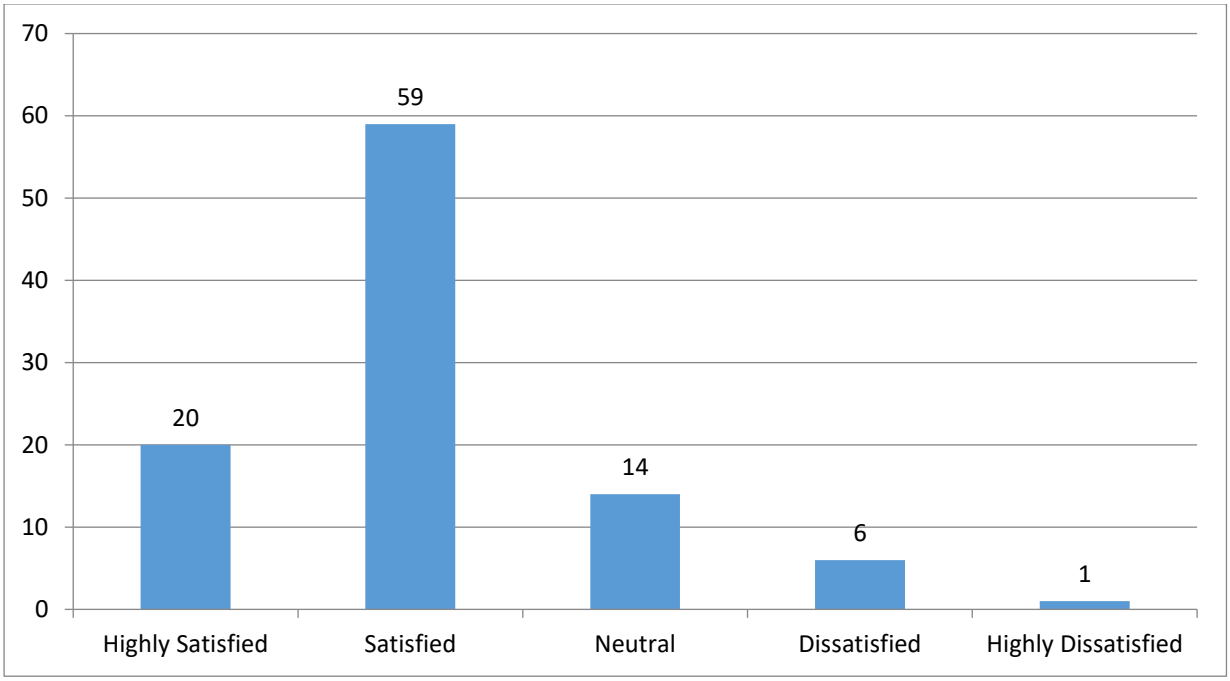
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5	Highly dissatisfied	1
	Total	**100**



Interpretation:

Fifty-nine percent of workers are happy with their salary, twenty percent are very happy with their perks, fourteen percent are ambivalent, six percent are content with their pay and compensation, and one percent are really unhappy.

2. How is the satisfaction levels with work assignment provided by the organization?

S. No	Level of satisfaction	No. of Respondent
1	Highly satisfied	20
2	Satisfied	61
3	Neutral	14
4	Dissatisfied	4
5	Highly dissatisfied	1
	Total	**100**

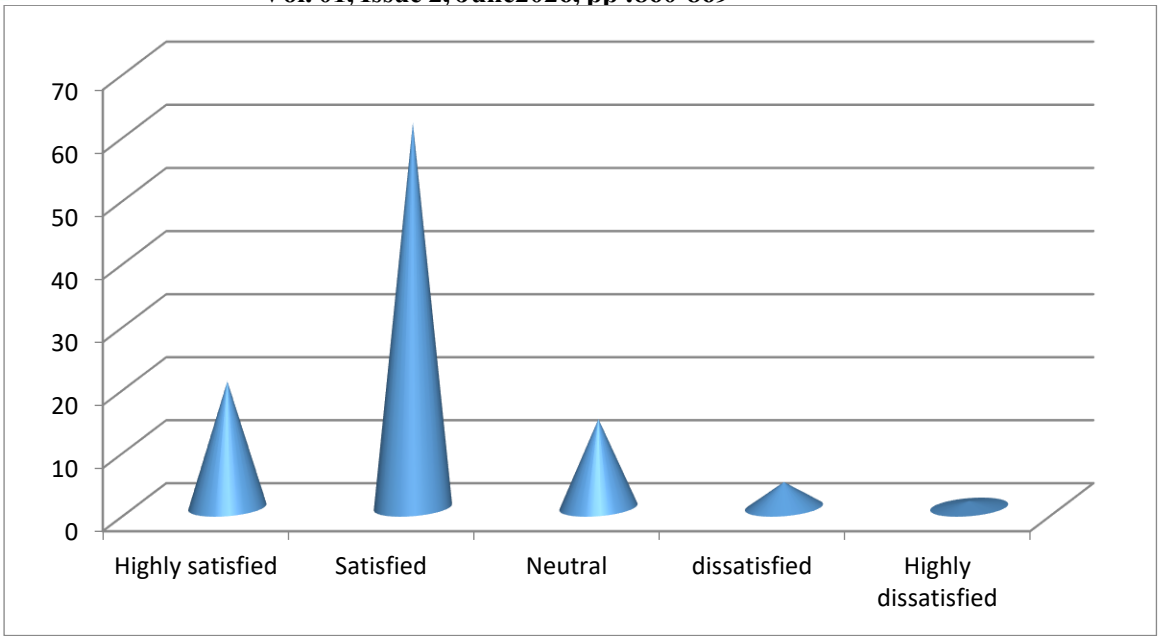
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Interpretation:
Following on from the previous list, we see that 61% of personnel are happy with their assignment, 20% are happy with their work, 14% are unsure, 4% are unhappy, and 1% are extremely unhappy.

3. How is the satisfaction levels with transfer policies within the organization?

S. No	Level of satisfaction	No. of Respondent
1	Highly satisfied	3
2	Satisfied	46
3	Neutral	26
4	Dissatisfied	14
5	Highly dissatisfied	11
	Total	**100**

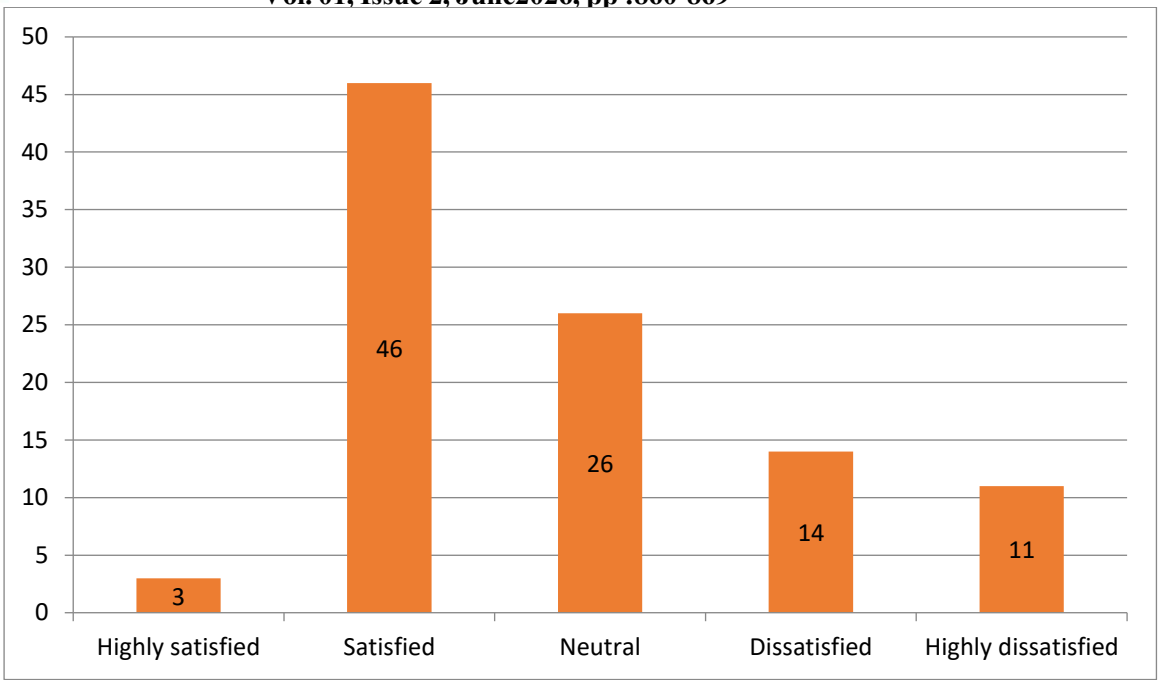
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Interpretation:
Nearly half of the personnel is pleased with the referral procedures in place, while a quarter are ambivalent, fourteen percent are unhappy, eleven percent are extremely happy, and two percent are extremely happy.

4. What is the satisfaction levels with the promotion policy in the company?

S. No	Level of satisfaction	No. of Respondent
1	Highly satisfied	0
2	Satisfied	23
3	Neutral	16
4	Dissatisfied	33
5	Highly dissatisfied	28
	Total	**100**

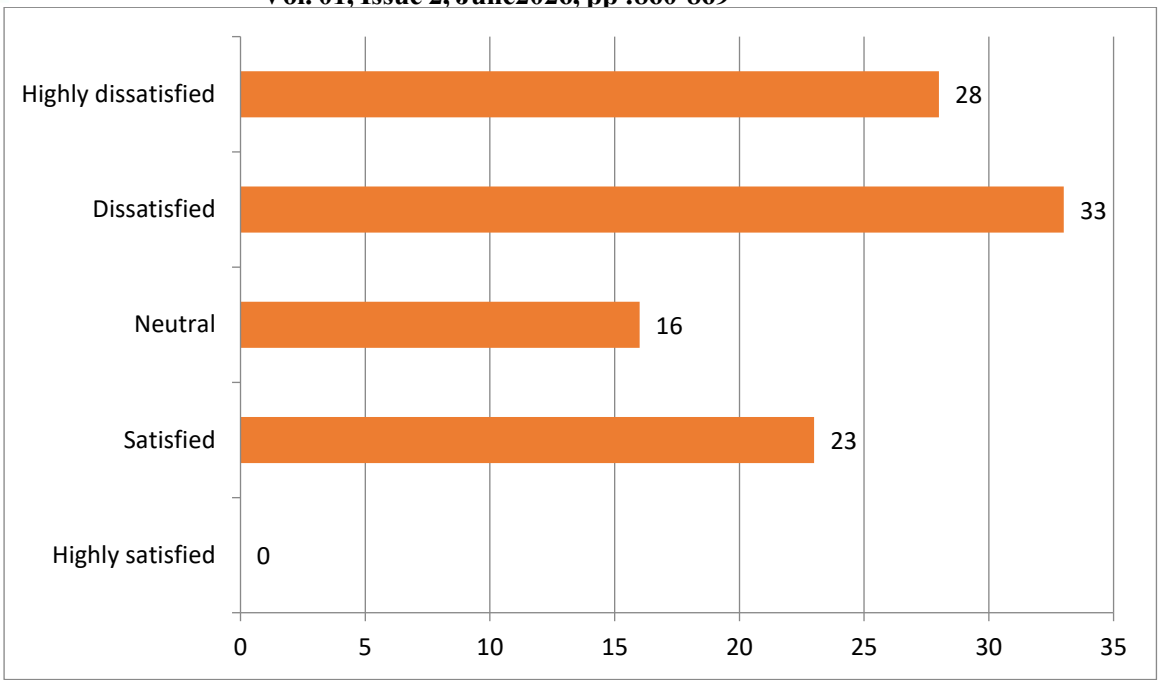
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Interpretation:
The following percentages of employees are unhappy with the company's promotional policies: 33%, 28%, 23%, 16%, and 0%.

5. Are you satisfied with the bonus provided by the organization?

S. No	Level of satisfaction	No. of Respondent
1	Highly satisfied	3
2	Satisfied	30
3	Neutral	20
4	Dissatisfied	26
5	Highly dissatisfied	21
	Total	**100**

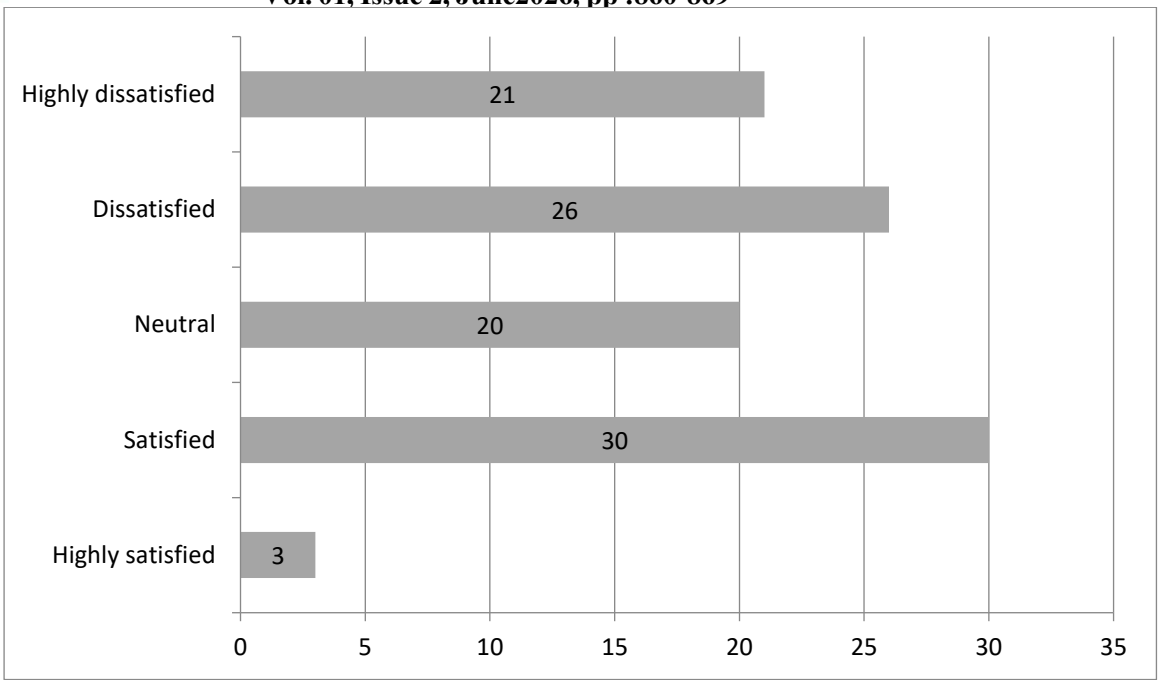
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Interpretation:
Thirty percent of workers are happy with their bonus, but twenty-six percent are unhappy and twenty-one percent are extremely unhappy. Only 3% of employees are really happy, while 20% are ambivalent.

6. What is the Satisfaction levels with the medical checkup provided in the company?

S. No	Level of satisfaction	No. of Respondent
1	Highly satisfied	0
2	Satisfied	19
3	Neutral	17
4	Dissatisfied	31
5	Highly dissatisfied	33
	Total	**100**

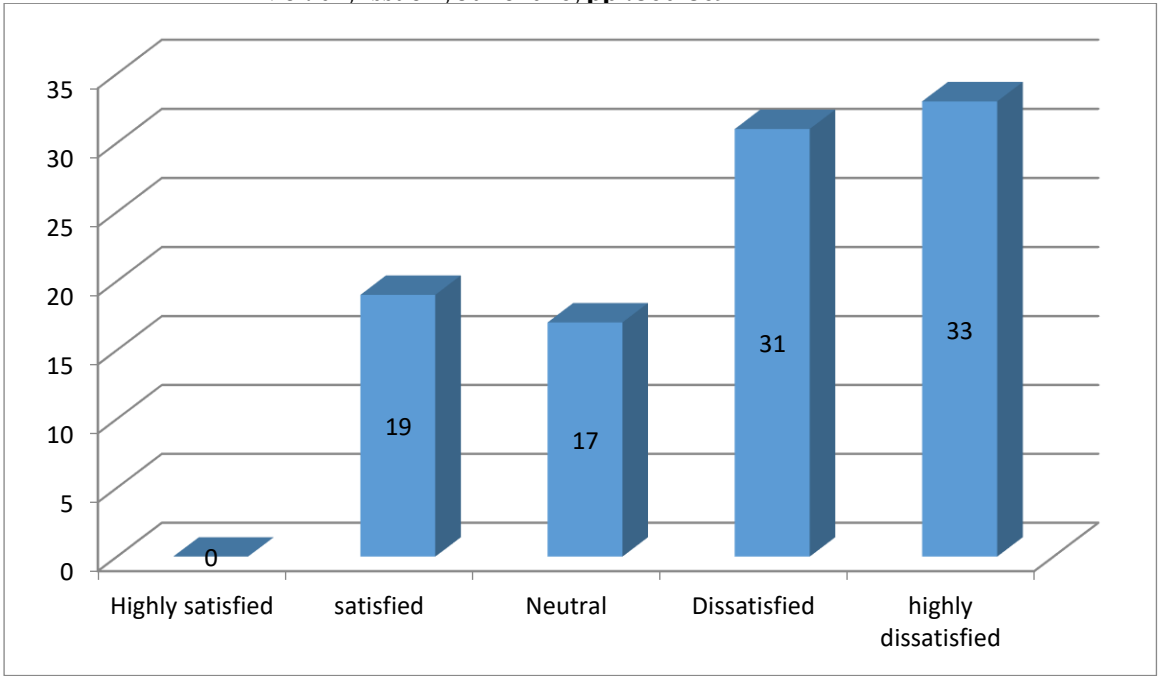
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Interpretation:

There is a mixed bag when it comes to the medical examination that the concerned company provides: 33% of staff are unhappy, 31% are satisfied, and 17% are ambivalent. The medical examination leaves everyone feeling satisfied.

FINDINGS:

- Only 6% of employees are unhappy with their salary and benefits, while 59% are content with them.
- Out of all the staff members, 61% are unhappy with their job responsibilities, while only 4% are really unhappy.
- The medical checkup was only satisfactory to 19% of respondents, while 31% were unhappy with the care they received from the carers.
- The list of recognised hospitals provided by the complainants should include speciality hospitals, according to 70% of the respondents.
- Nearly half of the participants (49%) expressed contentment in their assigned space, whereas a small percentage (3%) expressed disagreement.
- **SUGGESTIONS:**
- - Providing a comfortable seating arrangement might enhance the already excellent job satisfaction.
- In order to decrease paperwork and improve the speed and accuracy of record compilation and restoration, the organization might supply separate PCs for each table.
- In order to enhance medical facilities, the association might arrange for routine medical exams.
- From positions to the office, the association might offer bus services.
- Practical training can be given by the organization to enhance staff efficiency.
- In order to satisfy the present operations of the department, an organization might hire someone with specialised computer expertise.
- It is possible to set up separate monitoring checks to ensure that all staff are punctual.
- A company can enhance its infrastructure by making its employees more efficient.
- The company can take a look at its referral program, which is particularly useful for employees in North India, and its regulations around promotions..

CONCLUSION:

The foregoing discussion shows that work-life arrangements are crucial to companies' strategies for keeping their employees happy and giving them a reason to stay. The proposed life plans should contribute to the project in the firm and be in line with reaching the bigger goals of the organization, but organisations must establish the essential vigilance and foundation to make sure this happens. Having a more motivated

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employee should lead to improved performance, which should accomplish this. Economics, engineering analysis standards, and critical resource decisions for projects determine the execution of specific work life plans. Project goals, regulatory mandates, and technical and safety standards all necessitated the development of lifecycle policies. However, the tendency that frequently leads to new project adjustments having a negative impact might be diminished if work-life policies are not extensively examined. It was challenging for the project to recover after falling short of the company's expectations, which increased the danger of several costs. Before any changes to the performance policy are made, everyone who will be affected by them is either named or informed. All stakeholders involved must reach a consensus on the approval process, which should be outlined in the project health plan beforehand. The performance policy's adoption was to have a comprehensive impact on the documentation process. It is important to keep track of each employee's health plan individually so that everything can be tracked consistently. To successfully execute the occupational health policy, it is crucial to understand and adhere to the employee's preferences. As a reflection of the policy's ramifications, the company's performance measure may take into account both financial and non-financial metrics. Therefore, a firm can examine its market share and profitability as financial indicators, but if it isn't financially sustainable, it will judge the value of its products by how satisfied and successful their customers are. An individual's level of motivation is correlated with their view of the fairness, impartiality, and equality displayed by their management. With rising levels of both incentive and resistance, the person's idealised sense of right and wrong is growing.

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