



# A STUDY ON QUALITY OF WORK LIFE BALANCES OF EMPLOYEES: WITH SPECIAL REFERENCE TO KSRTC MYSORE DISTRICT

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## ABSTRACT

*In organizations and on the home front, the challenge of work/life balance is rising to the top of many employers and employees' consciousness. It leads to opportunity to grow and learn with workplace trends. This article provides human resource professionals with an historical perspective, data and possible solutions for organizations and employees alike to work/life balance. Three factors global competition, personal lives/family values, and an aging workforce present challenges that exacerbate work/life balance. This article offers the perspective that human resource professionals can assist their companies to capitalize on these factors by using work/life initiatives to gain a competitive advantage in the marketplace. Work-life balance has always been a concern of those interested in the quality of working life and its relation to broader quality of life. In this study the data has been collected from primary data those who were work in KSRTC by issuing questionnaire.*

**KEYWORDS:** *Work-life balance, attitude, performance, Safe and Interested Factor, Valuable and Workplace Factor, Proud and Acknowledged Factor.*

## INTRODUCTION

Work-life balance is about creating and maintaining supportive and healthy work environments, which will enable employees to have balance between work and personal responsibilities and thus strengthen employee loyalty and productivity. Numerous studies have been conducted on work-life balance. According to a major Canadian study conducted by Lowe (2005), 1 in 4 employees experience high levels of conflict between work and family, based on work-to-family interference and caregiver strain. If role overload is included, then close to 60 percent of employees surveyed experience work-family conflict. Of all the job factors that influence work-life conflict, the amount of time spent at work is the strongest and most consistent predictor. The higher levels of work-to-family conflict reported by managers or professionals often are a function of their longer work hours. Other reasons include: job security, support from one's supervisor, support from co-workers, work demands or overload, work-role conflict, work-role ambiguity, job dissatisfaction, and extensive use of communication technology that blurs the boundaries between home and work.

children, housework, volunteering, spouse and elderly parent care and this places stress on individuals, families and the communities in which they reside. Work-life conflict is a serious problem that impacts workers, their employers and communities. It seems that this problem is increasing over time due to high female labour force participation rates, increasing numbers of single parent families, the predominance of the dual-earner family and emerging trends such as elder care. It is further exasperated with globalization, an aging population, and historically low unemployment. Work/Life Balance in the Relief World In the "relief world," comprised of organizations with employees and volunteers that provide service and care to communities in need locally and worldwide, the demands of an aging population in the coming decade are increasing the current strong competition for qualified individuals upon which relief organizations depend. "Not only will there be fewer

young, keen and free-to-travel individuals who will want to be convinced that agencies are caring, "best-practice" employers, but more skills and experience will be possessed by older staff likely to have families and other commitments and thus different priorities for their work/life balance." Therefore, organizations that provide relief services may experience increasing difficulty staffing and retaining employees due to the pull of family commitments at home. Furthermore, the challenges of work/life balance



will no doubt impact recruitment, retention and willingness to serve in hardship locations. In view of these factors, voluntary organizations and aid agencies whose missions and services are critical in many parts.

### Objectives of the Research

The research objectives are,

1. To find out how quality of work life leads to high satisfaction of the employees.
2. To identify the major factors that influence the Quality of Work Life of employees.
3. To determine the preponderant variables in quality of work life.

Today's workers have many competing responsibilities such as today's fast-paced society, human resource professionals seek options to positively impact the bottom line of their companies, improve employee morale, retain employees with valuable company knowledge, and keep pace

### REVIEW OF RELATED LITERATURE

- **D.BabinDhas(2016)** this study is conducted on "A Report On The Importance Of Work-Life Balance" As a noun, a balance is a set of scales, a weighing apparatus; it is also the regulating gear in clocks. If we use the scales, then balance occurs when there is "an equal distribution of weight or amount" (OED); but this presents problems for work-life balance since both sides may be very heavy or very light. Furthermore, the type of work-life balance sought by many may not imply equal weight on both sides. However balance also has a physical and psychological meaning as "stability of body or mind"
- **Ms. S. PattuMeenakshi, Mr.VenkataSubrahmanyam C. V.** this study is conducted on "The Importance of Work-Life-Balance" Balance in work and family life is an emerging challenge for both employees and employers. This conceptual paper on WLB gives a framework on the meaning and importance of WLB in current scenario. It throws light on the effects of poor WLB and also gives suggestions to overcome those obstacles. Also views on WLB by both the organization and the employees are highlighted in this paper. This pays way for the reader to have an in-depth knowledge about the necessity of balancing one's own work life and personal life and there by gives opportunities to bring out further research on this topic.
- **M. Muthukumar , R. Savitha (2018)** this study is conducted on "Work LIFE Balance" The article discusses the significance of work-life balance of an employee and tries to provide some solutions to this contemporary globe crisis which demands for greater stability in the corporate world. It also reflects on the factors influencing work-life balance and on the solutions entailing wider scope for employers and employees to relate the same and attain optimum results and satisfaction in their lives. This could appropriately be understood as the harmony between office and personal life.
- **TarunaYadav, Sushma Rani (2019)** this study is conducted on "Work life balance: challenges and opportunities" This paper focuses on the challenges and opportunities of work life balance in the Indian companies. A intersection of authoritative trends in the early 21st century is pressuring employers to re-think their people practices. Definitely, the timing seems accurate to make the excellence of work life a strategic focus for business, as well as a public policy priority. These challenges (workforce aging, increasingly competitive labor market, information technology and increasing benefit costs) generate new potential for employers to attain organizational performance goals while simultaneously meeting workers' individual aspirations. At the same time, plentiful employees are experiencing a abridged quality of worklife. This is reflected most notably in work-life imbalance and job stress. Work life & personal life are the two sides of the same coin. In the world full of difficulties, inconsistent Job responsibilities & family responsibilities work life balance has become a major issue in the workplace.
- **Muhammad Atif Sheikh (2020)** this study is conducted on "Impact of Work and Home Demands on work Life Balance: Mediating Role of Work Family Conflicts" The objective of the research is to find out the mediating relationship of work family conflict with Work life balance on work demand and home Demand among female doctors in the hospitals of Sialkot and also to find out the reasons of these conflict and their solutions Previous Research shows that the most of the researchers conclude that the women professionals face more work family conflict because they have to do dual responsibilities of their work as well as for their home along with the job requirements. Quantitative technique is used for data collection. For this purpose the questionnaire is distributed to 300 female



doctors in two districts of Sialkot. 179 questionnaires were received from female doctors of private hospitals and 121 from female doctors of government hospitals. Statistical package for social sciences (SPSS) is used for ANOVA, T test, correlation and regression analysis. Multiple regressions analysis is used for testing of simple hypothesis and Barron and Kenny (1986) model is used for mediation analysis.

### RESEARCH METHODOLOGY

This study is based on both primary and secondary data. Primary data were collected through a questionnaire consisting of both close ended questions while more focusing on close ended questions. Secondary data collection was done through relevant publications and web sites. The population of the research was the KSRTC workers. 100 workers in Mysore district who were actually working in KSRTC were selected as the sample by using convenient sampling method. And analyse the data chi-square test, T test are used in order to analyse the data.

### ANALYSIS AND INTERPRETATION

Table 1: Demographic Profile

Particulars	Frequency	Chi-Square	Sig.	Hypothesis (H0)
<b>Age Pattern:</b>				
a) Less than 30 years	34	6.800	0.079	Accepted
b) Between 30-40 years	28			
c) Between 40-50	22			
d) Above 50 years	16			
<b>Gender</b>				
a) Male	79	33.640	0.000	Rejected
b) Female	21			
<b>Qualification:</b>				
a) PUC	23	9.140	0.010	Rejected
b) Graduates	48			
c) Post Graduates	29			
<b>Marital Status</b>				
a) Married	68	12.960	0.000	Rejected
b) Unmarried	32			
<b>Income:</b>				
a) Below -100000	22	5.840	0.054	Accepted
b) 100000-200000	40			
c) Above 200000	38			

Source: Primary data.

Table No.1 represents the demographic profile of respondents. Moderate number of 79 are male respondents and 21 are females respondent are It represents that to female respondents highest number of male respondent. Based on age pattern of respondent majority of 34 respondents are belong to age group of less than 30 years. And 28 respondents are less between 30-40 years and remaining respondents are above 40. Educational qualification of the respondents 48 respondents belongs to Graduates and 29 respondents are belongs to post graduates. Income level of below 100000 to 200000 this group of workers is more. It is clear from the table that the calculated P value is less than 0.05 in case of gender, qualification and marital status, which indicates that stated null hypothesis to be rejected and alternative hypothesis to be accepted.

Table No 2: Safe and Interested Factor

Particular	Mean	SD	't' Value	Sig.	Result
Necessity of physical safe in work	2.75	1.417	19.409	0.000	Rejected
Building of experience	2.43	1.320	18.408	0.000	Rejected
It leads to increase of stress	3.25	1.381	23.537	0.000	Rejected
It leads to personal problems	2.33	1.288	18.097	0.000	Rejected
Better career opportunity	2.43	1.257	19.326	0.000	Rejected
It leads to raise the voice	2.66	1.335	19.925	0.000	Rejected

Source: Primary data.



Table No 2 shows Safe and Interested Factor. The Safe and Interested factor includes it Necessity of physical safe in work, Building of experience, It leads to increase of stress, It leads to personal problems, Better career opportunity and It leads to raise the voice. The highest mean value was assigned to It leads to increase of stress and their respective value is 3.25. This was followed by Necessity of physical safe in work, It leads to raise the voice, Better career opportunity and Building of experience and their mean value is 2.75, 2.66 and 2.43 respectively. The lowest mean value assigned to It leads to personal problems and the mean value stood at 2.33. there was significance difference between the variables of Safe and Interested factor to conclude the majority of respondent were given more weightage for Necessity of physical safe in work than other variables

**Table No 3: Valuable and Workplace**

Particular	Mean	SD	't' Value	Sig.	Result
It leads to proud-ness	2.13	1.134	18.783	0.000	Rejected
It leads to make good friends	2.78	1.360	20.438	0.000	Rejected
It has flexible hours	2.27	1.286	17.652	0.000	Rejected
We have workplace unity	2.69	1.447	18.586	0.000	Rejected
Superiors appreciates our work	2.02	1.025	19.712	0.000	Rejected
It leads to work valuable	2.07	1.027	20.147	0.000	Rejected

Source: Primary data.

Table No 3 shows Valuable and Workplace Factor. The Valuable and Workplace factor includes Compensation is fair, It leads to satisfaction, It leads to job security, It leads to safety at work and It leads to opportunity to grow and learn. The highest mean value was assigned to It leads to opportunity to grow and learn and their respective value is 2.70. This was followed by It leads to satisfaction, It leads to safety at work, It leads to job security and their mean value is 2.49, 2.26 and 2.17 respectively. The lowest mean value assigned to Compensation is fair and the mean value stood at 1.91. there was significance difference between the variables of Valuable and Workplace factor to conclude the majority of respondent were given more weightage for It leads to opportunity to grow and learn than other variables

**Table No4: Proud and Acknowledged Factor**

Particular	Mean	SD	't' Value	Sig.	Result
Compensation is fair	1.91	0.842	22.684	0.000	Rejected
It leads to satisfaction	2.49	1.275	19.526	0.000	Rejected
It leads to job security	2.17	1.111	19.539	0.000	Rejected
It leads to safety at work	2.26	1.268	17.820	0.000	Rejected
It leads to opportunity to grow and learn	2.70	1.460	18.494	0.000	Rejected

Source: Primary data.

Table No 4 shows Proud and Acknowledged factor. The proud and acknowledged factor includes it leads proud-ness, it leads to make good friends, it has flexible hours, we have work place unity, superior appreciate our works and It leads to work valuable. The highest mean value was assigned to It leads to make good friends and their respective value is 2.78. this was followed by We have workplace unity, It has flexible hours, It leads to proud-ness and It leads to work valuable and their mean value is 2.69, 2.27, 2.13 and 2.07 respectively. The lowest mean value assigned to Superiors appreciates our work and the mean value stood at 2.02. there was significance difference between the variables of Proud and Acknowledgement..to conclude the majority of respondent were given more weightage for we have workplace unity than other variables.

**FINDINGS OF THE STUDY**

- The majority of employees feels more secured in their workplace.
- The finding of the investigation enlightens high stress among the employees.
- The employees are satisfied with the HR policies of the company & feels it more comfortable.
- The employees expressed their reservation on compensation & the work load they experience.
- The employees feels more uncertainty in the career growth

**SUGGESTIONS**

- In this competitive world, educational qualification & Training is an essential impact. Provide even more good physical working condition.
- By providing extra pay during festivals will increase workers morale.
- Company should consider the comments and suggestions and en role them in some of the decision making which also increases the QWL.



- If there is some shifts in the company it may help workers to less down their stress level and can make them more oriented towards the work.

### CONCLUSION

Quality of work life plays a vital role in the employee's retention & job satisfaction of the employees. Quality of work life enhances the effectiveness of the service provided by the organization & hence is quite vital in hotel industry. This report on QWL of employees of the KSRTC, Mysore. QWL practices in KSRTC has increased employees satisfaction & Retention of employees in the organization, which is very challenges for the administration Physical safety, Work is valued, Good Workplace, Appreciation at work Acknowledge Gaining Experience in their job and good friends at the work place. This study focused on identifying the factors that associated with employees' satisfaction and their quality of work life. More specifically the study was held to identify the impact of QWL and employees' satisfactions.

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