Quality of Work Life in Private Degree Colleges of Guwahati: an Analysis from the Perspectives of Teaching Community

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ABSTRACT: Quality of Work Life (QWL) has become a buzzword among the intellectual section of the Society in India. QWL is one of the important elements in any organization. Higher QWL reflects better as well as sustainable working environment. The holistic concept of QWL encompasses all the elements of work and employees’ life. The concept becomes more important in the organization like colleges and other educational institutions. Better the QWL of educational institution, better are the positions of teachers to deliver best to the students and the society. The Guwahati city of Assam is one of the major hubs for education in whole North-east India. Guwahati city is the home of many popular colleges of the region. Along with government and provincialized colleges, Guwahati also have many number of private degree colleges providing education to huge number of students. Through the present study, researchers have made an attempt to focus lights on the QWL in the private degree colleges from the perspectives of teaching community.

Keywords: Degree College, Education, Guwahati, Teaching community, Quality of Work Life.

I. Introduction:

Pre-industrial revolution era was characterized by dependence on the animals for every human activity. Human civilization was dependent on animals for agriculture, transportation, defense and many more. The dependence on animals started reducing after the industrial revolution that took place in Europe during 1760-1850. Industrial revolution introduces machine in place of animals which has increased the efficiency level of human to newest extend. The modern world which is characterized by the scientific development in different sectors finds its roots in the industrial revolution.
Today our world is at the highest peak of human civilization. The efficiency level of our working force is also at highest level. However, the work load, work content, level of stressed has also increased manifold which is again influencing individuals personal as well as organizational life. In other words, quality of work life (QWL) is also getting negatively influence.

QWL has been defined by different authors differently. However, QWL can be understood as the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives (Srivastava, 2014, p. 54)[1]. In the words of Jayakumar (2012)[2], QWL includes a person’s feelings about every dimension of work. These dimensions may include economic rewards and benefits, security, working condition, organizational and interpersonal relationship.

II. Importance of The Study :

The concept of QWL is very new and requires more explorations. The concept is important for all kind of organizations. However, the concept becomes more important when the question comes for developing future human resources. The college teachers play a very important role in developing human capital for the nation as a whole. Their commitment and hard work has direct influence on the type of human capital that will be produce by the college. And at the same time commitment and hard work is also influence by the QWL at organization. This very statement is also proved by a study conducted by Allahmah, Parvar and Ansari (2013)[3]. They have found that QWL directly influences organizational commitment. As the numbers of enrollment in the private colleges at Guwahati, Assam is been increasing (Primary source), the present study tries to highlight the QWL at these colleges from the perspective of teaching community.

III. Review of Literature:

Sojka, L. (2014)[4], in his research paper entitled ‘Specification of the Quality of Work Life characteristics in the Slovak Environment’ has emphasized on the requirement of appropriate and adequate definition for QWL. He has opined that for the determination of QWL, it is necessary determine first the
characteristics which are significant for work life. This characteristics emerge out of the workplace in a formal organization.

Bwisa, HM, Kiriago, AN (2013)[5] in their research study titled ‘Working Environment Factors that Affect Quality of Work Life Among Attendants in Petrol Station in Kitale Town in Kenya’ has observed that working environment aspects affect QWL among petrol station attendants. They have also found that poor QWL was the result of poor safety & health condition, constant pressure from management & clients, and lack of adequate tools.

Islam, MB. (2012)[6], in his research work titled ‘Factors Affecting Quality of Work Life: An Analysis on Employees of Private Limited Companies in Bangladesh’, has found that factors like work load, family life, transportation, compensation policy & benefits, working environment & condition, and career growth opportunities has significant influence on QWL. However, they also observed that factors like colleagues & supervisor has no significant influence on QWL.

The researchers have observed that research in the area of QWL in India is not highly visible. Therefore, this research is an attempt to contribute in developing concept of QWL especially in North East India.

IV. Objectives of the Study:

Every research is conducted with some purpose to achieve at the end. The researcher has carried out this research with sole objective of analyzing QWL in private degree colleges at Guwahati.

V. Methodology:

The research is primarily descriptive in nature. The researchers have adopted interview and observation as the tool of collecting data. The interview procedure adopted has been open ended in nature and relates various aspects of work life. For the development of theoretical background, researchers have collected data from various publication related to QWL. The sampling method adopted by the researcher falls under the category of convenience sampling. On
the basis of convenience of the researcher, data has been collected from thirty of teachers of different private degree colleges at Guwahati, Assam.

VI. Result and Discussion:

The aspect that has been covered through interview includes: financial rewards & benefits, work load & stress, social condition, opportunities for career development. The major findings and observation of the study are as follows:

- **Financial Rewards & Benefits:** Financial rewards & benefits is one of the most important factors influencing QWL. It has been observed that the financial rewards and benefits given by the private degree colleges are inadequate. Disparity of pay within the colleges is also observed. Poor financial rewards & benefits are negatively influencing QWL.

- **Work Load and work content:** Work load refers to the amount work to be performed by an individual where as work content refers to various component of particular job. Work load and its content is one of the important sources of work related stress. It has been observed that respondents perceived that their work load is much higher than the others working at government and provincialized colleges. Most of them also believe that their job contents constitutes huge amount of activities like clerical, supervision, etc, along with teaching. The amount of work load and content is negatively influencing the QWL at private degree colleges.

- **Social Life:** Social life is also one of the important aspects that influence QWL at work place. Social life helps in satisfying various social needs. Most of the respondents believe that their social life within the work place is very satisfactory. They perceived this component of work life positively influence QWL.

- **Job Security:** Job security is another important factor that influences QWL. Most of the respondents have opined that they are working under the constant fear of losing job. Their respective college’s labor turnover rate is high too.

- **Opportunities for Career Development:** Most of the private degree colleges at Guwahati lack career development opportunities which negatively influence QWL. Training and development programmes are given very least preference the private colleges.
Work Life Balance: Work life balance is one of the important factors influencing QWL. Factors like rigid work schedule and rigid leave rules is common feature among the private colleges at Guwahati. The poor work life balance at private colleges is negatively influencing QWL.

MANAGERIAL IMPLICATIONS

Satisfactory QWL is very essential as it influences the performances of the employees. The management of private degree colleges can pursue any of the following or whole for the improvement QWL in the organization:

- The management should focus on ensuring adequate compensation to its employees. While administering pay structure, the management must give consideration to the factors like industry pay rate, cost of living along with capability to pay. They also need to develop mechanism of yearly increment of salary in context of merit as well as seniority.
- Job designing should be carried out in such a way which will give employees motivation and not the stress.
- The management should ensure longer tenure to the employees. They should prepare strategies for reducing labor turnover rate. Management should also ensure that employees are given appropriate platform whereby they can move upward in their career growth. Faculty development programme/workshop/training should be conducted periodically.
- Management should redesign leave policies and rules. Leave rules should be employee friendly. It should help an employee to enhance his or her efficiency. The management should also consider the special needs of women and should include provisions related to them in leave rules.

VII. Conclusion:

QWL has not been properly or adequately defined yet. However, the term QWL can be understood, as an outcome of interaction between individual and organization, which in turn influences the ability of individual as well as organization to achieve their respective goals. Through this study it can be concluded that factors like financial benefit & rewards, work load & content, job security, career development opportunities and work life balance is negatively
influencing the QWL at private colleges. However, ‘better social life’ is acting as the only factor influencing QWL positively at private degree colleges at Guwahati.

References:


