

Does Age Cause Any Difference in Quality of Work Life

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Abstract

High quality of work life (QWL) is vital for the continued attraction and retention of workers by all organizations. Women workers provide a remarkable contribution to the development of our country's economy. There are many changes in women's lives in the modern era. The present life of working women is extremely challenging. In today's world, the quality of work life has now evolved as an essential and universal problem for working women. This study sets out to research significant differences in quality of work life across the different age groups of working women. The sample comprises 160 women employees from the private sector. Data were collected through a field survey by using a structured questionnaire. Collected data were analyzed using various statistical tools like one-way ANOVA and Tukey Post hoc test. The research revealed that various age groups of working women in the private sector had a significant difference in quality of work life. It was found that the working women aged over 50 years have a greater quality of work life than others. This result validates earlier research findings, where the age variable had a significant influence on quality of work life among women employees.

Keywords : *Quality of Work Life , Working Women , Wellbeing of Women*

Introduction

In recent days, working women in the private sector experience acute stress in balancing between the workplace and home. Flexible learning through the use of IT has increased their working time and they are still engaged in managing and administrating along with other related jobs like record keeping, office work, conducting meeting, accounting, etc. This has increased working hours from early morning to late evening and has affected the personal lives of workers in the field.

In recent decades, the profiles of women employees have changed considerably. Families have changed from the traditional position of male breadwinner to the position of dual-earner (who are couples). Women in the pre-centuries were restricted to their homes and very few were allowed to work in factories/business/farm sectors/petty shops. Rarely some women were permitted to get higher education and permission to this was fully dependent upon the decision of their parents/guardians. As the economy grows rapidly, women

secure more space to get more information, education, and jobs. Women practically enter every sector/branch of industry. This situation has provided an important challenge for working women, to play an enhanced role in their homes and to fulfill their obligations towards children, parents, husband, family, and social societies with satisfaction.

Sometimes, she has to take care of extended family member and as a result, she encounters significant stress to maintain a balance between her career and family life. Working women are so obliged to handle simultaneously many activities and increased duties for a balanced professional and personal life. With increased workload, they encounter significant pressure and strain upon their health also. Working women have to discharge various roles and responsibilities throughout their life. When they are unable to balance between professional and personal life, conflict arises. Hence, maintenance of proper balance between professional and personal life is a necessity for the well-being of each woman.

Quality of Work Life

A new subsystem of human resource management is generated by changing the needs of employees, culture, values, aspirations, and working conditions. Quality of Work Life (QWL) is one such new subsystem. Quality of work life is viewed and portrayed in different ways.

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Quality of work life is how relaxed and happy the workers feel at work. Since the QWL is a behavioral science concept, discussion of the matter at the organizational level is highly relevant. The functional part of QWL is concerned with workplace difficulties and employee relationships with the company. At this stage, it is assumed that QWL represents the level of motivation, participation, commitment, and overall pleasure experienced by employees at work. It also influences a person's capacity to carry out their specific requirements while balancing their personal and professional life.

Quality of work life is a multi-layered variable that demonstrates an employee's sense of different dimensions in his/her job. These include employment content, working conditions, adequate and fair remuneration, promotion opportunities, optional duty, participation in decision making, job safety, work stress, safety at work, and personal and career stability (Almalkiet *al.* 2012; Lee *et al.* 2013; Mosadeghrad, 2013)

Quality of work life is seen as the degree to which people can satisfy their personal needs, not only about material concerns but also respect for their self-happiness and the ability to use their skills. It is therefore very important for an organization to provide employees with a reasonable assessment that will ensure productivity and meet their standards. Quality of working life refers to the amount of happiness or unhappiness with one's career. Those who have a good career have a high quality of working life, whereas those whose desires are unfulfilled have a low quality of working life. Quality of work life is influenced and determined by factors like job satisfaction, working conditions, opportunity for growth, work life balance, stress free work, social relationships, organizational culture and communication.

Literature Review

Many researchers have focused on the QWL concept and sought to find the different dimensions that determined QWL. Alserhanet *al.* (2021) reported that the satisfaction of the employee had a positive effect on the quality of work life, and employee happiness reduced the intention to resign or leave the company. Özgenel (2021) compared the effect of work-life quality on the organizational commitment of administrators and teachers, and noted that the administrators' perceptions of quality of work-life and organizational commitment are higher than that of teachers. The association between managers' opinion of work-life quality and the amount of organizational involvement is less than that of teachers' perception of the quality of work-life and organizational commitment levels.

Fernando and Kavitha (2020) reported that work life balance causes stress among the female employees in IT sector, and attributed it largely to the pressure stemming from shifting requirements, rules and severe work field competitions. Most of the respondents expressed that their organization lacks a separate work life balance policy and that many individuals were doing work overtime. Netto (2018) conducted a detailed descriptive cross-sectional survey among 96 women workers from different private sector firms located in Ernakulum district of Kerala, employing the 8-dimensional scale of Harvard Professor Richard E. Waltonto measure working women's perception of quality of work life. Ryu (2015) studied the impact of long working hours and low wages on public employee's well-being indicators, such as job satisfaction, life satisfaction, and self-esteem. The results indicated that long hours of work were not substantially and negatively related to public employee welfare, but that higher salaries were considerably and favourably connected to the well-being of employees.

Background and Aim of the Study

Women have evolved from their societal traditional role of homemakers and caretakers, to the fast-paced, multifaceted and highly stressful role of working woman. The modern era working women occupy a space equivalent to that of males and are becoming more aspiring and professional, and this has reduced their time to focus on other elements of their life such as spending quality time with their children and family, relaxation time, and also time for their hobbies. Working women are more stressed than males as they have to work from early morning to late night to satisfy the daily requirements of both their work and family members. Work occupies an important place in the lives of women employees, and the status and quality of work life affects not only their physical but also social, psychological, and spiritual wellbeing.

For more than five decades, substantial study has been conducted on the QWL of employees in many areas. However, little attention has been paid to the age perspective on Quality of work life. Since employees of different ages vary in demands, perceptions, personalities, preferences, and priorities, the factors which are associated with high or expected levels of quality of work life for aged employee perhaps may or may not be the same for fresh employees. Therefore, the present study intends to find out the relation between quality of work life and age among working women, by evaluating the degree of quality of work life among women employees and analysing the difference in quality of work life across the different age group of working women. The following hypothesis has been

formulated in accordance with the objectives of the study.

H_1 : The degree of quality of work life has no difference across the age of the respondents

H_0 : The degree of quality of work life has difference across the age of the respondents

Research Methodology

The purpose of the study is to examine the relationship between Quality of work life and age among women employees. For this, a descriptive research approach was used. The study was conducted on a sample of 160 full-time women employees working in private sector firms located in Calicut, Kerala. The data was collected through a structured questionnaire using Google. The respondents from the private sector were

selected randomly from the Calicut region. Primary data involve a well-constructed and self-developed tool for the measure of quality of work life among working women. Advanced decisions were made when formulating objectives, designing method, selecting the sample for data collection. Data analysis and reporting were planned with expertise's approval and data analysis was done using the SPSS-22, with the help of statistical tools such as ANOVA, Post hoc analysis, and Correlation.

Results and Discussion

This study included two stages in its data analysis procedure. A descriptive analysis describing the distribution of the data was included in the first step. The second stage included hypothesis testing with ANOVA.

Table 1 : Descriptive Statistics of Quality of Work life Across the Different Age Groups of Women Employees in Calicut

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Below 30	40	27.2000	2.31827	0.36655	26.8586	28.3414	24.00	32.00
30-40	40	27.6000	2.78457	0.44028	26.3095	28.0905	22.00	32.00
40-50	40	28.1000	2.49923	0.39516	27.3007	28.8993	23.00	32.00
Above 50	40	29.5000	2.83748	0.44864	28.5925	30.4075	25.00	34.00
Total	160	28.1000	2.73620	.21632	27.6728	28.5272	22.00	34.00

Source: Primary data

The descriptive statistics of quality of work life across the different age groups of women employees have been shown in Table 1. The descriptive statistics show

that the quality of work life is high among above 50 aged employees, with a mean score of 29.50, whereas, the quality of work life is minimum among below 30 aged employees with a mean score of 27.20 only.

Table 2 : ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	120.800	3	40.267	5.873	0.001
Within Groups	1069.600	156	6.856		
Total	1190.400	159			

Source: Primary data

Table 2 shows the output of the ANOVA analysis which depicts whether there is a statistically significant difference in the quality of work life across the age of the respondents. The result shows that there was a statistically significant difference between groups was determined by one-way ($F(3,156) = 40.267$,

$p=.001$). The significance value is 0.001 (i.e., $p = .001$), which is below 0.05 and therefore the null hypothesis is rejected. Hence, it is concluded that there is a statistically significant difference in the quality of work life across the different age groups.

Table 3 : Post Hoc Analysis

(I) Age	(J) Age	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Below 30	30-40	0.40000	0.58551	0.183	-1.1594	1.9594
	40-50	-0.50000	0.58551	0.149	-2.0594	1.0594
	Above 50	-1.90000*	0.58551	0.009	-3.4594	-0.3406
30-40	below 30	-0.40000	0.58551	0.183	-1.9594	1.1594
	40-50	-0.90000	0.58551	0.151	-2.4594	0.6594
	above 50	-2.30000*	0.58551	0.001	-3.8594	-0.7406
40-50	below 30	0.50000	0.58551	0.149	-1.0594	2.0594
	30-40	0.90000	0.58551	0.151	-0.6594	2.4594
	above 50	-1.40000	0.58551	0.103	-2.9594	0.1594
Above 50	below 30	1.90000*	0.58551	0.009	0.3406	3.4594
	30-40	2.30000*	0.58551	0.001	0.7406	3.8594
	40-50	1.40000	0.58551	0.103	-0.1594	2.9594

Source: Primary data Significant at 0.05 level

Because the overall test was significant, a Tukey post-hoc test using was conducted to compare the means of the two groups. Table3 shows the results of post hoc analysis. The results show a significant difference between Below 30 and Above 50, with a p-value of 0.009, and between 30-40 and Above 50 with a p-value of .001, which is the cause for the difference in the mean score of quality of work life across different age groups. The results show that the quality of work life is not the same across different age groups.

Conclusions

This study has been piloted to quantify the quality of work life of working women in the private sector in the current era to determine the significant difference in quality of work life across the different age groups of working women. The sample survey has revealed that there is a significant difference in quality of work life across the different age groups of working women in the private sector. The study also reveals that working women aged above 50 years have a higher quality of work life than others. This result confirms previous research findings, where the age variable had a significant influence on Quality of Work Life among women employees,

Quality of work life is an important element that can lead to the high productivity and sustainability of the organization. To achieve a level of sustainability and productivity, there is a need to improve opportunities for greater quality of work life among women employees. Although the results of this study are beneficial in developing new management strategies and programs for improving the QWL level and improving QWL, these strategies should include other salient variables not covered in this study.

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