FACTORS DETERMINING THE QUALITY OF WORK-LIFE IN THE HIGHLY COMPETITIVE ENVIRONMENT: AN EMPIRICAL STUDY ON THE ROLE OF EMPLOYEE DEMOGRAPHICS

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REVIEW ARTICLE

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ABSTRACT

The quality of working life is an important concept which has much significance in the life of employees. The quality of working life shows a proper balance between personal and professional life, contributing to productivity and employee happiness. Several studies have been conducted to identify the variables that influence and are essential to employees' quality of life in private or public businesses. Some of the elements have been identified with the help of a literature review. Some factors like transportation, workload, family life, compensation and benefits, work environment, work conditions, and career growth significantly impact the employees' quality of life. These studies suggest that the right culture of the organization, policy of compensation, career change, relative facilities may lead to satisfied employees that ensure the organization's overall productivity.

Keywords work-life quality, employee satisfaction, career growth, organizational culture

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INTRODUCTION

A proper work-life scenario is one in which there is a suitable balance between the needs of the workers and the company's attempts to humanize the employees. It is intended to make the employees happy and satisfied, comfortable to enjoy their work. Therefore, an organization is expected to develop a conducive environment physically and non-physically. Various conditions like these offer the chance to the representatives to create and foster themselves, get government assistance for addressing the necessities of their life, and have a wonderful and safe workspace that would help work on the organization's accomplishments. The difficulties and requests of the progressions in the market would proceed to exist, and the organizations should confront them. For adjusting to the rising rivalry and the quick mechanical advancements, the associations require inward responsibility. The heads of the association are also expected to comprehend the idea of good quality work-life appropriately and use it to work on the representatives' satisfaction (Adikoeswanto et al., 2020).

For an organization, quality of the work-life is one factor that supports the efforts for creating human resources who have higher productivity along with the low desire of the employees to leave the organization. Even though there is no widely acceptable concept in particular for employees' quality

of life, researchers agree that the employees' quality of life relates to the well-being of the employees.

According to research, work-life quality is a multidimensional kind of a representative's relationship with a workplace that acts the nature of the organization, and the action is used for evaluating and organizing the cycle for considering and fulfilling the representatives' needs. These necessities incorporate a decent workspace, advancement of the representatives, management, perceiving the accomplishments, and benefits. When these necessities are satisfied, the workers feel great in the association. Some underlying investigations discovered that the functioning framework which joins the work-life and execution of the representatives, when utilized effectively, may bring about excellent worker fulfillment, expanded worker execution, and low degrees of turnover and truancy (Akar 2018).

Literature Review

Good quality work life may be defined as how the employee perceives and evaluates attributes that are intrinsic to their experience, education, culture, and race.

Work-life is influenced by the attributes of the authoritative work environment, work and errands, the individual, and subsystem in the working framework (Selvina and Yuliansyah, 2015). Even though factors from outside the association likewise impact work-life, it is estimated by assessing the level to which individuals feel better, compensated, and happy with their work. Various scientists have estimated work life in a wide range of ways. A portion of the factors used to gauge it are introduced as they have been utilized in writing (Aksoy, 2019).

These actions are as follows: occupation accessibility, training, portability, employer stability, incidental benefits, procuring, work security, equitable wage distribution, open position, work challenge, work fulfillment, work future/vocation future, work contribution, independence, obligation, progression openings, work control, turnover rate, commitment to the association, confidence, self-realization, social help, challenges, stress, melancholy, wear out, actual well-being (Ashraf, 2018).

The most utilized proportion of work-life has been working fulfillment by a wide margin. It is additionally acknowledged that the functioning conditions influence work life. Proportions of working conditions are lightning, vibration, vapor, openness to synthetics, and hotness/cold (Baerdemaeker and Bruggeman, 2015).

The distinction established between job satisfaction and work-life disappointment reflects the effect of occupation fulfillment speculations. Specialists have guessed that representative fulfillment relies upon two arrangements of issues: cleanliness issues and inspirations. When the cleanliness issues have been tended to, the inspirations make fulfillment among representatives (Seren Intepeler et al., 2019). Tidiness issues cannot convince laborers and can restrict frustration, at whatever point dealt with suitably. Toward the day's end, they might perhaps disillusion if they are absent or abused. Tidiness focuses fuse association techniques, the board, remuneration, social relations, and working conditions (Diana et al., 2020).

They are issues related to the specialist's present situation. Motivations, of course, make satisfaction by fulfilling individuals' prerequisites for importance and personal growth. They are issues like achievement, affirmation, genuine work, commitment, and movement. When the tidiness locales are watched out for, the motivations will propel occupation satisfaction and empower creation (Badawy, Chinta, & Magdy, 2018).

Employees should have a good outlook in their work field to use their maximum capacity and increase the association's value. A fulfilled representative is a resource for an organization as the person will

guarantee total efficiency (Syabarrudin, Eliyana, and Naimah, 2020). Regardless, the nature of work-life is such an idea that straightforwardly identifies with fulfillment. As indicated by analysts, the nature of work-life is a significant worry for representatives, and how associations are reduced with this issue is both of educational and functional outcome. Along these lines, work fulfillment and private life are significant for having a positive nature of work beneficial experience (Hanaysha, 2016).

Generally, the nature of work-life thinks about it, and it is to change the environment at work alongside a human-innovative authoritative interface. As indicated by specialists, the nature of work-life is not just about upgrading the organization's usefulness. Because of different investigates we can distinguish a few determinants of nature of work-life which are – satisfactory and reasonable pay, safe and well-being workplace, the opportunity for vocation development and security, social incorporation in the work association which identifies with the right to speak freely of discourse, work, and all out-life space and the social pertinence to work (Widiawati and Yanuar, 2019).

Concerning work-life, affiliations have plans and benefits for accurate master valuation. The nature of work-life is as consistent as possible suspected to be two specific ways, one is to getting liberated from negative pieces of work and working conditions, and another bearing is the separation in work and working conditions to manage the restriction of arranged specialists and to push direct which beast for individual and society (Hashempour et al., 2018).

As shown by investigates, the nature of work-life was seen as the level to which agents can satisfy their necessities to the extent material matters just as of confidence, fulfillment, and an opportunity to use their capacities make responsibility and for personal growth. Thus, a relationship needs to give laborers a suitable valuation to satisfy them and ensure proficiency (Jehanzeb and Mohanty, 2018).

Nature of work-life implies considering individual and gathering contrasts as far as excellent working conditions when managing great representatives. The nature of the work-life program remembers any improvement for a hierarchical culture that upholds worker development and advancement in the association. While essentially the two most normal definitions concerning the nature of work-life as indicated by scientists, specifically, the nature of work-life alludes to a progression of results for representatives, for example, work fulfillment, development openings, mental issues, professional stability, low mishap rates, and human relations among managers and workers (Karaaslan and Aslan, 2019).

Moreover, a work-life quality methodology will put together an individual concerning its substance, see oneself as the central part of an association, and, like this, center around meeting their physiological, mental, social, and financial necessities. In such a manner, it plans to expand worker fulfillment and guarantee progression by framing an uplifting outlook towards the association, building up a workplace that is appropriate for representatives and the association, expanding representative usefulness and hierarchical adequacy, reinforcing work environment learning and lessening authoritative pressure by expanding cooperation—also, correspondence (Kee, Ahmad & Abdullah, 2016).

Since as per explores the nature of work-life additionally alludes to the interaction wherein the association understands its obligation to give and cultivate working conditions. Hence, representatives discover their inclinations and requirements. Then, at that point, the nature of work-life likewise alludes to a bunch of work or hierarchical capacities like participatory administration, work improvement, and safe working conditions. Concentration on the nature of work-life is the degree to which a worker is happy with his own and working conditions through support in the work environment while accomplishing hierarchical objectives (Khalid and Nawab, 2018).

A couple of specialists conceptualize work-life as agents' impression of the working environment and human resource conditions. Regardless, by pondering the current conditions, not all pieces of work-life in Zin's review were used as parts in this survey, yet were confined to five segments, expressly: improvement, support, pay, oversight, and working environment (Liu, Wang, and Liang, 2020).

Advancement Employee improvement is known to allude to issues identified with formal preparing and instruction, work insight, connections and character appraisals, abilities and capacities that assist representatives with getting ready for occupations and positions later on that can be utilized as individual and expert development from a drawn-out point of view (Ogunnaike, Oyewunmi & Famuwagun, 2016).

In the interim, authoritative advancement is a key utilize dependent on conduct science data regarding arranged enhancements, progress joined by a firm accentuation on strategies, courses of action, and methods to further develop business execution. The hierarchical advancement approach is distinguished by arranging and executing thoughts toward expanding authoritative execution's viability. Besides, if professional improvement expands, inspiration, confidence, and individual fulfillment likewise increment, and representatives become more dedicated (Orgambídez and Almeida, 2020).

MATERIALS AND METHODS

Objectives of the Study:

1. To find the factors determining the quality of work-life in the highly competitive environment

2. To ascertain the significance of the factors determining the quality of work-life in the highly competitive environment

Research Methodology:

The present study is descriptive, wherein the factors determining the quality of work-life in the highly competitive environment were analyzed. The sample taken for the study is 150. The information was collected using a structured poll on a five-point scale and analyzed using the mean qualities and t-test.

Table 1 Demographic profile of the respondents

Variables	Number of respondents	%age
Gender		
Males	72	48%
Females	78	52%
Total	**150**	**100%**
Employee satisfaction is essential for organizational success.		

Yes	109	73%
No	41	27%
Total	**150**	**100%**
Satisfied employees perform better		
Yes	112	75%
No	38	25%
Total	**150**	**100%**
Employee satisfaction should be the first priority of organizations.		
Yes	101	67%
No	49	33%
Total	**150**	**100%**

Table 1 presents the respondents' demographic profile on factors determining the quality of work-life in the highly competitive environment. There are 48% males and 52% females in the study. Among the respondents, 73% believe that employee satisfaction is essential for organizational success, and 27% believe that employee satisfaction is not essential for organizational success. 75% of the respondents think that Satisfied employees perform better, and 25% think that Satisfied employees do not perform better. The percentage of respondents who think that Employee satisfaction should be the first priority of organizations is 67%, and 33% think that it should not be.

Table 2 Mean Value of the factors determining the quality of work-life in the highly competitive environment

Sr. No.	Factors determining the quality of work-life in the highly competitive environment	Mean Score
1.	Employee satisfaction is a significant factor for the success of an organization	4.12
2.	Good quality work-life helps an employee grow and develop	4.15
3.	The work environment has a direct influence on the performance of the employees	4.17
4.	Organizations need to take good care of their employees	4.10

5.	Employee satisfaction is directly related to the productivity of the employees	4.08
6.	Internal commitment is an essential factor for organizational success	4.04
7.	Employee satisfaction helps in reducing the turnover rate	4.01
8.	The Work-life of employees define the ethics of the organization they work for	4.07
9.	Satisfied employees are ready to go beyond their limits to make the organization successful	4.18
10.	Employees need to have an excellent work-life so that they can have an excellent personal life too	4.11

Table 2 shows the opinions of the respondents. It is observed that Satisfied employees are ready to go beyond their limits to make the organization successful, with a mean value of 4.18. It is followed by Work environment has a significant impact on the performance of the employee (4.17), Good quality work-life helps an employee grow and develop (4.15), Employee satisfaction is one of the most critical factors for the success of an organization (4.12). Furthermore, employees must have an excellent work-life to have an extraordinary personal life (4.11), organizations must take good care of their employees (4.10), employee satisfaction is directly related to employee productivity (4.08), employees' work-life defines the ethics of the organization for which they work (4.07), and internal commitment is an essential factor for organizational success (4.04). Reasons like Employee satisfaction helps in reducing the turnover rate (4.01) were also viewed as necessary.

Table 3

Sr. No.	Factors determining the quality of work-life in the highly competitive environment	Mean Score	t-Value	Sig
1.	Employee satisfaction is a significant factor for the success of an organization	4.12	7.675	0.000
2.	Good quality work-life helps an employee grow and develop	4.15	7.568	0.000
3.	The work environment has a direct influence on the performance of the employees'	4.17	7.607	0.000
4.	Organizations need to take good care of their employees	4.10	5.819	0.000
5.	Employee satisfaction is directly related to the productivity of the employees	4.08	5.903	0.000

6.	Internal commitment is an essential factor for organizational success	4.04	6.198	0.000
7.	Employee satisfaction helps in reducing the turnover rate	4.01	6.082	0.000
8.	The Work-life of employees define the ethics of the organization they work for	4.07	7.518	0.000
9.	Satisfied employees are ready to go beyond their limits to make the organization successful	4.18	8.151	0.000
10.	Employees need to have an excellent work-life so that they can have an excellent personal life too	4.11	7.359	0.000

Table 3 shows the results of the t-test. According to the table, the significance value for all claims is less than 0.05, indicating that all the statements about the variables influencing the quality of work-life in a highly competitive workplace are significant.

CONCLUSION

Explores have been accomplished to analyze the properties that influence the nature of workers' work-life working in private or public associations. A portion of the components, including transportation, work pressure, everyday life, advantages and pay strategy, boss and associates, workplace and the functioning conditions, and the development in vocation tremendously affect the work-life of the representatives. The aftereffects of these examinations demonstrate that most extreme variables like transportation, responsibility, remuneration advantages and strategy, day to day life, professional development impact the nature of the work-life of the representatives, and hardly any components like director and associates do not have any effect on the nature of the work-life of the representatives.

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