

An Evaluation of Quality of Work life of Women Employees in Public and Private Sector Organizations with Special Reference to Mysore District

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Abstract:

The situation of women in general is closely related to the social, economic and cultural backgrounds of the country where she lives. For centuries women have been performing a highly significant role in the development and maintenance of society women not only produce the labour force, which is essential commodity for all productive units, but also continuously maintain a service unit known as family to take care of wear and tear of this essential called labour. The importance of the study is to examine meticulously women's situation, their own and their husband's view about women's work outside the home and the characteristics of their present jobs and to relate all this to women's perception and evaluation of the characteristics of their jobs. The study mainly concentrates on quality of work life of women employees working in public and private sector, their problems, working conditions, satisfaction level, interpersonal relationships, monetary and non monetary benefits received by them.

Methodology:

It is based on descriptive research for collection and analyzing data. A total of 200 samples collected from public and private sector. Primary data is collected with the help of well structured questionnaire, directly from women employees. Secondary data was obtained through magazines, journals, books and related websites.

Keywords:

Labour, commodity, quality, economic, background, perception, monetary, meticulously, evaluation, satisfaction.

Introduction:

Human resource development technique includes performance analysis and development, training and development, career planning and development, organization change and development and quality circle. Quality of work life deals with various aspects of work environment, which facilitates the human resource development efficiency. Thus, quality of worklife helps for the development of Human Resources. In fact, QWL motivates the employees to learn for present and future roles. Employees will experience a sense of frustration because of low level of wages, poor working conditions, unfavourable terms of employment, inhuman treatment by their superiors etc. certain values were attributed to work in past. Work was worship and people had sincerity and commitment to work. But today's any employees would not believe in such values of work. Employees work for salary and that most of the women employees work for salary to support their family and they also work to be independent in their life. Women faces lot of problem in her work place. Problems are to be identified, analysed and solved.

Meaning of Quality of work life:

Quality of work life refers to the relationship between employees and their working environment. It is significant in relation to job satisfaction and overall performance in the organization. Quality of work life indicates a proper balance both in work and personal life which also ensures organizational productivity and job satisfaction. It covers the feelings of workers about every aspect of work including economic rewards, benefits, working conditions, interpersonal relationships, and its essential meaning in a person's life. In the life of a working individual, quality of work life holds major importance. It has multidimensional aspect that includes even job security, remuneration, training, career advancements, and participation in decisionmaking. we are going to discuss about quality of work life of women employees working in private and public sector organizations. Most women today and in foreseeable future will still have to fill a considerable domestic work role and most are no longer satisfied by this alone. women, like men, seek work for satisfaction of the psychological needs of self-actualisation, achievement, recognition and social contact, in addition to pay for many, these needs are no longer met by exclusive domestic roles. Yet most women's jobs just like most men's jobs also fail to satisfy these needs and therefore should be designed.

Statement of problem:

1. To what extent women employees are suffering in public and private sector organization in era of globalization?
2. How is the workload shared in the organization?
3. Do women employees perceive job satisfaction?
4. What are the common work related problems leading to occupational stress to the women employees?

Objective of the study:

1. To examine the quality of work life of women employees working in public and private sector organizations
2. To study the level of satisfaction among the women employees with special reference to public and private sector.
3. To find out the problems faced by public and private sector women employees
4. To study the monetary and non-monetary benefits among the public and private sector

5. To offer better suggestions and recommendations based on the study.

Limitations of the study:

1. The study focused only government and public sector organization in Mysore district.
2. The samples were restricted only with 200 samples
3. The result may or may not be applicable to other states

Review of Literature:

This study is the first of its category in the way it attempts to state the quality of work life of women employees and the perception of women employees with their respective occupational status. But there are certain other studies to review the quality of work life (QWL) could be seen from the following:

Yawen Cheng and Ichiro Kawachi (2002) stated in their article that examined separately low job control , high job demands and low work related social support were associated with poor health status at baseline as well as greater functional declines over the four year follow up period. Examined in combinations, women with low job control, high job demands and low work related social support (“iso-strain” jobs) had the greatest fluctuational declines. These associations could not be explained by age, body mass index, comorbid disease status, alcohol consumption, smoking status, education level, exercise level, employment status, marital status or presence of a confident. Adverse psychosocial work conditions are important predictors of poor functional status and its decline over time.

Doirean Wilson (2003) stated in his article that “this explorative paper is based on the professional career of Councillor Gill Sargeant who completed her term of office as Mayor of the London Borough of Barnet, in May 2001.this paper chronicles the life of a twenty –first century woman living and working in a “digitally” lead age, faced with the challenges of a traditional business environment. The paper also identifies the impact of key “drivers” and “barriers” to the development of women’s careers such as child care responsibilities, technology. Gender stereotypes and family friendly policies, as faced by a modern day Mayor.”

Kristin .E. Smith and Amara Bachu (1999) discussed in their paper that they presents a review of recent literature on women’s labor force attachment and maternity leave. First we review the historical trends in women’s labor force participation from 1940 through 1997. Second, we consider the policy issues and relevant maternity leave legislation, notably the Family Medical Leave Act (FMLA) and how they have affected the direction of research. Next, we provide a brief description of the studies that we reviewed and discuss the results from the studies. Finally, we conclude with a discussion of the changes in social, workplace, and the policy issues that occurred and the directions for future research.

Berth Johnson (2004) discussed in his stud that “Volvo is convinced that there are great possibilities to create more effective job design solutions. The new strategy on production technology and works organization was developed in the early 70s.Since then the concept of flexible technology, team work and a spirit of collaborations has diffused to all the different product groups. The base for this development must be new technology, the capability and knowledge among the employees combined with a managerial approach that mobilizes the potential of good working ability. The changed directions both include moving toward craftsmanship in assembly operations as well as automation in manufacturing whenever feasible.

Johannes Siegrist, Morten Wahrendorf, Olaf von dem Knesebeck, Hendrik Jurges and Axel Borsch – Supan (2007) analysed in their study that “Poor quality of work is significantly associated with intended early retirement. After adjustment for well being odds ratios (OR) of effort-reward imbalance and low control at work on intended early retirement are observed. Poor quality of work and reduced well-being are independently associated with the intension to retire from work. It is concluded that the consistent association of a poor psychological quality of work with intended early retirement among the older employees across all European countries under study calls for improved investments into better quality of work, in particular increased control and an appropriate balance between efforts spent and rewards received at work.”

Period of the study:

The study was conducted for the period of six months. The primary data collected for the period of three months. The reviews of literature and discussions with the field experts in the working women employees took another one month. Data analysis and interpretations was carried for the period of one month. The rough draft and final form of the report took the remaining period.

Research methodology:

Research methodology is a way to systematically solve the research problem by applying various techniques along with the logic behind the problem. The research design of the study is descriptive nature. Primary data was collected through questionnaire.

Thus collected data were analyzed using percentage analysis

Results and discussions:

Opinion about the problems faced by the women employee regarding their job

Sl. No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	30	15	109	54.5
2.	No	170	85	91	45.5
	Total	200	100	200	100

It could be observed from the above table that 85% of the public sector women employees are not having any problem regarding their job while in private sector women employees, 54.5% faced some problems regarding their job. On the other hand 15% of the public sector women employees were facing some problems regarding their job and 45.5% of the private sector women employees did not face any problem in their job.

It is concluded from the above analysis that the most of the public sector women employees are not having any problems regarding their job and majority of the private sector women employees are facing some problems regarding their job.

Involved in crisis at work

Sl. No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	4	2	56	28
2.	No	196	98	144	72
	Total	200	100	200	100

The above table shows that 98% of the public sector women employees are not involved in any crisis at the time of work while in private sector women employees, 72% are not involved in any crisis at the time of work. On the other hand only 2% of the public sector women employees are involved in any crisis at the time of work and 28% of the private sector women employees are involved in any crisis at the time of work.

It is concluded from the above analysis that when compared to Public sector women employees, private sector women employees are involved in some crisis during their work.

Opinion about overtime

Sl. No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	10	5	66	33
2.	No	190	95	134	67
	Total	200	100	200	100

The above table shows that 95% of the public sector women employees are not having any overtime work while in private sector women employees, 67% are not having any overtime work. On the other hand only 5% of the public sector women employees are having overtime work and 33% of the private sector women employees are having overtime working.

It is concluded from the above analysis that when compared to Public sector women employees, private sector women employees are having more overtime working in their company

Problems with regard to overtime

Sl. No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	9	4.5	58	29
2.	No	191	95.5	142	71
	Total	200	100	200	100

It is divulged from the above table that 95.5% of the public sector women employees are not facing any problem in overtime working while in private sector women employees it is 71%. On the other hand

only 4.5% of the public sector women employees are facing some problems in overtime working and 29% of the private sector women employees are facing some problems in overtime working.

It is concluded from the above analysis that when compared to Public sector women employees, private sector women employees are facing some problems in overtime working.

Problems/Conflict at home that lead to inefficiency in work

Sl.No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	58	29	99	49.5
2.	No	142	71	101	50.5
	Total	200	100	200	100

It is learned from the above table that 71% of the public sector women employees are not having any inefficiency in their work while in private sector women employees it is 50.5%. On the other hand 29.9% of the public sector women employees are facing inefficiency in their work due to problems at home and 49.5% of the private sector women employees are also facing inefficiency in their work.

It is concluded from the above analysis that when compared to Public sector women employees, problem of inefficiency in their work is more in private sector women employees.

Tension/Anxiety related with work

Sl. No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	92	46	123	61.5
2.	No	108	54	77	38.5
	Total	200	100	200	100

It is understood from the above table that 54% of the public sector women employees are not having any tension/anxiety related to their work while in private sector women employees it is 38.5%. On the other hand 46% of the public sector women employees are having some tension/anxiety related to their work and 61.5% of the private sector women employees are having tension/anxiety related to their work

It is concluded from the above analysis that when compared to private sector women employees having more tension/anxiety related in their work than public sector.

Health problems related to work

Sl. No	Health Problems	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Head ache	67	27.0	60	25.6

2.	Back pain	136	54.8	142	60.7
3.	Eye pain	25	10.1	16	6.8
4.	Loss of weight	8	3.3	11	4.7
5.	Ulcer/ Stomach pain	10	4.0	3	1.3
6.	Others	2	0.8	2	0.9
Total		200	100	200	100

From the above table it could be seen that 54.8% of the public sector women employees are having back pain while in private sector women employees, 60.7% face the same. It is followed by 27.0% of the public employees are suffering head ache while in Private sector 25.6 are facing the same.

It is concluded from the above analysis that most of the private sector women employees are suffering from back pain than public sector.

Rest during menstrual cycle

Sl. No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	5	2.5	12	6.0
2.	No	195	97.5	188	94.0
Total		200	100	200	100

The above table brings to light that 97.5% of the public sector women employees are of the opinion that they are not taking any rest during menstrual cycle while in private sector women employees, 94.0% feel the same. It is followed by 2.5% of the public employees are taking rest while in Private sector 6.0% say so.

It is concluded from the above analysis that most of the public and private sector women employees are not taking any rest during menstrual cycle.

Expectation of facilities from their management

Sl. No	Opinion	Public Employee		Private Employee	
		No. of Respondents	%	No. of Respondents	%
1.	Yes	46	23	117	58.5
2.	No	154	77	83	41.5
Total		200	100	200	100

It is cleared from the above table that 77% of the public sector women employees are not expecting any facilities from their management while in private sector women employees, 41.5% do not have any expectations. 23% of the public employees are expecting some facilities from their management while in Private sector 58.5% have some expectations.

It is concluded from the above analysis that when compared to public sector, private sector women employees are expecting some facilities from their management

10) a) Level of Satisfaction- Public Sector

Sl. No	Particulars	Highly Satisfied	Satisfied	Neutral	dissatisfied	Highly Dissatisfied
1.	Job	27 (13.5)	160 (80.0)	6 (6.0)	5 (2.5)	2 (1.0)
2.	Wages	34 (17.0)	132 (66.0)	20 (10.0)	13 (6.5)	1 (0.5)
3.	Rules and Regulations	26 (13.0)	129 (64.5)	21 (10.5)	23 (11.5)	1 (0.5)
4.	Working Hours	30 (15.0)	132 (66.0)	18 (9.0)	17 (8.5)	3 (1.5)
5.	Leave Benefit	66 (33.0)	122 (61.0)	2 (1.0)	7 (3.5)	3 (1.5)
6.	Statutory Benefit (ESI, PF, Accident etc)	82 (41.0)	111 (55.5)	4 (2.0)	2 (1.0)	1 (0.5)

It is identified from the above table as follows:

- Majority (80.0%) of the women employees are satisfied with their job.
- Most (66.0%) of the women employees are satisfied with their wages.
- Maximum (64.5%) of the women employees are satisfied with rules and regulations.
- Majority (66.0%) of the women employees are satisfied with working hours.
- Majority (61.0%) of the women employees are satisfied with leave benefits.
- Majority (55.5%) of the women employees are satisfied with statutory benefits.

10) b) Level of Satisfaction- Private Sector

Sl.No	Particulars	Highly Satisfied	Satisfied	Neutral	dissatisfied	Highly Dissatisfied
1.	Job	17 (8.5)	10 (5.0)	154 (77.0)	19 (9.5)	0
2.	Wages	8 (4.0)	111 (55.5)	13 (6.5)	65 (32.5)	3 (1.5)
3.	Rules and Regulations	6 (3.0)	58 (29.0)	25 (12.5)	106 (53.0)	5 (2.5)
4.	Working Hours	6 (3.0)	61 (30.5)	9 (4.5)	117 (58.5)	7 (3.5)
5.	Leave Benefit	17 (8.5)	69 (34.5)	21 (10.5)	84 (42.0)	9 (4.5)
6.	Statutory Benefit (ESI, PF, Accident etc)	88 (44.0)	76 (38.0)	16 (8.0)	14 (7.0)	6 (3.0)

It is identified from the above table as follows:

- Majority (77.0%) of the women employees are having neutral opinion about their job.
- Most (55.5%) of the women employees are satisfied with their wages.
- Maximum (53.0%) of the women employees are dissatisfied with rules and regulations.
- Majority (58.5%) of the women employees are dissatisfied with working hours.
- Majority (42.0%) of the women employees are dissatisfied with leave benefits.
- Majority (44.0%) of the women employees are highly satisfied with statutory benefit.

Suggestions:

1. The women employees working in private sector organization are unable to express their comments about their jobs and the environment due this fear of job security. This fear should be wiped out and they should given freedom to express their opinion.
2. Majority of women employees are very much dissatisfied about their working hours and regulations especially in private sector organization. Hence due care should be taken to frame the work norm as well as the working hours as per prescribed rules and regulation
3. Majority of women employees complained about leave facilities provided in private sector organisation. Hence, it is recommended that the leave facilities should be sanctioned as par with women employees working in public sector organization.
4. While analyzing the financial benefits, the employees working in private sector organization are offered a poor structure on compare to public sector organization. Hence, it is suggested that a good pay as par the government rules should be practiced in private sector organization.
5. In most of the private sector organization the women employees are asked to work more than the normal working hours and they are not provided proper overtime allowance. Hence, it is suggested that government should intervene these issues and provide proper remedial measures.
6. The women employees working private sector organisation are suffering with lot of personal problems during overtime working hours and they are unable to reveal the problem openly. Hence, it is suggested that a surprised checking made or they should be fully exempted in allotting overtime workload.

Conclusion:

The reform of women's work life is still in its beginning; most reformers have not treated it as a specific object with conditions and problems that are different from those of men's work life. Researchers concerned with women's jobs need exchange of experience and of working life have to restructure the working hours, working environment relationship maintained with in the organization. Women role both in private sector and public sector is in evitable but the organization should take due care in quality of work life of women employees so that women can balance both her personal life and work life.

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