

Association Level Of Quality Of Work-Life And Work-Life Balance in The Transport Sector

A. Alex, V. Sundar

Abstract: Work-life balance is balance of individual's life between personal and professional activities to regulate the level of prioritisation. Quality of work-life refers to the quality of relationship between the employees and total working environment. The present study aims to evaluate the association level of quality of work-life and work-life balance with respect to nature of work environment at the Puducherry Road Transport Corporation (PRTC), Puducherry, India. The researcher experienced the research work from Puducherry, Karaikal, Mahe and Yanam by collecting the primary source from the 445 respondents at Puducherry Road Transport Corporation, Puducherry. The data has been evaluated by using statistical tools such as Chi – square and Clutter analysis. The study found that 9.21% of the employees strongly agreed for good work environment, 22.02% of them disagreed for good work environment and 68.77% of them moderately agreed for work environment. The research work examined that there is no association between work environment and region of employees in PRTC (chi square = 9.889, p=.129) and association between work environment and nature of employment in PRTC (chi square = 9.694, p=.138). This research work helps the management to regulate the working environment of employees and motivate them to work effectively and efficiently through maintaining the cordial relationship among the quality of work-life and work-life balance. It also helps to increase the quality of performance laid down by the human resources by providing the peaceful and smooth circumstances at all levels of employees.

Keywords: job satisfaction, working conditions, Human Resources, Wages, Quality of life.

JEL Classification: J28, J81, O15, JE24, J31

1. INTRODUCTION

Quality of work-life is equilibrium between the employees' work anxieties both inside and outside pressure towards the organization's improvements. Work-life balance is the steadysymmetry between professional life and personal life, and it is the stimulis for the efficiency of the organisation. Therefore, it is necessary for the organisation to persuade the employees by the welfare measures to endorse the work-life balance in the work-place without conceding productivity and efficiency. The research work entitled as "Association level of quality of work-life and work balance" scrutinized a way to evaluate the factors of the quality of work-life towards the nature of environment and work-life balance at the Puducherry Road Transport Corporation. The researcher emphasized the study by collecting the primary data and analyzed by using Chi square and Clutter. The study found that there is a deep association between work environment and nature of employment in PRTC (chi square = 9.694, p=.138) and association between work environment and family structure of the employees employed in PRTC (chi square = 52.319, p=.000). The study concluded that 9.21% of the employees strongly agreed with the organization's good working environment.

The smooth functioning of a primary organisation and the workforce mainly depends upon the proper management of job stress, due motivation for job commitment, right attitudinal atmosphere for job satisfaction and well-balanced workload for work-life balance and all these factors should be found in the quality of work-life.¹The research work concluded that the quality of work-life is directly associated with the work-life balance of the employees and job satisfaction.

2. REVIEW OF LITERATURE

A study conducted by A. Alex & Dr. V. Sundar (2019) on the bus drivers and conductors of Puducherry Road Transport Corporation, Puducherry concluded that welfare measures motivate the employees to take special care for the balanced work-life. Hence, the study concluded that quality of work-life for the bus drivers and conductors was connected to the work-life balance at Puducherry Road Transport Corporation, Puducherry. A study endeavoured by Abdulmonem Hamdan Alzalaban (2017) on perception of the quality of work-life and job satisfaction: evidence from Saudi Arabia. It scrutinized the connotations among environmental factors and job satisfaction. The research work found that there was a high population in the level of Quality of Work-life. It also resulted that there was a significant relationship between environmental factors and job satisfaction. The research work attempted by V Sumathi, Dr. R Velmurugan (2017) about the quality of work-life of employees in private companies with reference to Coimbatore to investigate the QWL among employees of Private Limited Companies in Coimbatore region. The research work originated that there was a high satisfaction with the Working environment and job security of the employees of private companies. A study made by Mrs. T. Dhanalakshmi (2016) on analysis of Quality of Work-life of employees in the spinning mills with reference to

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Rajapalayam to identify the level of satisfaction among the employees, opinion about co-worker, superior, grievance-handling, training programme, health and safety measures adopted by the company. The study occasioned that there was a substantial association between the age group of the respondents and stress level of an employee and all the employees felt that their superior renders individual help and also support the employees to do job effectively in the company. Srivastava & Kanpur (2014) concluded that the determining factors for quality of work-life were the level of satisfaction the employees attain while they work, their contribution, loyalty, motivation to work and their working experience in the organisation and the study conducted by Dr.G.Brindha (2013) on Quality of Work-life of the Employees at Baxter (INDIA) Private Ltd., Alathure established that employees had good interpersonal relations (63%). 67% of the employees are happy with their relationship with management. The study revealed that there existed differences between the required and existing level of quality of work-life among employees.

3. OBJECTIVES

- To ascertain the association between quality of work-life and work-life balance in Puducherry Road Transport Corporation.
- To evaluate the impact between effect among quality of work-life and work-life balance in Puducherry Road Transport Corporation.

4. STATEMENT OF HYPOTHESES

4.1 Null Hypothesis

H01: There is no association between quality of work-life and work-life balance in Puducherry Road Transport Corporation.

H02: There is no effect among quality of work-life and work-life balance in Puducherry Road Transport Corporation.

4.2 Alternate Hypothesis

H11: There is an association between quality of work-life and work-life balance in Puducherry Road Transport Corporation.

H12: There is an effect among quality of work-life and work-life balance in Puducherry Road Transport Corporation.

5. RESEARCH METHODOLOGY

5.1 Statement of the problem

Dissatisfaction with working life, frustration, boredom, anger among common employees, job insecurity, low motivation level towards the employees, negative work environment, negative attitude etc. are some of the factors that increase the imbalances in the working environment. The research work exposes the winning factors of the quality of work-life related to bus drivers and conductors towards the nature of work environment and work-life balance at Puducherry Road Transport Corporation, Puducherry.

5.2 Research Type:

The present study is based on descriptive research type

5.3 Sources and Collection of the Data

The study is based on analysing the primary data collected through the questionnaire form that was spread to all the 610 employees working in the regions of Puducherry, Karaikal, Mahe and Yanam of Puducherry Road Transport Corporation, Puducherry. The complete data received were from 445 respondents.

5.4 Period of the study

The Questionnaire was distributed to all the 610 employees and data has been collected during the period of 2018 – 2019

5.5 Sample Techniques

The present study is based on Cluster sampling technique.

5.6 Tools:

1. Chi-square
2. Clutter analysis

5.6.1 Cluster Analysis

Application of cluster analysis helps in reducing large-sized samples with different characteristics into manageable groups that are considered sampling units and that have similar characteristics. This tool has been applied to know the natural grouping of respondents based on their perceptual differences towards the factors of quality of work-life, and the relationship of quality of work-life with job stress, job commitment, job satisfaction and work-life balance.

5.6.2 Chi-square Test

The Chi-square test is to examine the distributions that are observed by the researcher happened due to the chance or not. A "goodness of fit" is the fitting name for the Chi-square test. It is statistic why because it calculates the data of the observed distribution and tries to find out whether fitting data with the actual distribution has a possibility of association when the variables are independent. It describes the association between the two or more variables. Chi-square can also be used to accept or reject a particular hypothesis while testing the hypotheses.

5.7 Analysis and interpretation

5.7.1 Clutter analysis

Table 1 Classification of Employees with respect To Work Environment
Final Cluster Centers

	Cluster		
	1	2	3
work environment	3.92	2.26	3.12

Source: Computed in SPSS 21

Number of Cases in each Cluster

Cluster	1	2	3
Count	41.000	98.000	306.000
%	9.21%	22.02%	68.77%
Valid	445.000		100%

Source: Computed in SPSS 21

Interpretation

The first cluster comprising of 41 employees (9.21%) strongly agreed for good work environment. Therefore, this cluster is called “employees with highly good work environment”. The second cluster comprising of 98 employees (22.02%) disagreed for good work environment.

Therefore, this cluster is called the “Employees with disagreed for work environment”. The third cluster comprising of 306 employees (68.77%) with moderately agreed for work environment. Therefore, this group of employees is called the “employees with moderately work environment”.

5.7.2 Chi square

Table 2 Association between work environment and Region of employees in PRTC, Puducherry

Crosstab

			Q3			
			1.00	2.00	3.00	4.00
work environment	1	Count	35	5	1	0
		% within work environment	85.4%	12.2%	2.4%	0.0%
	2	Count	68	26	4	0
		% within work environment	69.4%	26.5%	4.1%	0.0%
	3	Count	215	71	8	12
		% within work environment	70.3%	23.2%	2.6%	3.9%
Total		Count	318	102	13	12
		% within work environment	71.5%	22.9%	2.9%	2.7%

Source: Computed in SPSS 21

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	9.889 ^a	6	.129
Likelihood Ratio	13.717	6	.033
Linear-by-Linear Association	3.915	1	.048
N of Valid Cases	445		

Source: Computed in SPSS 21

a. 4 cells (33.3%) have expected count less than 5. The minimum expected count is 1.11.

Interpretation:

From the above table, it is found that chi-square value is statistically significant at 5% level and concluded that the

hypothesis is accepted at 5% level. Hence, the researcher identified that there is no association between work environment and region of employees in PRTC, PUDUCHERRY (chi square = 9.889, p=.129).

Table 3 Association between work environment and nature of employment of employees in PRTC, Puducherry
Crosstab

		Q6			Total	
		1.00	2.00	3.00		
work environment	1	Count	7	32	2	41
		% within work environment	17.1%	78.0%	4.9%	100.0%
	2	Count	43	54	1	98
		% within work environment	43.9%	55.1%	1.0%	100.0%
	3	Count	213	71	22	306
		% within work environment	69.6%	23.2%	7.2%	100.0%
Total		Count	263	157	25	445
		% within work environment	59.1%	35.3%	5.6%	100.0%

Source: Computed in SPSS 21

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	71.706 ^a	4	.000
Likelihood Ratio	73.040	4	.000
Linear-by-Linear Association	28.619	1	.000
N of Valid Cases	445		

Source: Computed in SPSS 21

a. 1 cells (11.1%) have expected count less than 5. The minimum expected count is 2.30.

Interpretation:

From the above table, it is found that chi-square value is statistically significant at 5% level and concluded that the

hypothesis is rejected at 5% level. Hence, the researcher identified that there is an association between work environment and nature of employment in PRTC, Puducherry (chi square = 9.694, p=.138)

Table 4 Association between work environment and family structure of the employees in PRTC, Puducherry

Crosstab

		Q9			Total	
		1.00	2.00	5.00		
work environment	1	Count	32	6	3	41
		% within work environment	78.0%	14.6%	7.3%	100.0%
	2	Count	38	60	0	98
		% within work environment	38.8%	61.2%	0.0%	100.0%
	3	Count	200	105	1	306
		% within work environment	65.4%	34.3%	0.3%	100.0%
Total		Count	270	171	4	445
		% within work environment	60.7%	38.4%	0.9%	100.0%

Source: Computed in SPSS 21

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	52.319 ^a	4	.000
Likelihood Ratio	42.935	4	.000
Linear-by-Linear Association	6.219	1	.013
N of Valid Cases	445		

Source: Computed in SPSS 21

a. 3 cells (33.3%) have expected count less than 5. The minimum expected count is .37.

Interpretation

From the above table, it is found that chi-square value is statistically significant at 5% level and concluded that the hypothesis is rejected at 5% level. Hence, the researcher identified that there is an association between work environment and family structure of the employees employed in PRTC, Puducherry (chi square = 52.319, $p=.000$)

6. FINDINGS:

- Clutter analysis revealed that the first cluster comprises of 41 employees (9.21%) strongly agreed for good work environment. The second cluster comprises of 98 employees (22.02%) disagreed for good work environment. The third cluster comprises of 306 employees (68.77%) with moderately agreed for work environment.
- Chi-square resulted that there is no association between work environment and region of employees in PRTC, Puducherry (chi square = 9.889, $p=.129$)
- Through the chi-square it is found that there is an association between work environment and nature of employment in PRTC, Puducherry (chi square = 9.694, $p=.138$)
- Through the chi-square it found that there is an association between work environment and family structure of the employees employed in PRTC, Puducherry (chi square = 52.319, $p=.000$)

7. CONCLUSION

This research work "Association level of Quality of Work-life and Work Balance" is used to analyse the relationship between quality of work-life towards the nature of environment and Work-life balance at the Puducherry Road Transport Corporation, Puducherry. The study is based on collecting the primary data framed by the researcher in the form of questionnaire. The questionnaire form was distributed in the regions of Puducherry, Karaikal, Mahe and Yanam of Puducherry Road Transport Corporation to all the 610 employees. The data has been received from 445 respondents out of 610 employees. Thus, the research work found that the quality of work-life is analyzed with respect to nature of environment, region of employees and family structure of the employees. The study revealed through the Clutter analysis that 41 employees strongly agreed for good work environment. 98 employees disagreed for good work environment and 306 employees (68.77%) with moderately agreed for work environment. Chi-square resulted that there is no deep association between work environment and region of employees in PRTC, Puducherry where as significant relationship was found between work environment with nature of employment in PRTC, Puducherry (chi square = 9.694, $p=.138$) and family structure of the employees employed in PRTC, Puducherry (chi square = 52.319, $p=.000$). The study also motivates the employees to improve their skills and self-esteem in order to increase the productivity of the organisation and also balance in the work-life effectively and efficiently. The research work concluded that there is a linear association between quality of work-life and work-life balance in the Puducherry Road Transport Corporation.

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