A STUDY ON QUALITY OF WORK LIFE OF SOFTWARE PROFESSIONALS IN BENGALURU CITY

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ARTICLE INFO	ABSTRACT
	Purpose: The earning potential of software companies depends on their employees' productivity. To improve productivity, the organizations have to provide their employees with a pleasant working environment. By offering pleasant Quality of Work Life (QWL) a company may retain efficient employees and keep them preoccupied with work, thereby improving productivity. **Design / Methodology / Approach:** Study being descriptive in nature. Data relevant to the study have been collected by employing well-structured questionnaire. By adopting convenience sampling technique software employees have been selected from Bengaluru city. Data have been gathered from select software professionals at Bengaluru city. Questions relating to personal profile and quality of work life are included in the questionnaire. **Findings:** Result of chi-square test discloses that gender, educational qualification, type of family and working hours significantly influences the perception of QWL of Software Professionals. **Practical Implications:** The result of the study assist employers to understand their employees' perception towards quality of work life and understand the employees' expectations thereby, management are in a positon to fulfil the expectations of the employees. Once employees' expectations are fulfilled dedicated and committed employees may be retained at the workplace and efficient employees are attracted, thereby productivity and profitability of an institution may improve. **Social Implications:** Offering better working environment at work place may motivate employees to be loyal and committed and to put their level best for the development of an organization as a whole. Sincere and committed employees are an asset for the institution, their efforts not only contribute towards institution growth but also growth of a nation as a whole. **Originality / Value:** Data collected through questionnaire are original in nature. Questionnaire assist in understanding the employees' perception towards quality of work life at their work place. Doi: https://doi.org/10.26668/businessreview/2023.v8i2.1149

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UM ESTUDO SOBRE A QUALIDADE DE VIDA DE TRABALHO DOS PROFISSIONAIS DE SOFTWARE NA CIDADE DE BENGALURU

ABSTRACT

Objetivo: O potencial de ganho das empresas de software depende da produtividade de seus funcionários. Para melhorar a produtividade, as organizações têm que proporcionar a seus funcionários um ambiente de trabalho agradável. Ao oferecer Qualidade de Vida no Trabalho (QWL) agradável, uma empresa pode manter funcionários eficientes e mantê-los preocupados com o trabalho, melhorando assim a produtividade.

Projeto / Metodologia / Abordagem: O estudo é de natureza descritiva. Os dados relevantes para o estudo foram coletados através de um questionário bem estruturado. Ao adotar a técnica de amostragem de conveniência, os funcionários do software foram selecionados da cidade de Bengaluru. Os dados foram coletados de seletos profissionais de software da cidade de Bengaluru. As perguntas relacionadas ao perfil pessoal e à qualidade de vida profissional foram incluídas no questionário.

Conclusões: O resultado do teste de qui-quadrado revela que gênero, qualificação educacional, tipo de família e horário de trabalho influenciam significativamente a percepção de QWL dos profissionais de software.

Implicações práticas: O resultado do estudo ajuda os empregadores a entender a percepção de seus empregados em relação à qualidade de vida no trabalho e a compreender as expectativas dos empregados, assim, a gerência está em posição de cumprir as expectativas dos empregados. Uma vez cumpridas as expectativas dos funcionários, funcionários dedicados e comprometidos podem ser retidos no local de trabalho e funcionários eficientes são atraídos, assim a produtividade e a rentabilidade de uma instituição podem melhorar.

Implicações sociais: Oferecer um melhor ambiente de trabalho no local de trabalho pode motivar os funcionários a serem leais e comprometidos e a colocarem seu nível de excelência para o desenvolvimento de uma organização como um todo. Funcionários sinceros e comprometidos são um ativo para a instituição, seus esforços não apenas contribuem para o crescimento da instituição, mas também para o crescimento de uma nação como um todo.

Originalidade / Valor: Os dados coletados através de questionários são de natureza original. O questionário ajuda a entender a percepção dos funcionários em relação à qualidade de vida profissional em seu local de trabalho.

Palavras-chave: Qualidade de Vida no Trabalho, Ambiente de Trabalho, Cultura Organizacional, Remuneração, Treinamento, Desenvolvimento.

UN ESTUDIO SOBRE LA CALIDAD DE VIDA LABORAL DE LOS PROFESIONALES DEL SOFTWARE EN LA CIUDAD DE BENGALURU

RESUMEN

Objetivo: El potencial de ingresos de las empresas de software depende de la productividad de sus empleados. Para mejorar la productividad, las organizaciones tienen que proporcionar a sus empleados un entorno de trabajo agradable. Al ofrecer una Calidad de Vida Laboral (QWL) agradable, una empresa puede retener a los empleados eficientes y mantenerlos preocupados por el trabajo, mejorando así la productividad.

Diseño / Metodología / Enfoque: El estudio es de naturaleza descriptiva. Los datos relevantes para el estudio se han recogido empleando un cuestionario bien estructurado. Mediante la adopción de la técnica de muestreo de conveniencia se han seleccionado empleados de software de la ciudad de Bengaluru. Se han recogido datos de profesionales del software seleccionados en la ciudad de Bengaluru. El cuestionario incluía preguntas sobre el perfil personal y la calidad de vida laboral.

Resultados: El resultado de la prueba chi-cuadrado revela que el género, la cualificación educativa, el tipo de familia y las horas de trabajo influyen significativamente en la percepción de la calidad de vida de los profesionales del software.

Implicaciones prácticas: Los resultados del estudio ayudan a los empresarios a comprender la percepción que tienen sus empleados de la calidad de vida laboral y a conocer sus expectativas. Una vez satisfechas las expectativas de los empleados, es posible retener en el puesto de trabajo a empleados dedicados y comprometidos y atraer a empleados eficientes, con lo que la productividad y la rentabilidad de una institución pueden mejorar.

Implicaciones sociales: Ofrecer un mejor entorno de trabajo puede motivar a los empleados a ser leales y comprometidos y a dar lo mejor de sí mismos para el desarrollo de la organización en su conjunto. Los empleados sinceros y comprometidos son un activo para la institución, sus esfuerzos no sólo contribuyen al crecimiento de la institución sino también al crecimiento de una nación en su conjunto.

Originalidad / Valor: Los datos recogidos a través del cuestionario son originales por naturaleza. El cuestionario ayuda a comprender la percepción de los empleados sobre la calidad de la vida laboral en su puesto de trabajo.

Palabras clave: Calidad de Vida Laboral, Entorno de Trabajo, Cultura Organizativa, Retribución, Formación, Desarrollo.

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INTRODUCTION

In a knowledge-oriented economy stiff competition prevails not only among human beings but among organizations too. Consequently, organizations realize that human resource is the most valuable asset that they must acquire and retain. Expansion and growth of an institution largely depend on how effectively and efficiently employees are managed. Highly skilled human resource is indispensable for running an organization profitably. Employees play a crucial role in attaining corporate goals. Software companies' survival depends on human resource. Hence, they have to give due importance to the growth of their work force. Employees with a variety of skills, lengthy working hours, work-life imbalance and stress are the regular features of software companies. Employees of software companies expect improved working conditions, promising career, attractive compensation packages and stress-free working environment. Employees are not homogenous, and their knowledge, skill, desire and aspirations vary greatly depending on the domain of their work. Therefore, organizations should try to do their best to fulfill their employees' expectations, which in turn will instill in them a sense of belonging and motivate them to make significant contributions to the growth of the organization.

Bengaluru is an IT hub, where a great number of software companies are functioning. And so, the city offers job opportunities for quite a number of skilled software professionals. Day by day, competitions among software companies are also increasing. Hence, each and every company has to be on its toes to extract maximum work from its employees for improving its productivity. Thus, workloads for software employees keep on increasing. Employees who are satisfied with the working environment may continue in the same institution; else they may switch over to another institution, where they feel better working environment prevails. Thus, organizations have to retain their talented employees by offering a pleasant working environment so that they can manage stress, be able to balance work and family commitment, health issues etc. Thus, in this study an effort has been made to identify factors that determine software employees' perception of their QWL.

Success of an any organization reside with employee productivity. Effective employee productivity resides with commitment and dedication of employees, which in turn depend effective work and life balanced by the employees. Once the employees are able to manage and fulfil their work and family commitment both job and life will satisfied, which in turn will motivate employees to contribute their level best for the betterment of an organization as a whole. Thus, the present study will be useful to understand the factors that influence work and life balance among IT employees in Bengaluru city.

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Thus, the present study has been carried out To understand the perception of Software employees about Quality of Work Life

LITERATURE REVIEW

Kavalu (2009) in his study observed that pleasant working condition, appropriate training and development programme and adequate compensation significantly influence QWL.

Bradeley et al. (2010) in their study pointed out that managers' attitude influences QWL.

Lokanadha Reddy and Mohan Reddy (2010) in their study identified that job security, care taken by management for health and well-being of employees and training programme for employees' competency development significantly influence QWL.

Hosseeni, S.M (2010) in his study observed that growth opportunities, job security, pay and integration influence QWL.

Porkiani (2011) in his study mentioned that justice and equality, opportunity for employees in decision-making, job security, salary and incentives and skill development influence QWL.

Muftah and Lafi (2011) in their study observed that physical, psychological and social factors could potentially predict QWL.

Bolhari et al. (2012) in their study pointed out that experience, age and income are significantly related to QWL.

Mutonga (2012) in his study observed that compensation, motivation, working environment, employee relation at work place and training and development influence QWL.

Swapna and Gomathi (2013) in their study identified that fair pay structure, work from home facility, job security and work timings influence QWL.

Ahmad (2013) in his study observed that employee participation, job design, career guidance and alternative work schedules influence QWL.

Indumathi and Thamilselvan (2013) in their study ascertained that communication at work place, work stress, work-life balance, job security, social integration at work place and management policies influence QWL.

Seema Arif and Maryam Ilyas (2013) in her study observed that work climate, value for tasks done and work-life balance influence QWL.

Rathamani and Ramachandra (2013) in their study stated that motivational insights could significantly influence QWL.

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Hassan et al. (2014) in their study ascertained that work environment and work facets significantly influence QWL.

Khetavath (2015) in his study observed that work conditions and complexity, interpersonal relationships among employees, their commitment and engagement levels with the organization and opportunities for career growth and development influence QWL.

Kaur (2016) in his study stated that factors such as attitude, work environment, availability of opportunities, nature of work, peer support, occupational stress, growth prospects, work challenges, development opportunities, risks involved in the job and rewards could impact QWL.

Waghmare and Dhole (2017) in their study ascertained work environment, Job facets, compensation and career development affect QWL.

Nagesh (2018) in his study observed that job security, rewards and recognition, flexible work timings, employee participation, career growth and job enrichment influence QWL.

Leitão et al. (2019) in their study identified that pleasant working environment and supervisors' support significantly influence QWL.

Lakshmypriya et al. (2022) in their study found that family support will lead to better work-life balance of women entrepreneurs.

Antonio Carlos Gastaud Maçada et al. (2022) in their study observed that technology-mediated interruptions affect work-family conflict.

MATERIAL AND METHODOLOGY

The present study have been carried out with select IT professionals working at Bengaluru city. Further, the following paragraph discuss about nature and method of data collection, sampling technique employed for data collection and tools employed for analysis.

Primary data were collected by employing Questionnaire method. Convenience Sampling is the sampling technique used in the research. Required data were gathered from 374 IT employees. The collected data have been analyzed by employing Chi-square test.

RESULTS AND DISCUSSION

To find factors influencing software employees' perception of QWL, Chi-square test is employed. The following table narrates the result of the study.

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Table 1 Software employees perception on quality of work life

Variables	Level of QWL Perception			Total	Df.	χ^2 Value	Remarks
	Low	Moderate	High				
Age							
Up to 25	9 (15.3)	43 (72.9)	7 (11.9)	59 (100.0)	4	1.748	Not Sig.
26 to 35	44 (17.9)	165 (67.1)	37 (15.0)	246 (100.0)			
Above 35	9 (13.0)	51 (73.9)	9 (13.0)	69 (100.0)			
Gender							
Male	50 (20.2)	165 (66.8)	32 (13.0)	247 (100.0)	2	7.284	Sig.
Female	12 (9.4)	94 (74.0)	21 (16.5)	127 (100.0)			
Educational Qualification							
Diploma	3 (14.3)	13 (61.9)	5 (23.8)	21 (100.0)	6	15.481	Sig.
Under Graduate	2 (5.3)	33 (86.8)	3 (7.9)	38 (100.0)			
Post Graduate	5 (9.4)	35 (66.0)	13 (24.5)	53 (100.0)			
Professional	52 (19.8)	178 (67.9)	32 (12.2)	262 (100.0)			
First Generation							
Yes	34 (18.2)	130 (69.5)	23 (12.3)	187 (100.0)	2	1.509	Not Sig.
No	28 (15.0)	129 (69.0)	30 (16.0)	187 (100.0)			
Type of Family							
Joint	8 (8.9)	63 (70.0)	19 (21.1)	90 (100.0)	2	8.264	Sig.
Nuclear	54 (19.0)	196 (69.0)	34 (12.0)	284 (100.0)			
Marital Status							
Single	29 (17.0)	114 (66.7)	28 (16.4)	171 (100.0)	2	1.411	Not Sig.
Married	33 (16.3)	145 (71.4)	25 (12.3)	203 (100.0)			
Monthly Income							
Up to 25000	29 (22.5)	82 (63.6)	18 (14.0)	129 (100.0)	6	9.381	Not Sig.
25001-50000	16 (11.6)	99 (71.7)	23 (16.7)	138 (100.0)			
50001-100000	16 (18.6)	61 (70.9)	9 (10.5)	86 (100.0)			
Above 100000	1 (4.8)	17 (81.0)	3 (14.3)	21 (100.0)			
First Job							
Yes	24 (16.0)	102 (68.0)	24 (16.0)	150 (100.0)	2	0.698	Not Sig.
No	38 (17.0)	157 (70.1)	29 (12.9)	224 (100.0)			
Experience							
Up to 5	33 (17.1)	128 (66.3)	32 (16.6)	193 (100.0)	4	4.573	Not Sig.
6 to 10	25 (17.9)	101 (72.1)	14 (10.0)	140 (100.0)			
Above 10	4	30	7	41			

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Variables	Level of QWL Perception			Total	Df.	χ² Value	Remarks
	Low	Moderate	High				
	(9.8)	(73.2)	(17.1)	(100.0)			
Experience in Present Organization							
Up to 2	31 (16.6)	132 (70.6)	24 (12.8)	187 (100.0)	4	0.758	Not Sig.
3 to 4	15 (15.5)	67 (69.1)	15 (15.5)	97 (100.0)			
Above 4	16 (17.8)	60 (66.7)	14 (15.6)	90 (100.0)			
Working Hours							
Up to 8	22 (11.5)	134 (69.8)	36 (18.8)	192 (100.0)	2	12.091	Sig,
Above Eight	40 (22.0)	125 (68.7)	17 (9.3)	182 (100.0)			
Work Schedule							
General Shift	55 (18.1)	205 (67.4)	44 (14.5)	304 (100.0)	6	4.301	Not Sig.
Morning Shift	4 (8.2)	39 (79.6)	6 (12.2)	49 (100.0)			
Night Shift	2 (18.2)	8 (72.7)	1 (9.1)	11 (100.0)			
Rotation	1 (10.0)	7 (70.0)	2 (20.0)	10 (100.0)			

Source: Prepared by the authors (2022).

The result of Chi-square reveals that gender, educational qualification, type of family and working hours significantly influence perception of QWL of Software Professionals.

❖ Female employees have high perception of QWL while male employees have low perception of QWL

❖ Employees with Post Graduate qualification have high perception of QWL and those with Professional qualification have low perception of QWL

❖ Employees who belong to joint family have perception of QWL and those who belong to nuclear family have low perception of QWL

❖ Employees whose working time ranges up to 8 hours have perception of QWL and those whose working time ranges above 8 hours have low perception of QWL.

In order to have better work and life balanced the following suggestions are put forth.

❖ Male IT Professionals have low perception of QWL. In order to enhance their perception of QWL, organizations should have HR policies that cater to the needs of the young generation male employees.

❖ Employees with professional qualifications perceive low perception of QWL. In order to increase their perception of QWL, organizations should ensure that the work assigned to professional degree holders match their qualification, knowledge and competence.

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❖ Employees from nuclear families perceive low level of QWL. In order to enhance their perception of QWL, organizations should have affordable gender-neutral in-house crèche facilities. Organizations can also introduce innovative changes in their leave policy such as permitting the employees to avail themselves of sick leave when their children fall sick.

❖ Employees with more than 8 hours of work perceive a low level of QWL. In order to improve their perception of QWL, organizations should provide them opportunities for skill development which can enhance their efficiency at work. Organizations should also ensure that work is distributed fairly and equitably. Reward programs for finishing the work before the deadlines without staying back after office hours may also encourage employees to utilize their time efficiently and effectively.

CONCLUSION

The study result makes clear that gender, educational qualification, type of family and working hours significantly influence perception of QWL of Software Professionals. In order to survive in this competitive era, organizations should try to attract and retain highly skilled human resource by fulfilling their demands and offering the right platform for their career growth and job satisfaction. Satisfied work force will have self-initiation to improve their performance and contribute their best for organization productivity. The present study utilizes primary data. Biasness is the major limitation of the primary data. Hence, utmost care to exercised while generalizing the result. The future research scholar may carry out their study on understanding the work life balance of policemen, nurses and professionals. A better work-life balance may lead to job satisfaction and life satisfaction. Thus, a study may be carried out to understand the impact of work-life balance on job and life satisfaction of employees working in public and private enterprises. One of the main reason for job attrition is stress, effective work-life balance of official and family commitments may lead to reduction of stress to a greater extent. Hence, a study may be carried to understand the impact of work-life balance on intensity of stress among employees of public and private sector enterprises.

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