

A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN IT INDUSTRY DURING COVID-19

Submitted in partial fulfillment of the requirements for the award of
MASTER OF BUSINESS ADMINISTRATION

By

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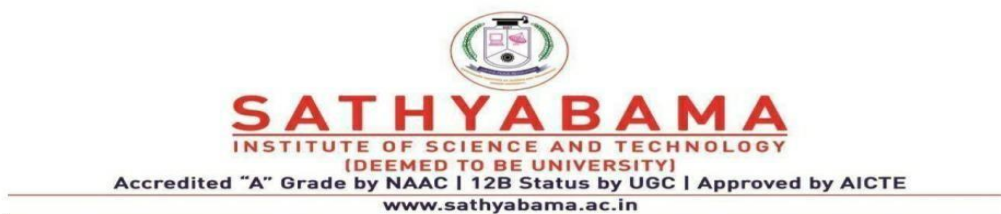
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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **PRIYANKA. K 40410129** who carried out the project entitled “**A study on quality of work life of employees in IT industry during Covid-19**” under my supervision from January 2022 to March 2022.

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DECLARATION

I **PRIYANKA. K (40410129)** hereby declare that the Project Report entitled **“A study on quality of work life of employees in IT industry during Covid-19”** doneby me under the guidance of **DR.M.LAVANYA** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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ABSTRACT

Work life balance is a central issue affecting wellbeing as family and work are the most important element of every individual's life. Work life balance is always challenging for all working personnel. Work from home scenario changed balance between work life and personal life. Many previous studies have explored the nature of work life balance but rarely any study could cover pandemic affected working scenario. This study attempted to investigate various other factors affecting work life balance when employees are obligated to mandatorily work from home. The study intended to study the current work life balance situation and identified that work life responsibilities has an impact on personal life of employees. The study collected data from 60 employees working from home during pandemic. Data were analyzed and found that there is negative impact in the work life balance of the employees. Accordingly the employees are the one who determines the company's growth should be given the desired environment to enhance their job satisfaction. From the study it concluded the social and professional environment in which employees' are supposed to interact with some people was acting as an important factor for affecting the QWL. Employees' are expected to co-ordinate with each other in one way or the other. They may be working in a team or independent. It depends on upon their position and status in their workplace. The healthy environment provided by the organization impules the employees to achieve higher QWL. There is a need to provide greater work flexibility and autonomy to female employees, in particular, to enhance the QWL and minimize the work interference in personal life to women employees. This will motivate them to be more loyal towards the company.

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LIST OF ABBREVIATION

S.NO	ABBREVIATION	EXPANSION
1.	QWL	Quality of work life
2.	ANNOVA	Analysis of variance

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This chapter serves as an introduction and provides the necessary theoretical framework for developing proper perspectives of the subject. The quality of Work Life (QWL) is a relatively new concept which defined as the overall quality of an individual's working life. QWL sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of a person's life. The pursuit for improved productivity through human resources has its foundation in the early nineteenth century with F.W Taylor developing Scientific Management Theory and creating a new awareness regarding human resources. Before the advent of Scientific Management, human resources were considered as a mere instrument of production concerning work from dawn to dusk. Insufficient attention spent to working conditions. The Scientific Management focused mostly on the division of labor, hierarchy, close supervision and management principles. These have no doubt brought several benefits to the society. From then onwards continuous research and investigations have been undertaken to understand human behavior at work and the ways to improve their job satisfaction, balanced with the aim of the organizations to work for better productivity with job and employee satisfaction. To achieve these objectives different approaches have been developed and applied for improvement of the quality of work life of workers. Nowadays, employees are becoming more and more educated, skilled, affluent and unionized the high functional consequences of work are becoming less and less acceptable. There is no longer possible to design jobs solely according to the needs of technology completely overlooking the needs of employees. There is an all-round demand for developing the humanized jobs which can satisfy employee's higher needs, employ their higher skills and make them better citizens,

spouses, and parents. The jobs need to be excellent both from technology and human needs. The traditional job design needs to be replaced by improved job design. This demand for redesigning of jobs has come to be known as Quality of Work Life. It rejoins management to treat workers as human resources that are to be developed rather than directly used.

1.1.1 Importance of Quality of Work Life

In this era, Quality of human inputs is the greatest asset to any organization. Maintaining the quality of such human contributions raises firm to keep the quality of work life entirely. The rise in QWL would help employees' wellbeing thereby the well-being of the whole organization taken care. Which is an attempt to capitalize the human assets of the organization? Even though there are various factors which determine organizational excellence, the most significant factor which influences other factors is 'employee related factors.' Human behavior is highly complex in nature. The challenge lies not in controlling them, but to empower people who give their best. Therefore, it becomes necessary to pay attention to the 'corporate excellence' to enrich the performance of both the organization as well as the individual. The handling human resource is a challenging task and it is an emotionally charged and unpredictable. Hence, it becomes mandatory to get them to be motivated, which in turn ultimately adds more value to the organization. The Organizations have been trying to increase the individual and organizational effectiveness by unleashing the creative and innovative energies of employees, by motivating the employees to cater to their needs for self-determination and be in control. Empowerment has seen as a process that results in individual employees enjoying autonomy while performing their jobs. In the present-day competitive environment, the emphasis is being laid more on intrinsic motivational factors and, empowerment is one of the most important factors that any successful organization needs to give importance for its effectiveness.

1.1.2 Quality of Work Life Defined

To Come to an end with an all-encompassing definition, it could be said that satisfaction with quality of work life is experienced when individuals are satisfied with interacting factors, such as optimal external conditions and social aspects, as well as being internally motivated by factors intrinsic in the work itself and which ultimately results in a sense of psychological well-being of employees.

Following is the flow chart show casing the various independent variables which influence the quality of work life of employees.



FIGURE 1.1

Source: Walton, R. E. (1975). Criteria for Quality of Working Life' in Davis, L. & Cherns, A. (eds) (1975) The Quality of Working Life Vol 1, Free Press, New York, 91-10. To answer the questions that were mentioned in the statement of the problem of this article, the research has identified the following independent variables in to consideration to study the quality of work life among the employees in IT industry and developed the following model.

- Job security
- Stress levels
- Career opportunities
- Organization Policies

a) JOB SECURITY

Job Security is an assurance that an individual will keep his or her job without the risk of becoming unemployed. He or she will have continuity in employment and it may be from the terms of a contract of employment, collective bargaining agreement, or labour legislation that prevents arbitrary termination. Employees who settle into a position are more likely to achieve long-term career goals, better position themselves financially, and gain marketable skills that appeal to future employers. All these factors provide sufficient reminders about the importance striving for job security. Job security has significant relationship with quality of work life. Job satisfaction is found to carry more weight age in explaining the relationship among job satisfaction, job involvement and job security with quality of work life.

b) STRESS LEVELS

Stress in a medical or biological context stress is a physical, mental, or emotional factor that causes bodily or mental tension. Stresses can be external (from the environment, psychological, or social situations) or internal (illness, or from a medical procedure). It is an important topic. The release to certain physiological effects, including rapid heart rate, higher blood pressure, and a weakened immune system. When left unmanaged over time, chronic stress can lead to the development of other serious problems, such as stomach ulcers, stroke, asthma, and heart disease. Job stress is a serious threat to the quality of working life (QWL) of employees and can cause hostility, aggression, absenteeism and turnover, as well as reduced productivity.

c) CAREER OPPORTUNITIES

A good definition of "opportunity" might be something like: a favourable or advantageous circumstance or combination of circumstances. What might be a career opportunity for one person might be seen as a setback for another. It is important to recognize opportunities when they present themselves. Employee should realize the long-term career potential of the new job which is far more important than the shortterm satisfaction realized by staying in their old job. Career planning is the continuous process of thinking about your interests, values, skills and preferences, exploring the life, work and learning options available to employees and ensuring that employees work fits with their personal circumstances.

d) ORGANIZATION POLICIES

A set of policies are principles, rules, and guidelines formulated or adopted by an organization to reach its long-term goals and typically published in a booklet or other form that is widely accessible. A policy is a course of action or guidelines to be followed whereas a procedure is the 'nitty gritty' of the policy, outlining what has to be done to implement the policy. Organizational policies also help company maintain a degree of accountability in the eyes of internal and external stakeholders. A company's recognition and support through its stated values and policies of employee's commitments, interests and pressures, can relieve employee's external stress. There is direct and significant relation between organizational policies and quality of employees work life. It is doubtful that economic gains will occur if employees do not believe the work environment or their supervisors are open to their use of the benefits.

1.1.3 Quality of Working Life Model

According to the viewpoint of Walton (1973), quality of working life has been ignored as a way to save human and environmental values due to technological advancement in productivity and economic growth that is of vital importance. He defines the quality of working life as personnel's reaction versus work, particularly its necessary consequences in meeting job requirements and spiritual health. According to this definition, quality of work life and personal consequents, working experiences, and quality of working improvement have been emphasized to meet individual's requirements that include the following 8 elements:

- a) **Adequate and Fair Compensation:** The fundamental element of QWL is Adequate and Fair Compensation. Human beings work for a livelihood. Therefore, the success of rest of the initiatives depends on the fulfillment of Adequate and Fair Compensation.
- b) **Safe and Healthy Working Conditions:** Unsafe and unhygienic working conditions cause problems to both employers and employees. It affects the productivity and profitability of the organization. Therefore, adequate investment must be made to ensure safe and healthy working conditions.
- c) **The opportunity of Use and Develop Human Capacities:** The everyday job will become routine, meaningless and too specialized, which forces the employee towards dissatisfaction on his Job. Therefore, efforts should be made to increase the independence, perspective and exposure to multi skills and multitasking.
- d) **Opportunity for Career Growth:** Career Growth of employee plays a vital role in QWL. Significant career paths must be laid down and career mapping of employees is to be followed. The

provisions of advancement opportunities play a central role in QWL.

- e) **Social Integration in the Work Organization:** A healthy relationships between Employees with-in the team and with another department in the organization facilitates an energetic work environment. Hence, organizations should provide opportunities for formal and informal interactions between employees.
- f) **Constitutionalism in the Work Organization:** Organizational standards that affect the freedom of an individual employee. Efforts must be made to see right rules are formed in the organization. This needs to accommodate the privacy of an individual employee, freedom of speech and equity.
- g) **Work and the Total Life Space:** Organizations should not allow employees towards continuously engaging themselves in work. Psychological and physical strains will rise due to the continuous hard work. Organizations must create proper work offs to enrich the life of employees. This will create a balance between the personal and professional life of an employee.
- h) **Social Relevance of work life:** The social relevance of work life includes an array of action such as behaving ethically, support non-profit organization, treating employees fairly. Organizations must pay proper attentions for the above aspects.

1.1.4 The Major Issues In Quality of Work Life

- **Pay:** Employees must be properly remunerated and equity must be maintained during reward management.

- **Benefits:** Employer needs to look at providing benefits due, to the employees. For example, profit share, Bonus, performance incentives.
- **Security:** Employees need to have permanent tenure which should be properly and effectively managed by the employer.
- **Work Schedules:** Work schedules need to be prepared with the participation of employees. During preparation of these schedules, the following factors are to be considered like
 - a) Flexi time (flexible working hours),
 - b) Shorter work weeks (five-days weeks),
 - c) Enriched jobs (challenging, stimulating and interesting work) and
 - d) Autonomous work groups (decision-making, distribution of work, selecting team members, etc., are to be done by the group itself)
- **Occupational Stress:** Occupational stress is a matter of concern, as the individuals suffering from this cannot enjoy their work. The employees need to be assigned to the jobs suitable for them. The management must look into conditions of work, type of work, abilities of workers to perform, etc., during work allocation in order to avoid the stress at work.
- **Empowerment:** Employees needed to be given scope to participate in the decision-making process, particularly on matters which affect their interests. More autonomy at work with a sharing approach in the process of participation helps employees to be more involved in the process.

- **Recognition and Social Integration:** Recognizing individual and group achievements brings a sense of belongingness among employees. They involve themselves more in the process if properly treated and recognized at the workplace.
- **Social Aspect of Life:** The work should not negatively affect the life of workers. It should not interfere with their family life and their leisure time. Family life is equally important to the workers and needs proper care.

1.2 INDUSTRY PROFILE

According to National Association of Software and Service Companies, the Indian IT industry's revenue is estimated to reach US\$ 194 billion in FY21, an increase of 2.3%. The sector is the largest employer within the private sector. According to Gartner estimates, IT spending in India is estimated to reach US\$ 93 billion in 2021 (7.3% growth) and further increase to US\$ 98.5 billion in 2022. As of FY21, the IT industry employed 4.5 million people. This push towards cloud services has boosted hyper-scale data center investments, with global investments estimated to exceed ~US\$ 200 billion annually by 2025. India is expected to gain a significant share in the global market, with the country's investment expected to hit ~US\$ 5 billion annually by 2025. According to the research findings commissioned by Amazon Web Services (AWS), Indian enterprises and public sector organizations (that migrated from on-premises data centres to cloud infrastructure) can expect to lower their energy and carbon footprint by over 80%. The Indian mobile gaming market is growing at a pace in tandem with the global trend and is expected to reach US\$ 7 billion in 2025. In Budget 2021, the government has allocated Rs. 53,108 crore (US\$ 7.31 billion) to the IT and telecom sector.

1.2.1 Market Condition

Market conditions affect everything from what types of property people want to buy to how much a typical house costs. The overall status of the economy, such as the unemployment rate and the cost of goods and services, has a major influence on the real estate market. For example, if unemployment is high and jobs are hard to come by, there will be fewer people taking out mortgages. If people are paying more for groceries, health care and other necessities, they might not be able to afford a new home.

1.2.2 Market Development

Market development is a growth strategy that identifies and develops new market segments for current products. A development strategy targets non-buying customers in currently targeted segments. It also targets new customers in new segments. A market development strategy entails expanding the potential market through new users or new uses. New users can be defined as new geographic segments, new demographic segments, new institutional segments or new psychographic segments.

1.2.3 Types of Labour Force

- Physical and mental labour
- Skilled and unskilled labour
- Productive and unproductive labour

1.2.4 Example of it Company

- Infosys
- TCS
- Tech Mahindra
- Accenture
- Cognizant

1.3 PROBLEM STATEMENT

Quality of Work Life in an organization is essential for the smooth running and success of its employees. The Quality of Work Life can affect such things as employees 'timings, his or her work output, his or her available leaves, etc. Quality of Work Life helps the employees to feel secure and like they are being thought of and cared for by the organization in which they work. Now a day's India business houses are also focusing on improving quality of work life of their organization to achieve heightened satisfaction, commitment and improved performance against this back ground the researcher find, this is the appropriate time to study the area to identify the importance of factors, related to work environment which satisfies higher order and important needs of the employees to design quality of work life program or the identify the importance factors to achieve complete favorableness of employees towards the organization and to make them feel as "round peg in a round hole"

1.4 OBJECTIVES OF THE STUDY

- To study the satisfaction level of employees towards the job.
- To study the physical working condition of the workers.
- To study the welfare measures, health and safety standards.
- To study the employees opinion about the wages and salary.

1.5 NEED OF THE STUDY

- To study the Quality of Work Life in an organization is essential for the smooth running and success of its employees.
- To study the work-life balance maintained effectively to ensure that all employees are running at their peak potential and free from stress and strain.

- To study the Quality of Work Life which can affect such things as employee's timings, his or her work output, his or her available leaves, etc.
- To study Quality of work life and how it helps the employees to feel secure and like they are being thought of and cared for by the organization in which they work.

1.6 SCOPE OF THE STUDY

- The study will help to analyze various factors which influence the quality of work life.
- The study will reveal the strength and weakness of the approach of the quality of work life among the different IT Companies in Chennai.
- This study will help IT Company to improve the methods to increase the quality of work life among employees.
- Work is an integral part of our everyday life, be it our livelihood or career or business. On an average we spend around twelve hours daily in the work place, that is one third of our entire life; it does influence the overall quality of our life.
- It should yield job satisfaction, give peace of mind, a fulfillment of having done a task, as it is expected, without any flaw and having spent the time fruitfully, constructively and purposefully.

CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

Ashwini A Yarnal. (2020), she encountered Work life balance (WLB) is the modern distinctive issue of health care industry, since employees consistently need to succeed and advance at work place, simultaneously for family and recreation. Balancing these two boundaries is the reason for burn out of employees and thus the employers perceived this as a need of hour and want to introduce the work life balance strategies, plans and formulate policies to employee morale, motivation and productivity.

Ni Putu Ratna Sari(2019), The development of human resources is important because labor is an important asset, so maintaining competent human resources is important for hotel management. All things related to welfare, comfort in work life are known as Quality of Work Life (QWL). High QWL is achieved if employees get job satisfaction, both in participating in decision making, as well as in having opportunities to develop.

Somasekharan(2018) , Quality of work life is elucidated as employee fulfillment with a variety of needs through amenities, activities and outcomes while discharging their duty in the work place. This definition appears to be integrated as it clubs many aspects of other domains such as family life, social life and financial life. Quality of work life is the contented relationship between employees and their total working environment. Moreover it deals explicitly with subjective wellbeing.

D.S.R. Adikaram(2016) study has added information to understanding private sector commercial banks as having complex social scenarios with a variety of work conditions among organizations. The findings of study offer suggestions for improvement of job satisfaction

through work life balance. It is suggested that consideration be given to the development of guidelines in order to ensure that work load should not affects the WLB of employees. Whereas employees can reduce the pressure of work by prioritizing their work. Top management should realize the importance of work life balance and its adverse effect on job satisfaction. The need of policy is required to cater this problem. Different policies and strategies are needed for the people at different type jobs and at different stages of their career.

Hendra Gunawan & Rezki Amalia(2015) this research aims to know the effect of wages on employee's performance. The result showed a significant adverse effect on the wages of employees and performance. It also indicates that wages act intrinsic smotivation towards employees performance (quality of work life).

Muhamad Khalil Omar(2015), Work-life balance has continuously been a concern of those interested in the quality of working life and its relation to wider quality of life. This research paper was aimed to identify the effects of workload and role conflict towards employees' work-life balance. Quantitative research had been conducted using cross-sectional survey method by distributing questionnaires to 100 respondents in one of government enforcement agency in Malaysia as a sample.

Elamparuthi & Jambulingam (2014) Based on the Regression analysis it was found that there is a significant relationship between Health & Safety need, Economic need, Social need, Esteem need, Actualization need and Knowledge need with the quality of work life. Economic need is highly influencing for explaining the relationship among the six study variables with QWL.

S.Karthick & Dr. V. Balaji (2014) The study reveals that Age has close associated with a financial need which is accompanied by experience

and family status. So people with higher age expect more salary or income from their organizations.

Dr. Nagaraju Battu & G. Karthik Chakravarthy (2014) majority of the employees are satisfied with the working conditions, and the work stress is very high in the Private sector. One-third of the employees in the Private sector is happy with their job. Least number of employees in the Private & Public sector is satisfied with the organizational climate, whereas 19.99% of the respondents are satisfied in the sector. The majority of employees in Public & private sector are not happy with the staff communication within the organization.

Dr.Yogesh Jain & Renil Thomas (2014) the result shows that majority of the employees are highly satisfied with their job security and job included some varieties. The findings of the study indicate that the employees in this study had a positive feeling towards their working lives in region of Chhatral and Charotar Rochita Ganguly the results show that the selected group of university employees perceived different aspects of their quality of work life as either uncongenial. Lastly, the nature of the correlation between the job satisfaction and QWL dimensions reveal that the Quality of Work life significantly contributes towards increasing satisfaction or dissatisfaction as experienced by the employees in their concerned job depending largely on the perceived positivity or negativity of the relevant dimensions respectively.

Zulkarnain Amin (2013) the study shows that there is a significant correlation between career development and quality of work life. Thus, it can be concluded that the quality of work life of work depends on how these workers perceive career development in organizations. The results of this study reported a significant relationship between personal factors and the quality of work life.

Dr. A. Valarmathi & Dr. Hema Bhalakarishnan (2013) the study reveals that the employees are highly dissatisfied with salary & compensation and Job security is another factor that employees are concerning. Permanent employment provides protection to the employees and improves their QWL.

S. Jerome(2013) tries to find out various influencing factors of the QWL and the socio-economic background of the employees. The majority of employees are highly satisfied with compensation & safety and healthy working.

G.S. Sandhya Nair (2013) it was well understood that there exist a wide gap between the socially desirable class of behavior and the behavior of teachers in a precise form on their perception of QWL Colleges. Thus, it can be concluded that the respondents have an average QWL, and Female Teachers have a better QWL compared to Men. The major issues are identified as inter-generational communications and interpersonal trust among teachers, which affects their QWL

S.Subhashini and Dr.C.S.Ramani Gopal (2013) 97 the findings are presented by different tools of analysis such as Simple Percentage analysis, ChiSquare Analysis, and Weighted average. There is a significant relationship between the total work experience of the women employees and their participation in decision-making. That means only experienced workers are included in taking critical decision-making situations. They are least satisfied with Health and Safety provided by the company. Women workers of the organization are most pleased with the Work atmosphere and job security measures of the factory and are not much pleased with the permitted leave that could avail.

P. Rathamani and Dr. Rameshwari Ramchandra (2013) The analyses show the safety and healthy working conditions, all the four factors viz., no risk of illness, humanized, quite tolerable and emphasis on individual

have scored as favorable factors, but the Compensation has identified as a most unfavorable factor which is affecting the QWL of employees in the organization. Compensation plays a fundamental role in employee work performance and productivity.

D.Chitra(2012) Quality of Work Life (QWL) is being used these days by organizations as a strategic tool to attract and retain the talent. QWL policies are increasingly becoming part of the business strategies and focus is on the potential of these policies to influence employees' quality of working life and more importantly to help them maintain work-life balance with equal attention on performance and commitment at work.

Farideh Hamidi and Bahram Mohamadi (2012) the results showed that the respondent's standpoint is in the lower level of fair and adequate payment and from their point of view. Moreover respondents at an average level towards workplace safety and health, security and continuous growth opportunities, rulecenteredness, social dependence and work-life.

Indumathy.R & Kamalraj.S (2012) it has found that the workers are most satisfied with the work environment and safety measures not happy with the relation and cooperation with co-workers and job security and they are least satisfied with Salary. On the whole, the organization needs to focus on their workers and improve their quality of work life so that attrition, absenteeism, and a decline in workers 'productivity.

Lalita Kumari(2012), The aim of this study is to find out about the employee's perception of their work life balance policies and practices in the public sector banks. Quota sampling method was followed. Survey was conducted and data was analyzed on the basis of responses provided by 350 respondents. Data was analysed with the help of factor analysis, descriptive statistics, mean, ttest and Karl Pearson's correlation.

Sarah Holly and Alwine Mohnen(2012) in their study titled "Impact of working hours on Work Life balance" their main objective was to examine

the influence of the working hours of the employees on their satisfaction on the job. They explain that the overall number of the employees wants to reduce their working hours is influenced mainly by the overtime compensation. Their study result shows that generally the long working hours do not lead to the dissatisfaction among the employees, but long working hours have a positive effect on the employee's life and job satisfaction and the desire to reduce the long working hours have a negative impact on the job satisfaction of the employees.

R Baral and S Bhargava (2011) in their research titled "HR interventions for Work life balance" quotes that work life balance is the concern for both research scholars and the business leaders in the view of technological, demographic and organizational changes related to it. They have explained about the challenges that the HR managers face while effectively implementing the policy in their organization.

Peter(2009) in his study on "Work life balance and subjective well being" explains about the work life balance and the well being of the employees. In this research, the hypothesis that was tested is the sufficient amount of time available increases the well being of the employees as it helps in satisfying personal needs. The finding in this research was that the perceived sufficiency of time available for personal life and works tells the level of well being only if the individual's needs are fulfilled in the given time.

Pooja Garg(2009), Organizations have initiated intervening strategies for providing prime quality work life to enhance wellbeing of employees at the workplace, attain higher productivity, improve performance, and increase retention of potential employees. However, currently, in organizational behavior, very few researches have been initiated which delineate psychological wellbeing of employees from the perspective of happiness.

Qaisar Abbas(2009), The study was aimed to explore the relationship between work life conflict and job satisfaction in Pakistan. We found that job satisfaction is significantly negatively correlated with work to family interference and family to work interference. Job satisfaction is also found to be negatively related with stress in our research.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY

A research methodology means in what way the research is going to be carried out. Many authors investigate the term of “research methodology” and its importance for the conduction of a study. The research methodology is a systematic way to solve research problems. The methodology is a scientific approach, which is adopted for conducting a research. Describe the methodology as “the procedure of research techniques”. The authors say that the research methodology is “the logic of scientific investigation”. When developing a research methodology we should also know that there is a significant difference between the terms of “research method” and “research methodology”.

3.2 RESEARCH DESIGN

3.2.1 Descriptive Research Design

Descriptive research is a study designed to depict the participants in an accurate way. More simply but, descriptive research is all about describing people who take part in the study. The design of research can be either qualitative, quantitative, or mixed.

3.3 SAMPLING TECHNIQUES

3.3.1 Convenience Sampling Method

A convenience sample is one of the main types of non-profitability sampling methods. A convenience sample is made up of people who are easy to reach.

3.4 SOURCES OF DATA

Data collection is the term used to describe a process of preparing and collecting data.

- **Primary data** – Questionnaire collected from 100 respondents.
- **Secondary data** – Websites and online journals, published reports & Review of literature from published articles.

3.5 STUCTURE OF QUESTIONNAIRE

Questionnaire was divided into two sections. First part was designed to know the general information about the respondents and second part contained the respondent's opinions about the quality of work life of employees in IT industry during Covid-19

I. Basic Introduction

(The questionnaire begins with the small description regarding my research project)

II. Personal Details

(Name, Age, Gender, Education)

III. Research related Questions

- (a) Which of the following best describes your usual work schedule?
- (b) What is your opinion about the relationship between management and employees?
- (c) The organization makes performance appraisal on the basis of merit and performance?
- (d) Are you given proper training for skill improvement?

IV. Likert Scaling Questions

- (a) Do you agree that the skills and talents of the employees are used by the organization to their optimum level?
- (b) Do you agree that you are given more opportunities for growth in your organization?
- (c) Company offer adequate opportunities for promotion and career development?
- (d) Do you agree that the safety of workers is a high priority in the organization?

3.6 SAMPLE SIZE

The sample size of the research is 100 respondents.

3.7 PERIOD OF STUDY

The period for the study is three months.

3.8 LOCATION & TARGETED PEOPLE OF STUDY

The location of the study is Chennai and the target people is software industry IT employees.

3.9 HYPOTHESIS TESTING

- H0 - There is significance relationship between age and are you satisfied with the work shift given in your job.
- H1 – There is no significance relationship between age and are you satisfied with the work shift given in your job.

H0 - There is significant relationship between you are satisfied in the quality of work life of your company

H1 - There is no significant relationship between you are satisfied in the quality of work life of your company

HO - There is significant relationship between gender and satisfaction of your current job.

H1 - There is no significant difference between gender and satisfaction of your current job.

3.10 TOOLS FOR ANALYSIS

3.10.1 Percentage Analysis

The percentage analysis is given in the form of tables and charts. Research questions are always answered with a descriptive statistic generally either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories.

3.10.2 Hypothesis Analytical Tools (SPSS)

CHI-SQUARE

A chi-squared test is a statistical hypothesis test that is valid to perform when the test statistic is chi-squared distributed under the null hypothesis, specifically Pearson's chi-squared test and variants thereof.

ONE SAMPLE T-TEST

The one sample t test, also referred to as a single sample t test, is a statistical hypothesis test used to determine whether the mean calculated

from sample data collected from a single group is different from a designated value specified by the researcher.

ONEWAY ANOVA

One-Way ANOVA ("analysis of variance") compares the means of two or more independent groups in order to determine whether there is statistical evidence that the associated population means are significantly different. One-Way ANOVA is a parametric test.

CHAPTER 4

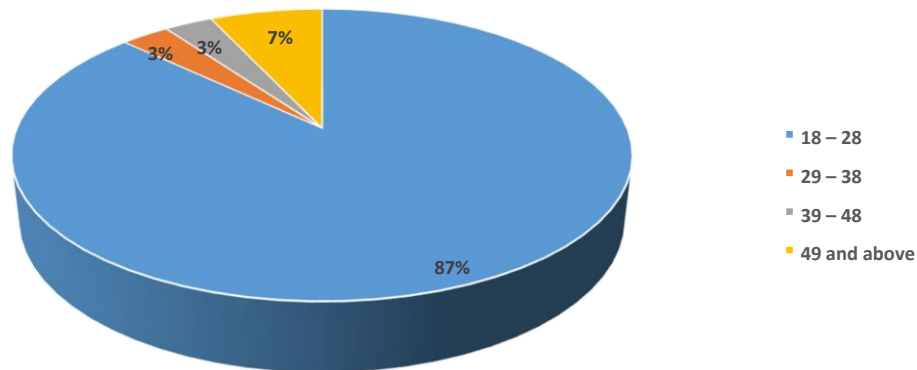
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 4.1.1 This table indicating the age of the respondents

Age of the respondents	No of Respondents	Percentage (%)
18 – 28	87	87
29 – 38	3	3
39 – 48	3	3
49 and above	7	7
Total	100	100

CHART 4.1.1 THIS CHART REPRESENTS THE AGE OF THE RESPONDENTS



INTERPRETATION

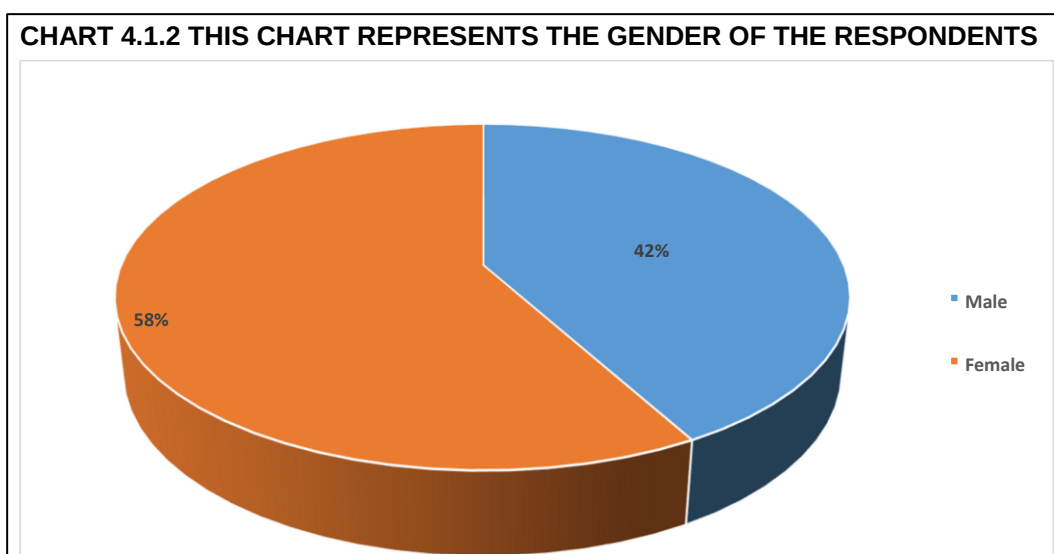
From the above table it is interpreted as 87% of the respondents are aged between 18-28, 3% are between 29-38, 3% are between 39-48 and 7% are between 49 and above.

INFERENCE

Majority of the respondents (87%) are aged between 18 – 28 years.

Table 4.1.2 This table indicating the gender of the respondents

Gender of the Respondents	No of Respondents	Percentage (%)
Male	42	42
Female	58	58
TOTAL	100	100



INTERPRETATION

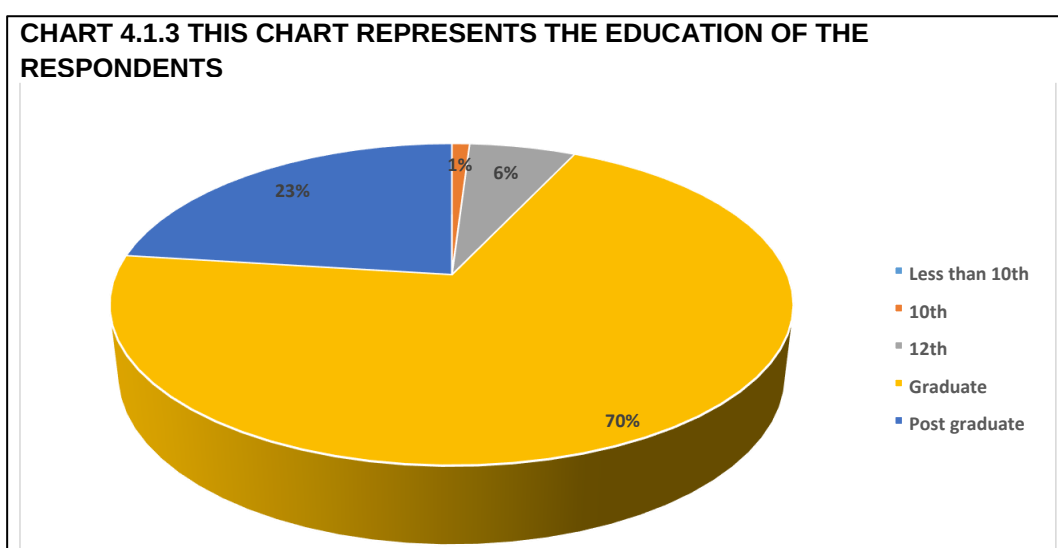
From the above table it is interpreted as 42% of the respondents are Male and 58% of the respondents are Female.

INFERENCE

Majority of the respondents (58%) are Female.

Table 4.1.3 This table indicating the education of the respondents

Age of the respondents	No of Respondents	Percentage (%)
Less than 10 th	0	0
10 th	1	1
12 th	6	6
Graduate	70	70
Post graduate	23	23
TOTAL	100	100



INTERPRETATION

From the above table it is interpreted as 1% of the respondent are from 10th, 6% are from 12th, 70% are graduated and 23% are post graduated.

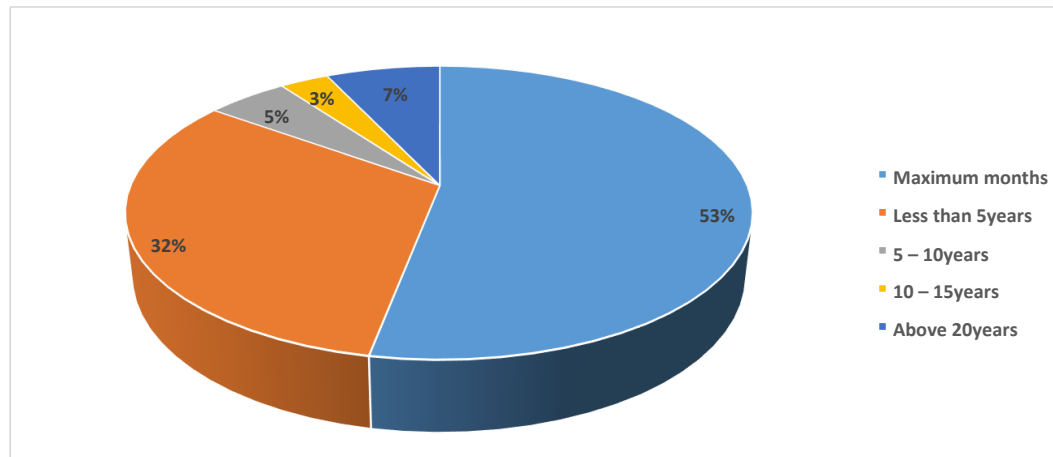
INFERENCE

Majority of the respondents (70%) are graduated.

Table 4.1.4 This table indicating the experience of the employee

	No of Respondents	Percentage (%)
Maximum months	53	53
Less than 5years	32	32
5 – 10years	5	5
10 – 15years	3	3
Above 20years	7	7
TOTAL	100	100

CHART 4.1.4 THIS CHART REPRESENTS THE EXPERIENCE OF THE EMPLOYEE



INTERPRETATION

From the above table it is interpreted as 53% of the respondents duration in their present job is maximum months, 32% is less than 5years, 5% is 5 – 10years, 3% is 10 – 15years and 7% is above 20years.

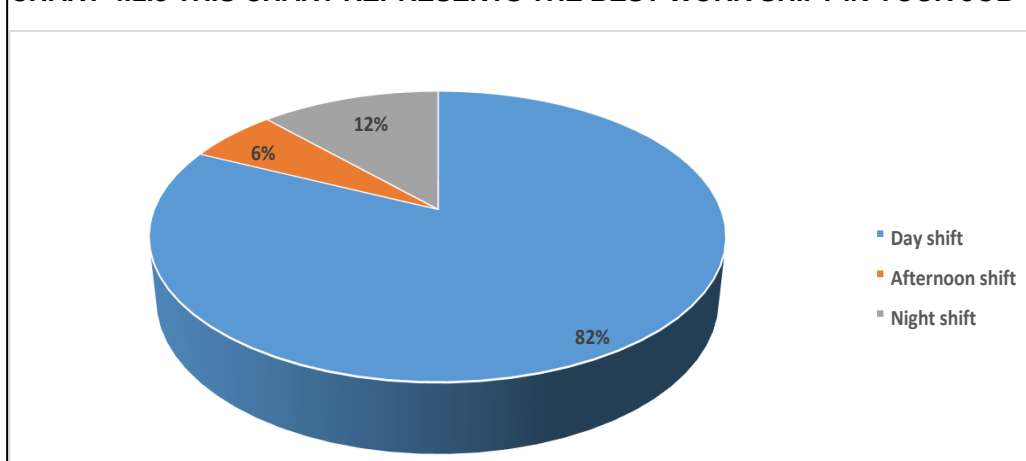
INFERENCE

Majority of the respondents (53%) duration in their present job is maximum months.

Table 4.1.5 This table indicating the best work shift in your job

	No of Respondents	Percentage (%)
Day shift	82	82
Afternoon shift	6	6
Night shift	12	12
TOTAL	100	100

CHART 4.1.5 THIS CHART REPRESENTS THE BEST WORK SHIFT IN YOUR JOB



INTERPRETATION

From the above table it is interpreted as 82% of the respondents best work schedule is day shift, 6% is afternoon shift and 12% best describes night shift.

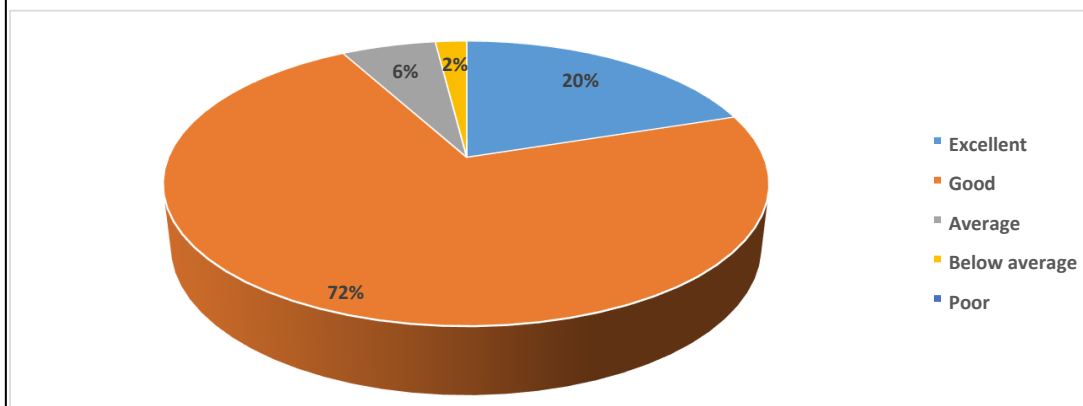
INFERENCE

Majority of the respondents (82%) best work schedule is day shift.

Table 4.1.6 This table indicating the opinion about the relationship between management and employees

	NO OF RESPONDENTS	PERCENTAGE (%)
Excellent	20	20
Good	72	72
Average	6	6
Below average	2	2
Poor	0	0
TOTAL	100	100

CHART 4.1.6 THIS CHART REPRESENTS THE OPINION ABOUT THE RELATIONSHIP BETWEEN MANAGEMENT AND EMPLOYEES



INTERPRETATION

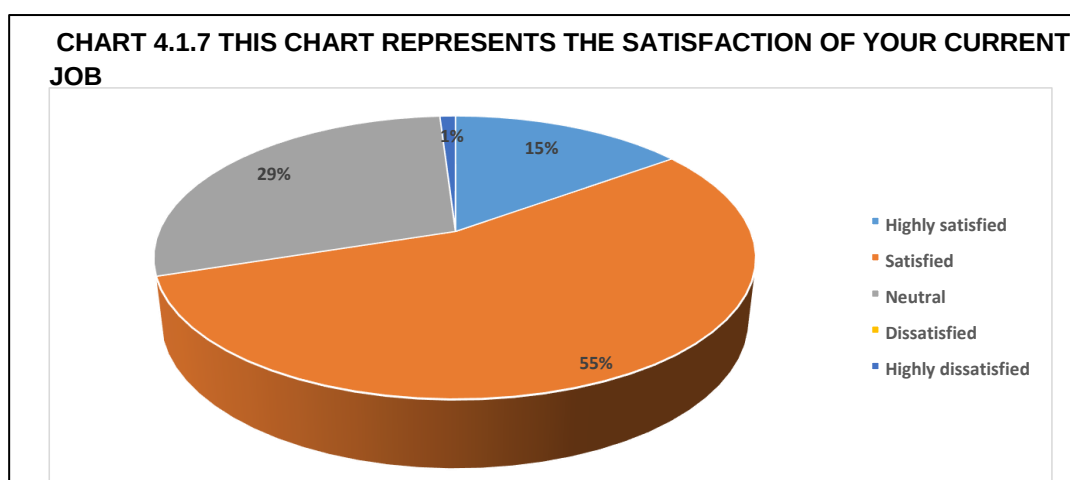
From the above table it is interpreted as 20% of the respondents relationship between management and employee is excellent, 72% is good, 6% is average and 2% is below average.

INFERENCE

Majority of the respondents (72%) relationship between management and employees is good.

Table 4.1.7 This table indicating the satisfaction of your current job

	No of Respondents	Percentage (%)
Highly satisfied	15	15
Satisfied	55	55
Neutral	29	29
Dissatisfied	0	0
Highly dissatisfied	1	1
TOTAL	100	100



INTERPRETATION

From the above table it is interpreted as 15% of the respondents are highly satisfied with their current job, 55% are satisfied, 29% are neutral and 1% are highly dissatisfied.

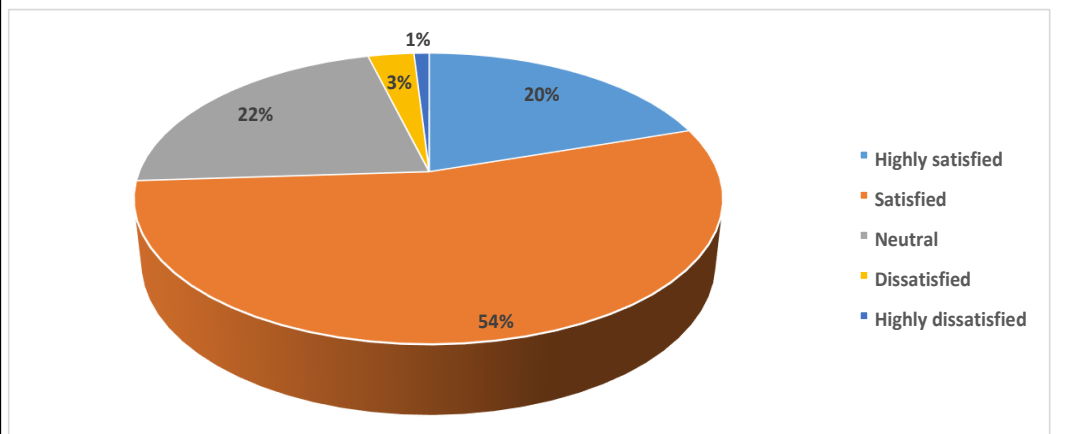
INFERENCE

Majority of the respondents (55%) are satisfied with their current job.

Table 4.1.8 This table indicating the respect and recognition you have in your job

	No of Respondents	Percentage (%)
Highly satisfied	20	20
Satisfied	54	54
Neutral	22	22
Dissatisfied	3	3
Highly dissatisfied	1	1
TOTAL	100	100

CHART 4.1.8 THIS CHART REPRESENT THE RESPECT AND RECOGNITION YOU HAVE IN YOUR JOB



INTERPRETATION

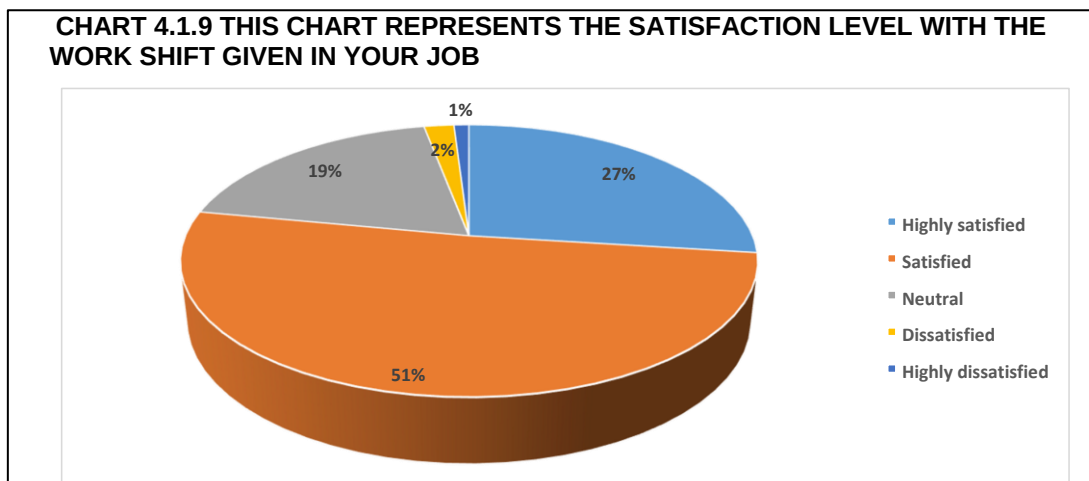
From the above table it is interpreted as 20% of the respondents feels highly satisfied with the respect and recognition they have in their job, 54% feels satisfied, 22% feels neutral, 3% feels dissatisfied and 1% feels highly dissatisfied.

INFERENCE

Majority of the respondents (54%) feels satisfied with the respect and recognition they have in their job.

Table 4.1.9 This table indicating the satisfaction level with the work shift given in your job

	No of Respondents	Percentage (%)
Highly satisfied	27	27
Satisfied	51	51
Neutral	19	19
Dissatisfied	2	2
Highly dissatisfied	1	1
TOTAL	100	100



INTERPRETATION

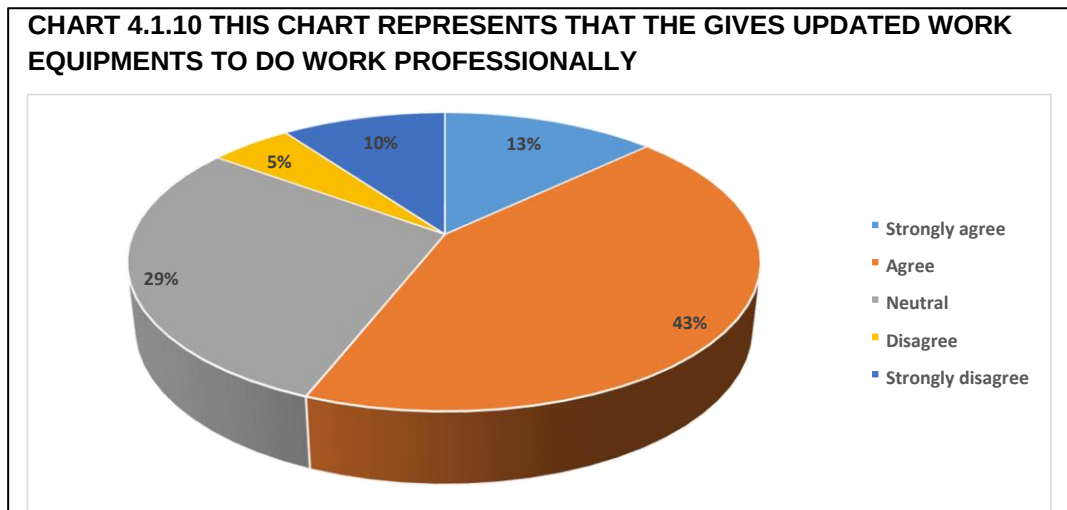
From the above table it is interpreted as 27% of the respondents feels highly satisfied with the work shift given in their job, 51% feels satisfied, 19% feels neutral, 2% feels dissatisfied and 1% feels highly dissatisfied.

INFERENCE

Majority of the respondents (51%) feels satisfied with the work shift given in their job.

Table 4.1.10 This table indicating that the given updated work equipments to do work professionally

	No of Respondents	Percentage (%)
Strongly agree	13	13
Agree	43	43
Neutral	29	29
Disagree	5	5
Strongly disagree	10	10
TOTAL	100	100



INTERPRETATION

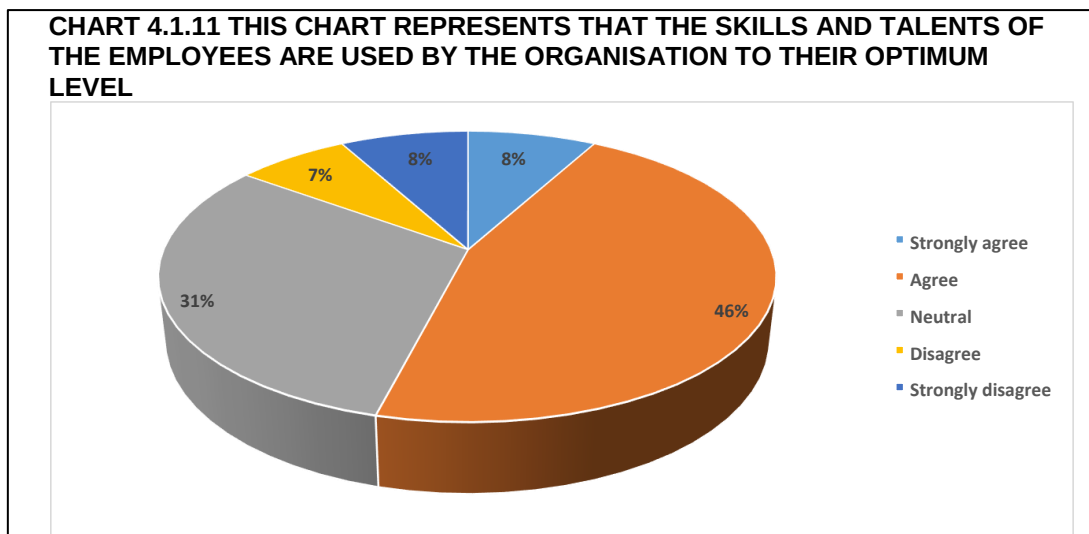
From the above table it is interpreted as 13% of the respondents strongly agree that the equipments are professional, 43% is agree, 29% is neutral, 5% is disagree and 10% is strongly disagree.

INFERENCE

Majority of the respondents (43%) agrees that the equipment's are professional.

Table 4.1.11 This table indicating that the skills and talents of the employees are used by the organisation to their optimum level

	No of Respondents	Percentage (%)
Strongly agree	8	8
Agree	46	46
Neutral	31	31
Disagree	7	7
Strongly disagree	8	8
TOTAL	100	100



INTERPRETATION

From the above table it is interpreted as 8% of the respondents strongly agree that the skills and talent are used by the organization, 46% of them are agreeing, 31% are neutral, 7% are disagree and 8% are strongly disagree.

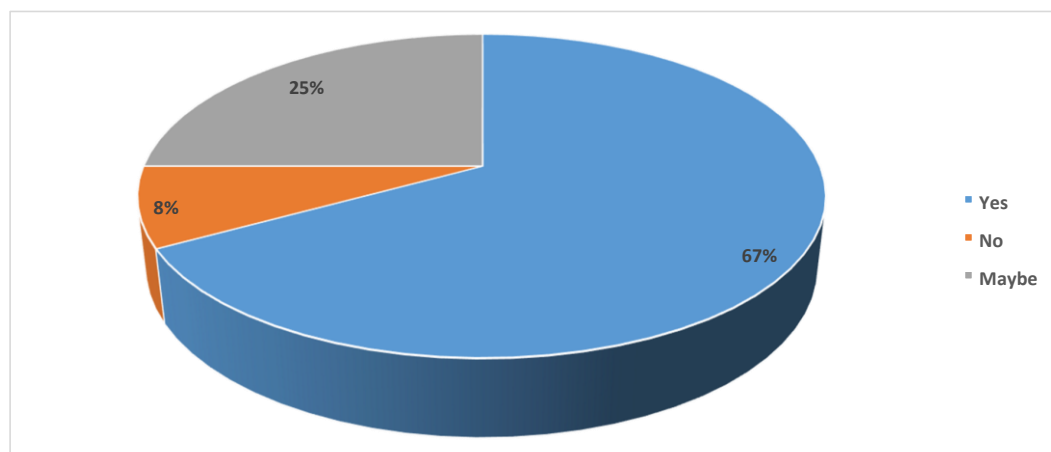
INFERENCE

Majority of the respondents (46%) agrees that the skills and talent are used by the organization to their optimum level.

Table 4.1.12 This table indicating about the training given in your company for skill improvement

	No of Respondents	Percentage (%)
Yes	67	67
No	8	8
Maybe	25	25
TOTAL	100	100

CHART 4.1.12 THIS CHART REPRESENTS ABOUT THE TRAINING GIVEN IN YOUR COMPANY FOR SKILL IMPROVEMENT



INTERPRETATION

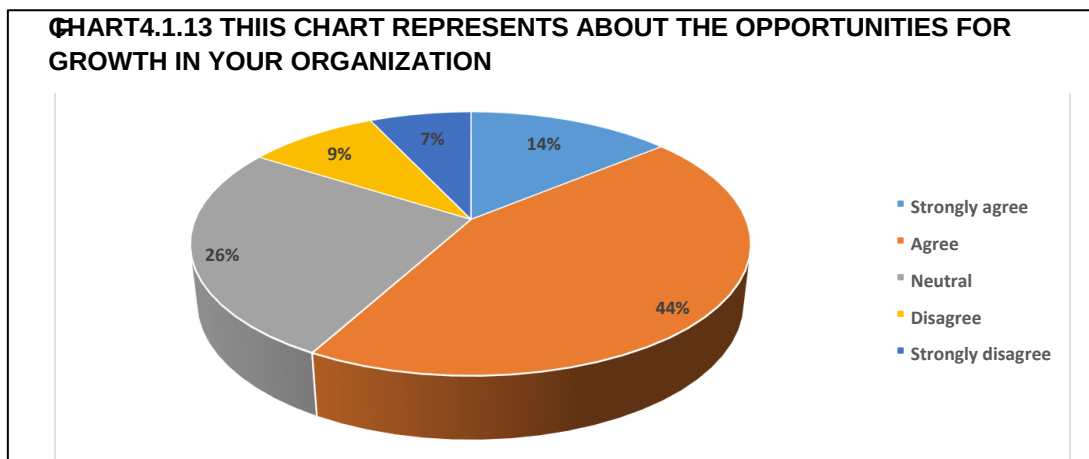
From the above table it is interpreted as 67% of the respondents are accepting that proper training is given for skill improvement, 8% of the respondents are not accepting and 25% of the respondents are accepting sometimes.

INFERENCE

Majority of the respondents (67%) are accepting that proper training is given for skill improvement.

Table 4.1.13 This table indicating about the opportunities for growth in your organization

	No of Respondents	Percentage (%)
Strongly agree	14	14
Agree	44	44
Neutral	26	26
Disagree	9	9
Strongly disagree	7	7
TOTAL	100	100



INTERPRETATION

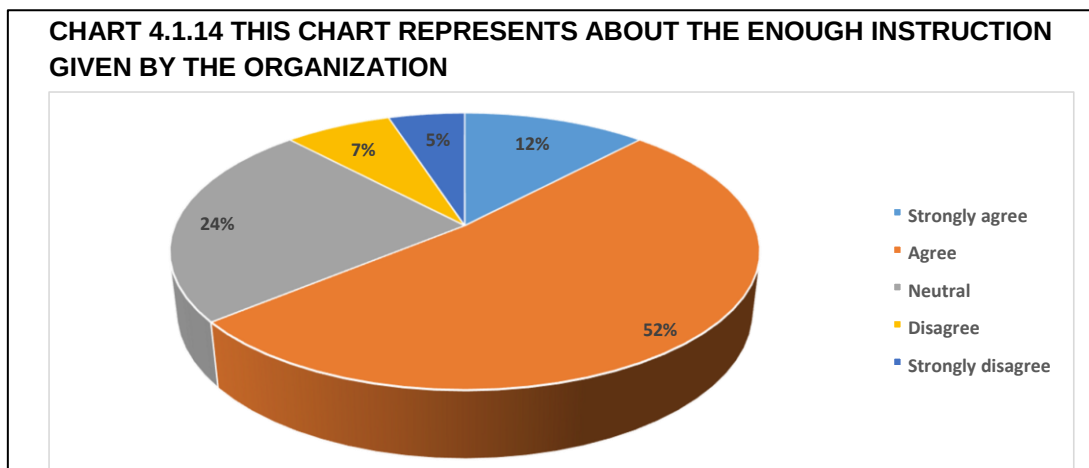
From the above table it is interpreted as 14% of the respondents strongly agree that the organization give more opportunities for their growth, 44% of them are agreeing, 26% are neutral, 9% are disagree and 7% are strongly disagree.

INFERENCE

Majority of the respondents (44%) agrees that the organization give more opportunities for their growth.

Table 4.1.14 This table indicating about the enough instruction given by the organization

	No of Respondents	Percentage (%)
Strongly agree	12	12
Agree	52	52
Neutral	24	24
Disagree	7	7
Strongly disagree	5	5
TOTAL	100	100



INTERPRETATION

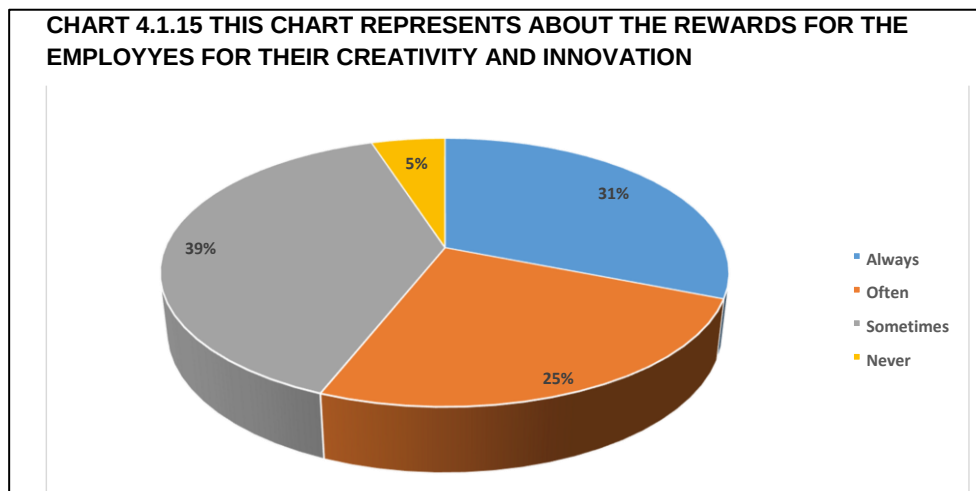
From the above table it is interpreted as 12% of the respondents strongly agrees that the organization provide enough instruction to get the job done, 52% of them are agreeing, 24% of the are neutral, 7% of the disagrees and 5% of them strongly disagrees.

INFERENCE

Majority of the respondents (52%) agrees that the organization provide enough instruction to get the job done.

Table 4.1.15 This table indicating about the rewards for the employees for their creativity and innovation

	No of Respondents	Percentage (%)
Always	31	31
Often	25	25
Sometimes	39	39
Never	5	5
TOTAL	100	100



INTERPRETATION

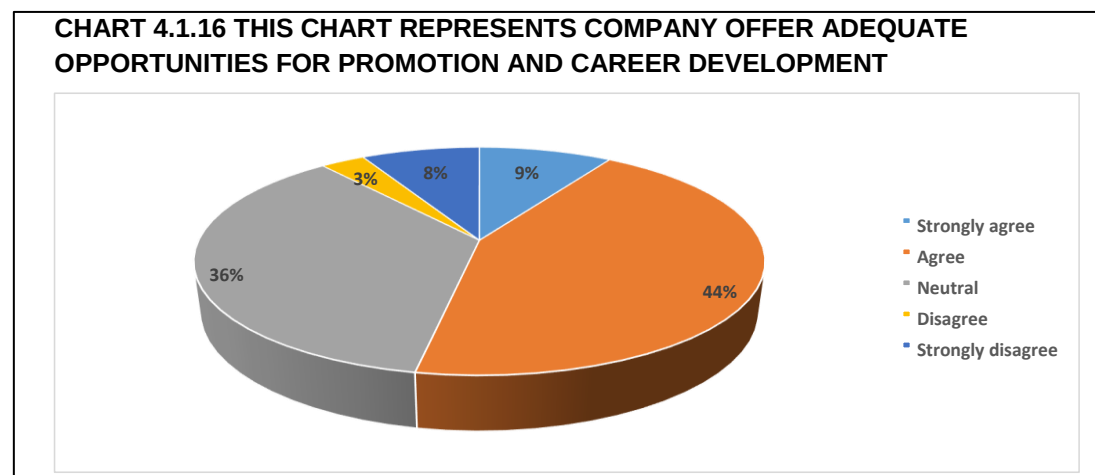
From the above table it is interpreted as 31% of the respondents are always rewarded for their creativity and innovation, 25% of them are often, 39% of them are sometimes and 5% of them are never.

INFERENCE

Majority of the respondents (39%) are sometimes rewarded for their creativity and innovation.

Table 4.1.16 This table indicating company offer adequate opportunities for promotion and career development

	No of respondents	Percentage (%)
Strongly agree	9	9
Agree	44	44
Neutral	36	36
Disagree	3	3
Strongly disagree	8	8
TOTAL	100	100



INTERPRETATION

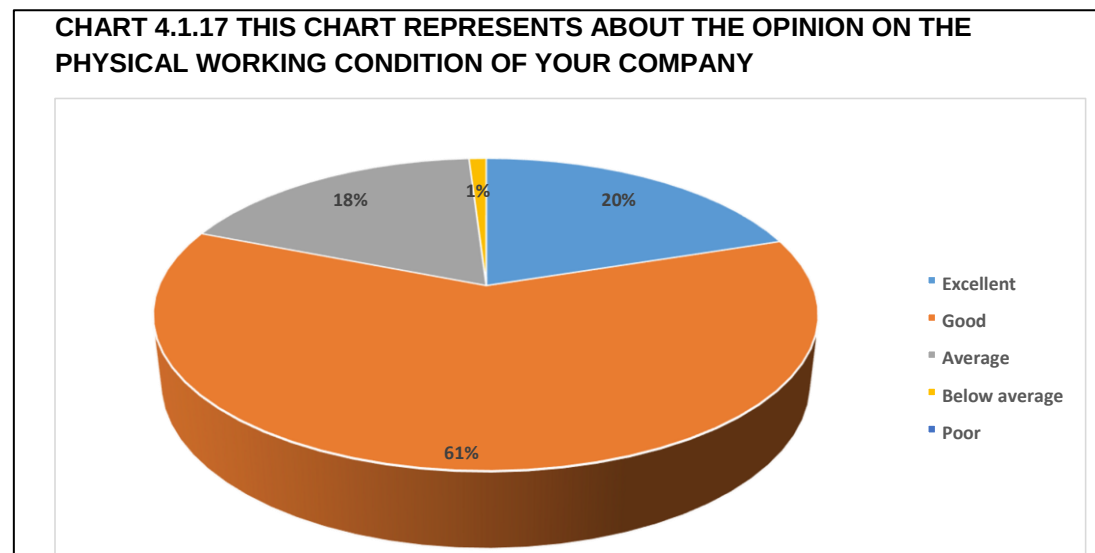
From the above table it is interpreted as 9% of the respondents strongly agrees that the company offers adequate opportunities for promotion and career development, 44% of them are agreeing, 36% of the are neutral, 3% of the disagrees and 8% of them strongly disagrees.

INFERENCE

Majority of the respondents (44%) agrees that the company offers adequate opportunities for promotion and career development.

Table 4.1.17 This table indicating about the opinion on the physical working condition of your company

	No of Respondents	Percentage (%)
Excellent	20	20
Good	61	61
Average	18	18
Below average	1	1
Poor	0	0
TOTAL	100	100



INTERPRETATION

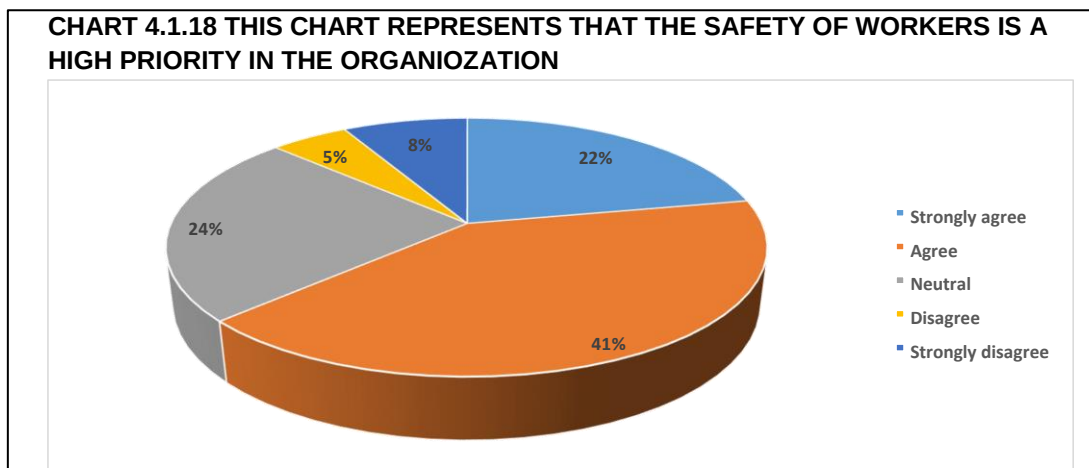
From the above table it is interpreted as 20% of the respondents opinion on the physical working condition is excellent, 61% is good, 18% is average and 1% is below average

INFERENCE

Majority of the respondents (61%) opinion on the physical working condition is Average.

Table 4.1.18 This table indicating that the safety of workers is a high priority in the organization

	No of Respondents	Percentage (%)
Strongly agree	22	22
Agree	41	41
Neutral	24	24
Disagree	5	5
Strongly disagree	8	8
TOTAL	100	100



INTERPRETATION

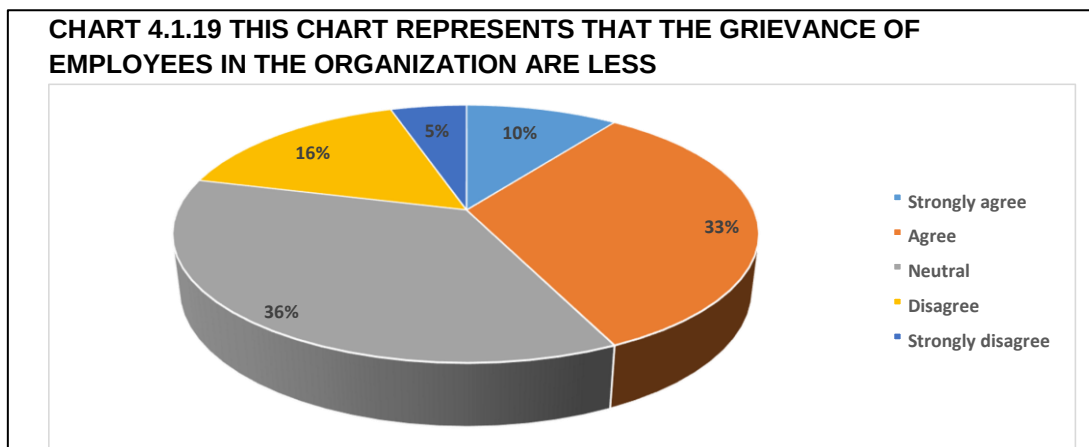
From the above table it is interpreted as 22% of the respondents strongly agree that the safety of workers is a high priority in their organization, 41% of them are agreeing, 24% of the are neutral, 5% of the disagrees and 8% of them strongly disagrees.

INFERENCE

Majority of the respondents (41%) agrees that the safety of workers is a high priority in their organization.

Table 4.1.19 This table indicating that the grievance of employees in the organization are less

	No of Respondents	Percentage (%)
Strongly agree	10	10
Agree	33	33
Neutral	36	36
Disagree	16	16
Strongly disagree	5	5
TOTAL	100	100



INTERPRETATION

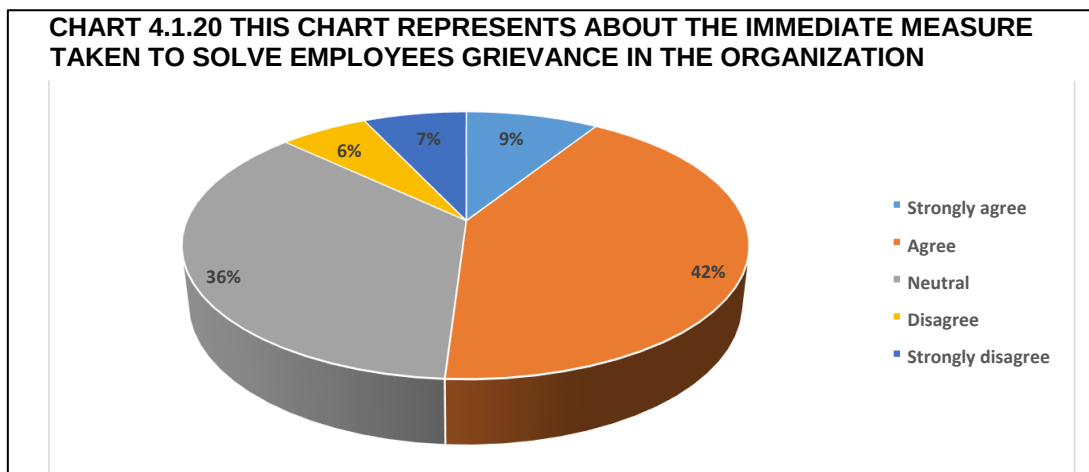
From the above table it is interpreted as 10% of the respondents strongly agrees that the grievance of employees in their organization are less, 33% of them are agreeing, 36% of the are neutral, 16% of the disagrees and 5% of them strongly disagrees.

INFERENCE

Majority of the respondents (36%) agrees that the grievance of employeess in their organization are less.

Table 4.1.20 This table indicating about the immediate measure taken to solve employees grievance in the organization

	No of Respondents	Percentage (%)
Strongly agree	9	9
Agree	42	42
Neutral	36	36
Disagree	6	6
Strongly disagree	7	7
TOTAL	100	100



INTERPRETATION

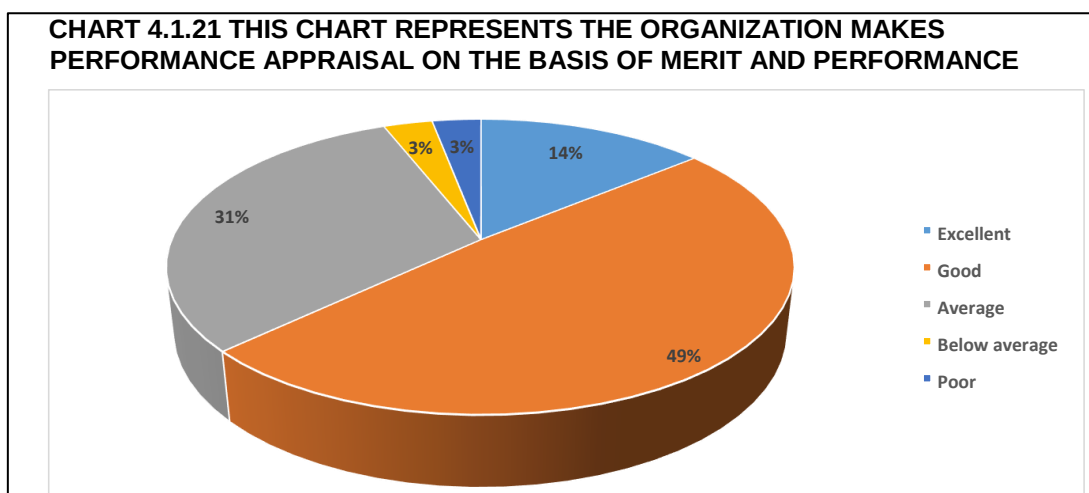
From the above table it is interpreted as 9% of the respondents strongly agrees that the immediate measure are taken to solve employees grievance in their organization, 42% of them are agreeing, 36% of the are neutral, 6% of the disagrees and 7% of them strongly disagrees.

INFERENCE

Majority of the respondents (42%) agrees that the immediate measure are taken to solve employees grievance in their organization.

Table 4.1.21 This table indicating the organization makes performance appraisal on the basis of merit and performance

	No of Respondents	PERCENTAGE (%)
Excellent	14	14
Good	49	49
Average	31	31
Below average	3	3
Poor	3	3
TOTAL	100	100



INTERPRETATION

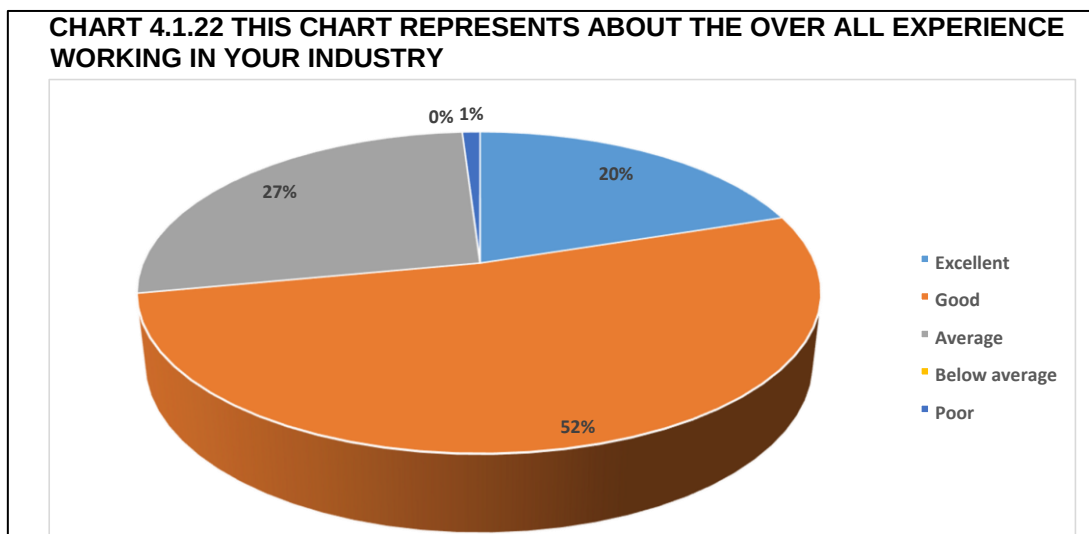
From the above table it is interpreted as 14% of the respondents organization makes performance appraisal on the basis of merit and performance is excellent, 49% is good, 31% is average, 3% is below average and 3% is poor.

INFERENCE

Majority of the respondents (49%) organization makes performance appraisal on the basis of merit and performance is good.

Table 4.1.22 This table indicating about the overall experience working in your industry

	No of Respondents	Percentage (%)
Excellent	20	20
Good	52	52
Average	27	27
Below average	0	0
Poor	1	1
TOTAL	100	100



INTERPRETATION

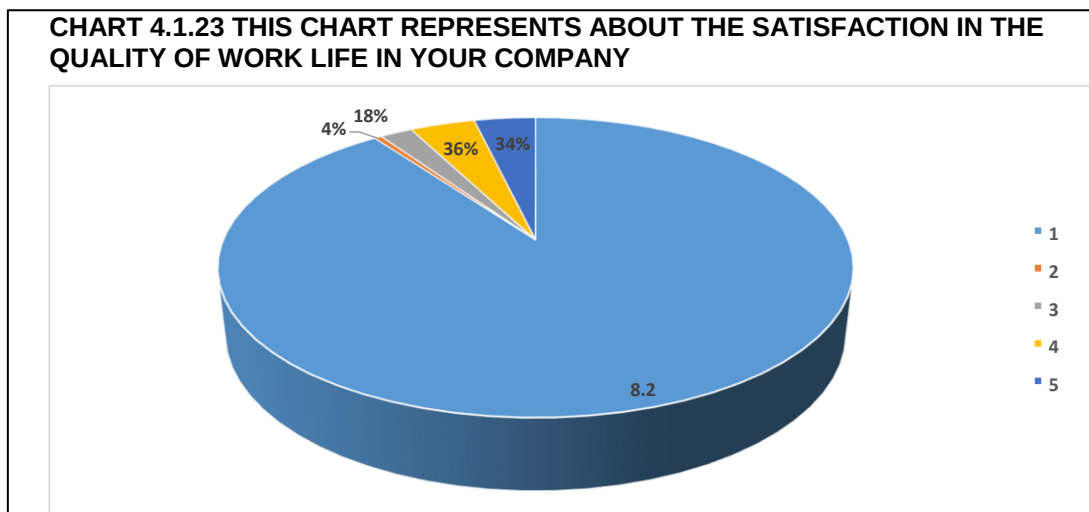
From the above table it is interpreted as 20% of the respondents working experience in their industry is excellent, 52% is good, 27% is average and 1% is poor.

INFERENCE

Majority of the respondents (52%) working experience in their industry is good.

Table 4.1.23 This table indicating about the satisfaction in the quality of work life in your company

	No of Respondents	Percentage (%)
1	8	8
2	4	4
3	18	18
4	36	36
5	34	34
TOTAL	100	100



INTERPRETATION

From the above table it is interpreted as 8% of the respondents gave number 1(Poor) in the quality of work life in their company, 4% gave 2(below average), 18% gave 3(average), 36% gave 4(Good), and 34% gave 5(Excellent).

INFERENCE

Majority of the respondents (36%) gave number 4(Good) in the quality of work life in their company.

4.2 CHI-SQUARE

TABLE 4.2.1

Null Hypothesis (H0) - There is significance relationship between age and are you satisfied with the work shift given in your job.

Alternative Hypothesis (H1) – There is no significance relationship between age and are you satisfied with the work shift given in your job.

Case Processing Summary

	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
AGE * ARE YOU SATISFIED WITH THE WORK SHIFT GIVEN IN YOUR JOB?	100	100.0 %	0	0.0 %	100	100.0 %

AGE * ARE YOU SATISFIED WITH THE WORK SHIFT GIVEN IN YOUR JOB? Crosstabulation

		ARE YOU SATISFIED WITH THE WORK SHIFT GIVEN IN YOUR JOB?					Total
		Dissatisfied	Highly dissatisfied	Highly satisfied	Neutral	Satisfied	
AGE	18-28	2	1	23	18	43	87
	29-38	0	0	1	0	2	3
	39-48	0	0	0	0	3	3
	49 and above	0	0	3	1	3	7
Total		2	1	27	19	51	100

Chi-Square Tests

	Value	df	Asymptotic Significance (2 sided)
Pearson Chi-Square	5.008 ^a	12	.958
Likelihood Ratio	6.927	12	.862
N of Valid Cases	100		

a. 17 cells (85.0%) have expected count less than 5. The minimum

expected count is .03.

INTERPRETATION

From the table 4.2.1 it is known that the p value is .958 is greater than 0.05, the null hypothesis is rejected and alternative hypothesis is accepted.

INFERENCE

There is a significance relationship between these variables.

4.3 ONE SAMPLE T-TEST

TABLE 4.3.1

Null Hypothesis (H0) - There is significant relationship between you are satisfied in the quality of work life of your company

Alternative Hypothesis (H1) - There is no significant relationship between you are satisfied in the quality of work life of your company

***HOW MUCH YOU ARE SATISFIED IN THE QUALITY OF WORK LIFE OF YOUR COMPANY**

One -Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
HOW MUCH YOU ARE SATISFIED IN THE QUALITY OF WORK LIFE OF YOUR COMPANY?	100	3.84	1.178	.118

One-Sample Test

	t	df	Sig. (2 -tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
HOW MUCH YOU ARE SATISFIED IN THE QUALITY OF WORK LIFE OF YOUR COMPANY?	32.591	99	.000	3.840	3.61	4.07

INTERPRETATION

From the table 4.3.1 it is known that the p value is .000 is lesser than 0.05, the alternative hypothesis is rejected and null hypothesis is accepted.

INFERENCE

There is no significance relationship between these variables.

4.4 ANNOVA

TABLE 4.4.1

Null Hypothesis (H0) - There is significant relationship between gender and satisfaction of your current job.

Alternative Hypothesis (H1) - There is no significant difference between gender and satisfaction of your current job.

GENDER

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	.453	2	.227	1.335	.267
Within Groups	20.715	122	.170		
Total	21.168	124			

INTERPRETATION

From the table 4.4.1 the value is .07 is greater than 0.05, the null hypothesis is rejected and alternative hypothesis is accepted.

INFERENCE

There is significance relationship between the variables.

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- Majority of the respondents (87%) are aged between 18 – 28years.
- Majority of the respondents (58%) are Female.
- Majority of the respondents (70%) are graduated.
- Majority of the respondents (53%) duration in their present job is maximum months.
- Majority of the respondents (82%) best work schedule is day shift.
- Majority of the respondents (72%) relationship between management and employees is good.
- Majority of the respondents (55%) are satisfied with their current job.
- Majority of the respondents (54%) feels satisfied with the respect and recognition they have in their job.
- Majority of the respondents (51%) feels satisfied with the work shift given in their job.
- Majority of the respondents (43%) agrees that the equipment's are professional.

- Majority of the respondents (46%) agrees that the skills and talent are used by the organization to their optimum level.
- Majority of the respondents (67%) are accepting that proper training is given for skill improvement.
- Majority of the respondents (44%) agrees that the organization give more opportunities for their growth.
- Majority of the respondents (52%) agrees that the organization provide enough instruction to get the job done.
- Majority of the respondents (39%) are sometimes rewarded for their creativity and innovation.
- Majority of the respondents (44%) agrees that the company offers adequate opportunities for promotion and career development.
- Majority of the respondents (61%) opinion on the physical working condition is Average.
- Majority of the respondents (41%) agrees that the safety of workers is a high priority in their organization.
- Majority of the respondents (36%) agrees that the grievance of employyes in their organization are less.
- Majority of the respondents (42%) agrees that the immediate measure are taken to solve employees grievance in their organization.
- Majority of the respondents (49%) organization makes performance appraisal on the basis of merit and performance is good.

- Majority of the respondents (52%) working experience in their industry is good.
- Majority of the respondents (36%) gave number 4(Good) in the quality of work life in their company.
- Since p value is .958 is greater than 0.05, the null hypothesis is rejected and alternative hypothesis is accepted. There is significance relationship between these variables.
- Since p value is 0.00 is lesser than 0.05, the alternative hypothesis is rejected and null hypothesis is accepted. There is no significance relationship between these variables.
- Since p value is 0.7 is greater than 0.05, the null hypothesis is rejected and alternative hypothesis is accepted. There is significance relationship between these variables.

5.2 SUGGESTIONS

- QWL (Working environment) can be improved by providing better facilities to the extent possible to support faculty members, in turn helps to increase the productivity of the students that maybe reflected in their results and placement.
- QWL (Workplace Stress) can be reduced by optimizing the work load of the faculty members and other necessary facilities to improve the existing condition.
- QWL (Fair Remuneration) can be inflated based on the experience and work done to satisfy the faculty members of the institution.

- QWL (Job Security) can also be given by avoiding contractual obligations between the management and the faculty members.
- QWL (Work Life Balance) can be improved by provided by offering sufficient support to the faculty members.
- There must be a proper and a flexible time that has to be adopted so that employees doesn't feel stressed about the overtime working and they can spend a quality time with their family and they can even make time to finish their family duties and commitments.
- During this COVID19 period, majority of the private establishments started downsizing their employees except the educational institutions, where there is a steady and continuous need for faculty members to maintain and educate the students, the pillars of future India. It is found from this study that, though the faculty members felt dissatisfaction in some factors, but as a whole, they are satisfied with the QWL factors provided by the institution or habituated to adjust with the facilities provided by the management.

5.3 LIMITATION OF THE STUDY

The study focuses on the Quality of Work Life of Software Professionals and their perception in their respective companies in Chennai Region. It analyzes on the various factors relating to Quality of Work Life, and constraints faced by them. Examining Quality of Work Life is highly qualitative in nature, and the elements are subject to change in the days to come. The Software Professionals expressed their current view on their Quality of Work Life. A questionnaire survey conducted among the Software Professionals in IT Companies, and purely based on the opinion of an individual, and it cannot generalize.

5.4 CONCLUSION

It can be said that Work Life Balance is a very important issue in the Human Resource Management field and it has a vital impact on the productivity and growth of both the organization and the employee. Work life is all about a measure about controlling on when, where and how they work. Many factors are acting as supporting elements for employees to achieve balance between work and personal life. Employees are expected to co-ordinate with each other in one way or the other. They may be working in a team or independent. It depends on upon their position and status in their workplace. The healthy environment provided by the organization impulses the employees to achieve higher QWL. There is a need to provide greater work flexibility and autonomy to female employees, in particular, to enhance the QWL and minimize the work interference in personal life to women employees. This will motivate them to be more loyal towards the company. Now day's employees with the family finding tough time to main their work and family affairs and thus affecting the QWL of them, the organization should provide options to employees to complete the tasks such as work from home, reducing the working hours, working at convenient timings. This gives employees a better way to handle the family and work. While certain elements like employees participation in framing the policies and taking key decisions, effective communication of organizations policies can be strengthened to make work and personal life of employees highly balanced. To conclude work is an essential part in which each individual spend most of the time so it is necessary to have proper balance to live the residual time with their family.

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ANNEXURE – I

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A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN IT INDUSTRY DURING COVID-19

A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN IT INDUSTRY DURING COVID-19

Priyanka. K
40410129

* Required

1. NAME *

2. AGE *

Mark only one oval.

- ☐ 18-28
☐ 29-38
☐ 39-48
☐ 49 and above

3. EDUCATION *

Mark only one oval.

- ☐ Less than 10th
☐ 10th
☐ 12th
☐ Graduate
☐ Post graduate

https://docs.google.com/forms/d/1_dZWlQCVFiv_LZe0JXYwmvqE9ZQQbHpPWctYPDkghx4/edit

1/9

4. HOW LONG YOU HAVE BEEN WORKING IN YOUR PRESENT JOB? *

Mark only one oval.

- ☐ Maximum months
- ☐ Less than 5years
- ☐ 5 - 10years
- ☐ 10 - 15years
- ☐ Above 20years

5. GENDER *

Mark only one oval.

- ☐ Male
- ☐ Female

6. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR USUAL WORK SCHEDULE? *

Mark only one oval.

- ☐ Day shift
- ☐ Afternoon shift
- ☐ Night shift

7. WHAT IS YOUR OPINION ABOUT THE RELATIONSHIP BETWEEN MANAGEMENT AND EMPLOYEES? *

Mark only one oval.

- ☐ Excellent
☐ Good
☐ Average
☐ Below Average
☐ Poor

8. HOW SATISFIED ARE YOU WITH YOUR CURRENT JOB? *

Mark only one oval.

- ☐ Highly satisfied
☐ Satisfied
☐ Neutral
☐ Dissatisfied
☐ Highly dissatisfied

9. WHAT DO YOU FEEL ABOUT THE RESPECT AND RECOGNITION YOU HAVE IN YOUR JOB? *

Mark only one oval.

- ☐ Highly satisfied
☐ Satisfied
☐ Neutral
☐ Dissatisfied
☐ Highly dissatisfied

10. ARE YOU SATISFIED WITH THE WORK SHIFT GIVEN IN YOUR JOB? *

Mark only one oval.

- ☐ Highly satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Highly dissatisfied

11. DO YOU AGREE THAT YOU ARE GIVEN UPDATED WORK EQUIPMENTS TO DO WORK PROFESSIONALLY? *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

12. DO YOU AGREE THAT THE SKILLS AND TALENTS OF THE EMPLOYEES ARE USED BY THE ORGANISATION TO THEIR OPTIMUM LEVEL? *

Mark only one oval.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

13. ARE YOU GIVEN PROPER TRAINING FOR SKILL IMPROVEMENT? *

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

14. DO YOU AGREE THAT YOU ARE GIVEN MORE OPPORTUNITIES FOR GROWTH IN YOUR ORGANISATION? *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

15. DO YOU AGREE THAT YOUR ORGANIZATION PROVIDES ENOUGH INSTRUCTION TO GET THE JOB DONE? *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

16. DO YOU AGREE THAT EMPLOYEES ARE REWARDED FOR THEIR CREATIVITY AND INNOVATION? *

Mark only one oval.

- ☐ Always
☐ Often
☐ Sometimes
☐ Never

17. COMPANY OFFER ADEQUATE OPPORTUNITIES FOR PROMOTIONS AND CAREER DEVELOPMENT? *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

18. WHAT IS YOUR OPINION ON THE PHYSICAL WORKING CONDITION OF YOUR COMPANY? *

Mark only one oval.

- ☐ Excellent
☐ Good
☐ Average
☐ Below average
☐ Poor

19. DO YOU AGREE THAT THE SAFETY OF WORKERS IS A HIGH PRIORITY IN THE ORGANIZATION? *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

20. DO YOU AGREE THAT THE GRIEVANCE OF EMPLOYEES IN THE ORGANIZATION ARE LESS? *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

21. DO YOU AGREE THAT IMMEDIATE MEASURE ARE TAKEN TO SOLVE EMPLOYEE'S GRIEVANCES IN THE ORGANISATION? *

Mark only one oval.

- ☐ Strongly disagree
☐ Disagree
☐ Neutral
☐ Agree
☐ Strongly agree

22. THE ORGANIZATION MAKES PERFORMANCE APPRAISAL ON THE BASIS OF MERIT AND PERFORMANCE? *

Mark only one oval.

- ☐ Excellent
☐ Good
☐ Average
☐ Below average
☐ Poor

23. HOW WILL YOU RATE YOUR OVER ALL EXPERIENCE WORKING IN YOUR INDUSTRY? *

Mark only one oval.

- ☐ Excellent
☐ Good
☐ Average
☐ Below average
☐ Poor

24. HOW MUCH YOU ARE SATISFIED IN THE QUALITY OF WORK LIFE OF YOUR COMPANY? *

Mark only one oval.

	1	2	3	4	5	
Satisfied	☐	☐	☐	☐	☐	Highly satisfied

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A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN IT INDUSTRY DURING COVID-19

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ABSTRACT

This study aims at “A Study on Quality of work life of employees in IT industry during Covid-19”. This is attempted to investigate various other factors affecting work life balance when employees are obligated to mandatorily work from home. The study intended to study the current work life balance situation and identified that work life responsibilities has an impact on personal life of employees. The study collected data from 60 employees working from home during pandemic. Data were analyzed and found that there is negative impact in the work life balance of the employees. Accordingly the employees are the one who determines the company’s growth should be given the desired environment to enhance their job satisfaction. From the study it concluded the social and professional environment in which employees’ are supposed to interact with some people was acting as an important factor for affecting the QWL. Employees’ are expected to co-ordinate with each other in one way or the other. They may be working in a team or independent. It depends on upon their position and status in their workplace. The healthy environment provided by the organization impules the employees to achieve higher QWL. There is a need to provide greater work flexibility and autonomy to female employees, in particular, to enhance the QWL and minimize the work interference in personal life to women employees.

I INTRODUCTION

1.1 INTRODUCTION

This chapter serves as an introduction and provides the necessary theoretical framework for developing proper perspectives of the subject. The quality of Work Life (QWL) is a relatively new concept which defined as the overall quality of an individual's working life. QWL sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of a person's life. The pursuit for improved productivity through human resources has its foundation in the early nineteenth century with F.W Taylor developing Scientific Management Theory and creating a new awareness regarding human resources.

Before the advent of Scientific Management, human resources were considered as a mere instrument of production concerning work from dawn to dusk. Insufficient attention spent to working conditions. The Scientific Management focused mostly on the division of labor, hierarchy, close supervision and management principles. These have no doubt brought several benefits to the society. From then onwards continuous research and investigations have been undertaken to understand human behavior at work and the ways to improve their job satisfaction, balanced with the aim of the organizations to work for better productivity with job and employee satisfaction

There is no longer possible to design jobs solely according to the needs of technology completely overlooking the needs of employees. There is an all-round demand for developing the humanized jobs which can satisfy employee's higher needs, employ their higher skills and make them better citizens, spouses, and parents. The jobs need to be excellent both from technology and human needs. The traditional job design needs to be replaced by improved job design. This demand for redesigning of jobs has come to be known as Quality of Work Life.

1.2 AREA OF STUDY

QUALITY OF WORK LIFE MODEL

- a. Adequate and fair compensation
- b. Safe and healthy working condition
- c. The opportunity of use and develop human capacities
- d. Opportunity for career growth
- e. Social integration in the work organization
- f. Constitutionalism in the work organization
- g. Work and the total life space
- h. Social relevance of work life

1.3 OBJECTIVES OF THE STUDY

- To study the satisfaction level of employees towards the job.
- To study the physical working condition of the workers.
- To study the welfare measures, health and safety standards.
- To study the employees opinion about the wages and salary.

II REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

- **Ashwini A Yarnal. (2020)**, she encountered Work life balance (WLB) is the modern distinctive issue of health care industry, since employees consistently need to succeed and advance at work place, simultaneously for family and recreation. Balancing these two boundaries is the reason for burn out of

employees and thus the employers perceived this as a need of hour and want to introduce the work life balance strategies, plans and formulate policies to employee morale, motivation and productivity.

- **Ni Putu Ratna Sari(2019)**, The development of human resources is important because labor is an important asset, so maintaining competent human resources is important for hotel management. All things related to welfare, comfort in work life are known as Quality of Work Life (QWL). High QWL is achieved if employees get job satisfaction, both in participating in decision making, as well as in having opportunities to develop.
- **Somasekharan(2018)** , Quality of work life is elucidated as employee fulfillment with a variety of needs through amenities, activities and outcomes while discharging their duty in the work place. This definition appears to be integrated as it clubs many aspects of other domains such as family life, social life and financial life. Quality of work life is the contented relationship between employees and their total working environment. Moreover it deals explicitly with subjective wellbeing.
- **Muhamad Khalil Omar(2015)**, Work-life balance has continuously been a concern of those interested in the quality of working life and its relation to wider quality of life. This research paper was aimed to identify the effects of workload and role conflict towards employees' work-life balance. Quantitative research had been conducted using cross-sectional survey method by distributing questionnaires to 100 respondents in one of government enforcement agency in Malaysia as a sample.
- **D. Chitra(2012)**, Quality of Work Life (QWL) is being used these days by

organizations as a strategic tool to attract and retain the talent. QWL policies are increasingly becoming part of the business strategies and focus is on the potential of these policies to influence employees' quality of working life and more importantly to help them maintain work-life balance with equal attention on performance and commitment at work.

III RESEARCH METHODOLOGY

Descriptive research has been used, it involves survey and fact-finding enquiries of different kinds, the purpose of descriptive research are the descriptive of state of affairs, as it exists at present.

Questionnaire method have been used as a tool for a data collection in this research. The secondary data for the study was collected from book, company websites, magazines and other sources.

- Sample size :110
- A pilot study was undertaken with an objective to evaluate the tools prepared for the study and to find whether they are providing the information required. A duration of the study is from August 2021 to November 2021.
- Location of the study is Chennai and above 18 age group people were targeted.

TYPE OF QUESTIONS:

- Linear scaling question.
- Multiple choice question.
- Agreeability scale.

HYPOTHESIS ANALYTICAL TOOLS (SPSS)

- **CHI SQUARE:** A chi-square test is a statistical hypothesis test that is valid to perform when the test statistic is chi-squared distributed under the null hypothesis, specifically Pearson's chi-squared test and variants thereof.

- **ONE SAMPLE T-TEST:** The one-sample t-test is a statistical hypothesis test used to determine whether an unknown population mean is different from a specific value.
- **ONEWAY ANOVA:** One-way analysis of variance is a technique that can be used to compare whether two samples mean are significantly different or not.

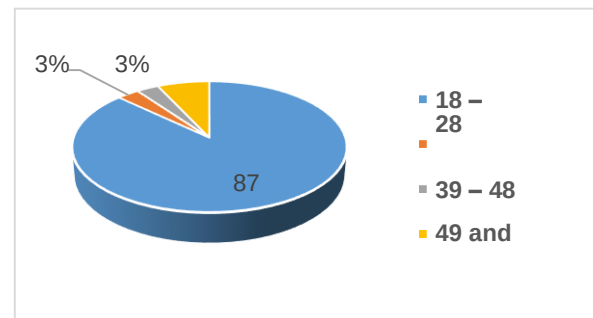
IV DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1 AGE OF THE RESPONDENTS

AGE OF THE RESPONDENTS	NO OF RESPONDENTS	PERCENTAGE (%)
18 – 28	87	87
29 – 38	3	3
39 – 48	3	3
49 and above	7	7
TOTAL	100	100

CHART 4.1.1 AGE OF THE RESPONDENTS



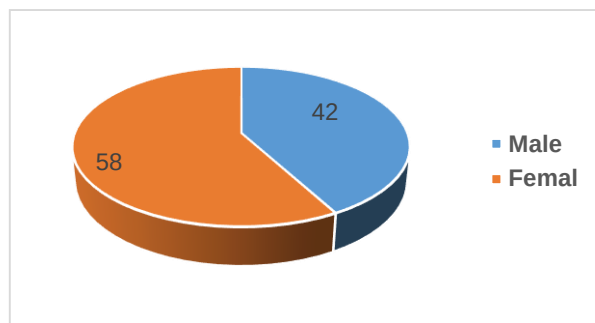
INFERENCE

Majority of the respondents (87%) are aged between 18 – 28 years.

TABLE 4.1.2 GENDER OF THE RESPONDENTS

GENDER OF THE RESPONDENTS	NO OF RESPONDENTS	PERCENTAGE (%)
Male	42	42
Female	58	58
TOTAL	100	100

CHART 4.1.2 GENDER OF THE RESPONDENTS



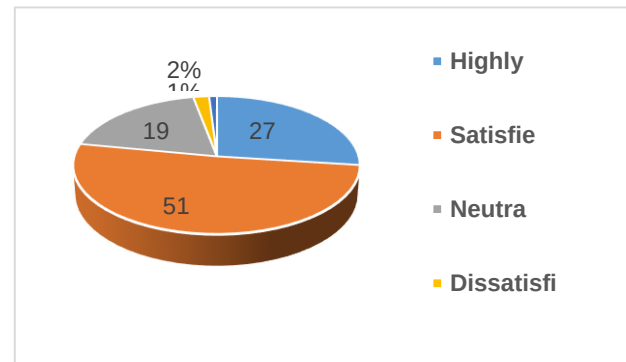
INFERENCE

Majority of the respondents (58%) are Female.

TABLE 4.1.3 ARE YOU SATISFIED WITH THE WORK SHIFT GIVEN IN YOUR JOB

	NO OF RESPONDENTS	PERCENTAGE (%)
Highly satisfied	27	27
Satisfied	51	51
Neutral	19	19
Dissatisfied	2	2
Highly dissatisfied	1	1
TOTAL	100	100

CHART 4.1.3 ARE YOU SATISFIED WITH THE WORK SHIFT GIVEN IN YOUR JOB



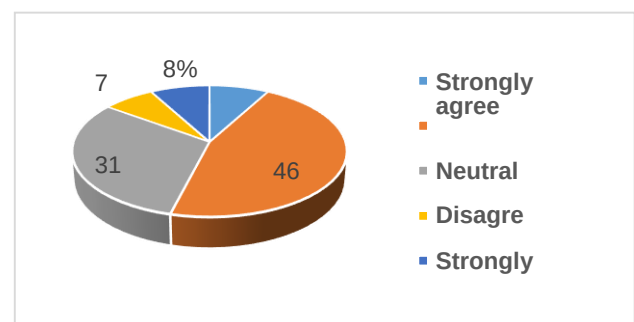
INFERENCE

Majority of the respondents (51%) feels satisfied with the work shift given in their job.

TABLE 4.1.4 DO YOU AGREE THAT THE SKILLS AND TALENTS OF THE EMPLOYEES ARE USED BY THE ORGANISATION TO THEIR OPTIMUM LEVEL

	NO OF RESPONDENTS	PERCENTAGE (%)
Strongly agree	8	8
Agree	46	46
Neutral	31	31
Disagree	7	7
Strongly disagree	8	8
TOTAL	100	100

CHART 4.1.4 DO YOU AGREE THAT THE SKILLS AND TALENTS OF THE EMPLOYEES ARE USED BY THE ORGANISATION TO THEIR OPTIMUM LEVEL



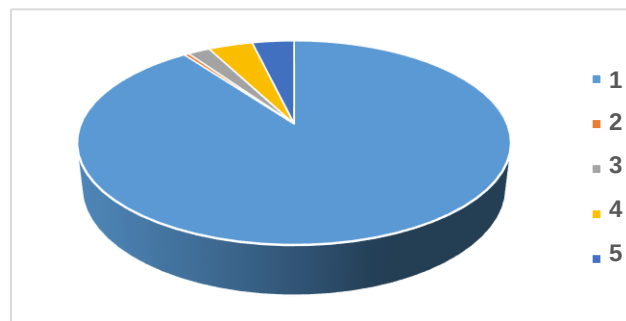
INFERENCE

Majority of the respondents (46%) agrees that the skills and talent are used by the organization to their optimum level.

TABLE 4.1.5 HOW MUCH YOU ARE SATISFIED IN THE QUALITY OF WORK LIFE IN YOUR COMPANY

	NO OF RESPONDENTS	PERCENTAGE (%)
1	8	8
2	4	4
3	18	18
4	36	36
5	34	34
TOTAL	100	100

CHART 4.1.5 HOW MUCH YOU ARE SATISFIED IN THE QUALITY OF WORK LIFE IN YOUR COMPANY



INFERENCE

Majority of the respondents (36%) gave number 4(Good) in the quality of work life in their company.

Chi-Square Tests

Chi-Square Tests			
	Value	df	Asymptotic Significance (2 sided)
Pearson Chi-Square	5.008 ^a	12	.958
Likelihood Ratio	6.927	12	.862
N of Valid Cases	100		

a. 17 cells (85.0%) have expected count less than 5. The minimum expected count is

a. 17 cells (85.0%) have expected count less than 5. The minimum expected count is .03.

INFERENCE

Since p value is .958 is greater than 0.05, the null hypothesis is rejected and alternative hypothesis is accepted. There is significance relationship between these variables.

SUGGESTIONS

- QWL (Working environment) can be improved by providing better facilities to the extent possible to support faculty members, in turn helps to increase the productivity of the students that maybe reflected in their results and placement.
- QWL (Workplace Stress) can be reduced by optimizing the work load of the faculty members and other necessary facilities to improve the existing condition.
- QWL (Fair Remuneration) can be inflated based on the experience and work done to satisfy the faculty members of the institution.
- QWL (Job Security) can also be given by avoiding contractual obligations between the management and the faculty members.
- QWL (Work Life Balance) can be improved by provided by offering sufficient support to the faculty members.
- There must be a proper and a flexible time that has to be adopted so that employees doesn't feel stressed about the overtime working and they can spend a quality time with their family and they can even make time to finish their family duties and commitments.

CONCLUSION

It can be said that Work Life Balance is a very t issue in the Human Resource Management field as a vital impact on the productivity and growth of e organization and the employee. Work life is all measure about controlling on when, where and how work. Many factors are acting as supporting elements for employees to achieve balance between work and personal

life. Employees are expected to co-ordinate with each other in one way or the other. They may be working in a team or independent. It depends on upon their position and status in their workplace. The healthy environment provided by the organization impules the employees to achieve higher QWL. There is a need to provide greater work flexibility and autonomy to female employees, in particular, to enhance the QWL and minimize the work interference in personal life to women employees. This will motivate them to be more loyal towards the company. Now day's employees with the family finding tough time to main their work and family affairs and thus affecting the QWL of them, the organization should provide options to employees to complete the tasks such as work from home, reducing the working hours, working at convenient timings. This gives employees a better way to handle the family and work. While certain elements like employees participation in framing the policies and taking key decisions, effective communication of organizations policies can be strengthened to make work and personal life of employees highly balanced. To conclude work is an essential part in which each individual spend most of the time so it is necessary to have proper balance to live the residual time with their family.

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ANNEXURE III

BIOGRAPHY

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PROFILE SUMMARY

To complete my research thesis and to gain good knowledge and to publish my article regarding my thesis.

ACADEMIC QUALIFICATION

COURSE	INSTITUTION	BOARD / UNIVERSITY	YEAR OF COMPLETION	PERCENTAGE %
SSLC (10th)	ST. Johns Matriculation Higher Secondary school	State Board	2015	79%
HSC (12th)	Our Angel Matriculation Higher Secondary School.	State Board	2017	70%
B.COM (Corporate secretaryship)	Shri shankarlal sundarbai shasun Jain college for women	Madras University	2020	65%
MBA (Human Resource & Marketing)	Sathyabama Institute of Science & Technology	Deemed University	2022	Pursuing (84%)