Demographic Analysis of QWL- A Study of Government Universities in Punjab

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Abstract

Quality of work life can be described as the satisfactory work environment which improves the relationship between employee and the organization. The present study aims to verify the quality of work life and motivation of employees and its impact on performance of faculty members. To reach quality of work life the universities have to create more opportunities to retain efficient employees. Good quality of work life is necessary for an organization to attract and to retain skilled and talented employees. Suitable techniques are applied to study the impact of demographic variable on quality of work life.

Keywords:

Motivation, Job Satisfaction, Job Environment, Work Life

Introduction

QWL programs will help both faculty and institution. It helps faculty by providing them superior work environment, support them in managing their individual work and improving the work environment and for institutions in achieving their goals effortlessly as motivated workforce would reveal enhanced performance and quality Rose et al. (2006). Work satisfaction, triumph and work balance are the important variables to achieve quality in deliverables and also updates that these methods motivates the employees and contribute significantly to job enrichment Hosseini et al. (2010). The growth of one institution depends on the regularity of workers. Institution must be notified well in advance of the absenteeism to reschedule the requisite task They can offer incentives for teachers who keep a good attendance record. Absenteeism could be avoided through increased financial support like earned leaves, good working environment and transportation facilities to commute. Developing infrastructure facilities like crèche nearby office would also help female staff to avoid absenteeism Aswathappa (2002). A reasonable level of attendance by faculties at work is essential to achieve goals and targets by a university. Absenteeism happens when a faculty fails to come to work due to organized time off, sickness, grievance, financial, marital problems or any other reason. The cost of absenteeism to educational sector, usually expressed in terms of lost continuity and effectiveness in the teaching (Adhikari& Gautam, 2012). Quality of work life will assist the well being of the employees in that way the well being of the entire

firm. This is an effort to capitalize an organization's human assets (Kumar et al. 1996).

Previous Research

Quality of work life is based on how the work is being communicated with in organization and how the organization is recognizing and encouraging faculty and rewarding them by providing incentives and helping in their career growth by giving promotions (Sheel, 2012). This section will present the literary works related to quality of work life especially with respect to the education industry. Occupational stress symptoms were measured by reflecting burnout, stress-related health problem, perceived work stress, productively, job satisfaction and consideration for job change. The majority of teachers indicated good fit between motivational style and job rewards. Teachers reported burnout, stress related health problems, lowered work productivity, inability to cope with work stress and job change consideration. Emotional fatigue, depression and less individual achievement are due to long term occupational stress and affect the academic growth of the students (Jennett et. al 2003). Rewards and Benefits serves as a motivating factor for teachers to perform well in the colleges. This also creates a healthy competition between teachers in using their overall skills in their performance and strives to increase the overall standard of the college (Kaur, 2012). Compensation plays a pivotal role in effectiveness of the university. Lesser compensation would not attract skilled and experienced people with great performance and would not help in achieving the quality in imparting education, while higher compensation might be an overhead with costs running more than the desired (Malarvizhi, 2012; Islam, 2012). This is a critical factor when we talk about social relations of an employee. University should strive to provide opportunity for every team member to showcase their talent, proficiency, skills, capacity and abilities (Zakari, Khamis & Hamadi, 2010) Utilizing teacher's capacities in areas other than their present position will help them to understand that management appreciates and identifies that what the staff has could provide to the university. This can also provide work variety and helps to break up the everyday grind of work and also helps to get free from the stress of the routine work (Gupta & Sharma, 2011).

Objective of Study

To map the profile of respondents on the basis of psychographic and demographic variables with respect to their perceptions towards different elements related with quality of work life and to study the impact of Quality of Work life on overall job satisfaction level and motivational level among teachers of universities

Problem Identified

Quality of work life has long been recognized as the key to growth of any organization including universities. The review of the existing literature reveals that a numbers of studies have been carried out on various aspects of quality but a very few comprehensive studies in this area could be found; which provides detailed information regarding quality of work life in universities of Punjab region. In the light of the above discussion comprehensive and detailed study regarding universities is of dire need.

Methodology

The present study deals with different variables related to job satisfaction among Government university teachers. Every employee perceives these variables differently. As suggested by Maslow's theory that every employee has different level of needs. A variable which is important for one employee may not be equally important for other. Data were collected from 3 Government Universities of Punjab region.

Government Universities
Guru Nanak Dev University
Punjabi University, Patiala
Punjab Agriculture University

The faculty members were the basic sampling unit for the present study. The Universities were selected on the basis of year of establishment. The faculty members were approached to fill questionnaire. Of the 300 questionnaires that were distributed to faculty members, 83.33% complete questionnaires were returned. This resulted in a total sample of 250 faculty members. Data were collected through a structured, pre-tested and non-disguised questionnaire. To develop a list of information items for framing the questionnaire, previous studies were followed, experts suggestions were considered as well as online discussions were also held with other researchers. The suggestions led to meaningful modifications. The primary sketch of the questionnaire was pre-tested through personal interviews with 25 faculty members. This helped me to develop a final questionnaire. The ten variables which positively contribute to the quality of work life were considered under study and matched with demographic variables with respect to their perceptions towards quality of work life. In order to find out significant differences ANOVA (one way) technique was applied. The obtained results were subsequently organized in various tables for analysis and interpretation. On the basis of 10 variables which positively contribute to their QWL. The following table shows different variables with their labeling.

Table 1

List of Variables

Variable	Variables
Labels	
C_1	Salary and Benefits
C_2	Promotion
C_3	Leave Plans
C_4	Rewards and recognitions
C ₅	Acknowledgement
C_6	Scope for career growth
C_7	Job Security
C_8	Friendly superiors
C ₉	Interactive and well-behaved students
C_{10}	Reasonable working hours

Table 2(a)
Mean, SD Scores & SE of Different variables among Teachers of Different Age Groups: Public Sector University

		Ι	Descriptives		
Variables	Age	N	Mean	Std. Deviation	Std. Error
C_1	25-35	167	4.26	3.144	0.243
	35-40	56	4.73	2.895	0.387
	40-45	17	4.47	3.300	0.800
	45-60	10	4.20	3.584	1.133
	Total	250	4.38	3.105	0.196
C_2	25-35	167	5.53	3.020	0.234
	35-40	56	5.46	2.815	0.376
	40-45	17	4.71	3.057	0.741
	45-60	10	4.90	2.644	0.836
	Total	250	5.44	2.956	0.187
C ₃	25-35	167	6.25	2.991	0.231
	35-40	56	5.61	3.043	0.407
	40-45	17	4.47	2.211	0.536
	45-60	10	5.40	2.271	0.718
	Total	250	5.95	2.959	0.187
C ₄	25-35	167	5.13	2.751	0.213
	35-40	56	5.80	2.561	0.342
	40-45	17	5.41	2.671	0.648
	45-60	10	4.80	2.394	0.757
	Total	250	5.28	2.692	0.170

C ₅	25-35	167	4.98	2.911	0.225
	35-40	56	4.27	2.793	0.373
	40-45	17	5.47	2.375	0.576
	45-60	10	5.00	2.357	0.745
	Total	250	4.86	2.838	0.179
C_6	25-35	167	5.28	2.657	0.206
	35-40	56	5.46	2.885	0.386
	40-45	17	5.47	3.064	0.743
	45-60	10	6.70	2.751	0.870
	Total	250	5.39	2.739	0.173
C_7	25-35	167	6.00	2.755	0.213
	35-40	56	5.57	2.859	0.382
	40-45	17	5.18	2.531	0.614
	45-60	10	3.50	2.121	0.671
	Total	250	5.75	2.778	0.176
C_8	25-35	167	5.68	2.738	0.212
	35-40	56	5.71	2.484	0.332
	40-45	17	7.00	2.449	0.594
	45-60	10	6.10	3.281	1.038
	Total	250	5.80	2.692	0.170
C ₉	25-35	167	6.16	2.544	0.197
	35-40	56	6.54	2.960	0.396
	40-45	17	7.18	2.877	0.698
	45-60	10	6.20	2.486	0.786
	Total	250	6.32	2.662	0.168
C_{10}	25-35	167	5.32	2.707	0.209
	35-40	56	6.00	2.822	0.377
	40-45	17	5.71	2.801	0.679
	45-60	10	6.90	3.213	1.016
	Total	250	5.56	2.771	0.175

Table 2(b)
Analysis of variance of Different variables on Different Age Groups among University Teachers: Public

Sector University

		ANOVA				
Variables	Variation	Sum of Squares	Df	Mean Square	F	Sig.
C_1	Between Groups	9.675	3	3.225	0.332	0.802
	Within Groups	2391.225	246	9.720		
	Total	2400.900	249			
C_2	Between Groups	13.549	3	4.516	0.514	0.673
	Within Groups	2161.927	246	8.788		
	Total	2175.476	249			
C_3	Between Groups	61.397	3	20.466	2.376	0.071
	Within Groups	2118.927	246	8.614		
	Total	2180.324	249			
C ₄	Between Groups	21.920	3	7.307	1.008	0.390
	Within Groups	1782.916	246	7.248		
	Total	1804.836	249			
C ₅	Between Groups	28.652	3	9.551	1.189	0.315
	Within Groups	1976.164	246	8.033		
	Total	2004.816	249			
C_6	Between Groups	19.548	3	6.516	0.867	0.459
	Within Groups	1848.036	246	7.512		
	Total	1867.584	249			
C ₇	Between Groups	68.439	3	22.813	3.029	0.030
	Within Groups	1852.685	246	7.531		
	Total	1921.124	249			
D_8	Between Groups	28.088	3	9.363	1.296	0.276
	Within Groups	1776.508	246	7.222		
	Total	1804.596	249			
C ₉	Between Groups	19.402	3	6.467	0.912	0.436
	Within Groups	1744.634	246	7.092		
	Total	1764.036	249			
C_{10}	Between Groups	38.508	3	12.836	1.686	0.171
	Within Groups	1872.968	246	7.614		
	Total	1911.476	249			

Analysis of variance of different variables (ANOVA) among different age groups. The results depicted in table 5.9 shows that 10 variables were compared with different categories of age. Table 5.9 shows that there is one variable "Job Security" have significant impact on age. Its p values=0.0.3 is found to be less than 0.05 significance level. Further comparison between different age groups

indicates that teachers working in public sector university prefer to have more job security. Mean values shows that Teachers between 25-30 have higher mean value 6.00 as compared to other age groups where as teachers between age group of 30-35 also scores mean value at 2nd highest level; 5.57. It can be concluded that public sector university teachers between age group of 25-35 prefer more job

security. Other nine variable's p value was found to be greater than 0.05 level of significance. Hence null hypotheses in case of these variables is not rejected which

indicates that there is no significance impact of the variables like salary, promotion rewards recognition, scope for growth, friendly superiors.

Table 3(a)
Mean , SD Scores & SE of Different variables among Teachers of Different Educational
Qualification: Public Sector University

		Descri _l			
Variables	Qualification	N	Mean	Std. Deviation	Std. Error
C_1	PG	143	4.01	2.950	0.247
	Ph.D	86	4.77	3.242	0.350
	Any other (M.Phil)	21	5.29	3.334	0.727
	Total	250	4.38	3.105	0.196
C_2	PG	143	5.50	3.126	0.261
	Ph.D	86	5.63	2.748	0.296
	Any other (M.Phil)	21	4.24	2.364	0.516
	Total	250	5.44	2.956	0.187
C ₃	PG	143	6.12	3.057	0.256
	Ph.D	86	5.64	2.782	0.300
	Any other (M.Phil)	21	6.05	3.025	0.660
	Total	250	5.95	2.959	0.187
C ₄	PG	143	5.48	2.701	0.226
	Ph.D	86	4.90	2.571	0.277
	Any other (M.Phil)	21	5.52	3.060	0.668
	Total	250	5.28	2.692	0.170
C ₅	PG	143	4.97	2.886	0.241
	Ph.D	86	4.78	2.888	0.311
	Any other (M.Phil)	21	4.43	2.315	0.505
	Total	250	4.86	2.838	0.179
C_6	PG	143	5.49	2.672	0.223
	Ph.D	86	5.33	2.972	0.320
	Any other (M.Phil)	21	5.00	2.214	0.483
	Total	250	5.39	2.739	0.173
C ₇	PG	143	5.84	2.777	0.232
	Ph.D	86	5.52	2.768	0.299
	Any other (M.Phil)	21	6.05	2.889	0.630
	Total	250	5.75	2.778	0.176
C_8	PG	143	5.89	2.738	0.229
	Ph.D	86	5.64	2.616	0.282
	Any other (M.Phil)	21	5.81	2.786	0.608
	Total	250	5.80	2.692	0.170

C ₉	PG	143	5.99	2.576	0.215
	Ph.D	86	6.70	2.723	0.294
	Any other (M.Phil)	21	7.00	2.775	0.606
	Total	250	6.32	2.662	0.168
C_{10}	PG	143	5.37	2.602	0.218
	Ph.D	86	5.93	2.918	0.315
	Any other (M.Phil)	21	5.38	3.232	0.705
	Total	250	5.56	2.771	0.175

Table 3(b)
Analysis of variance of Different variables on Educational Qualification among University Teachers:

Public Sector University

	ANOVA								
Variables	Variation	Sum of Squares	df	Mean Square	F	Sig.			
C_1	Between Groups	49.293	2	24.647	2.589	0.077			
	Within Groups	2351.607	247	9.521					
	Total	2400.900	249						
C_2	Between Groups	33.825	2	16.913	1.951	0.144			
	Within Groups	2141.651	247	8.671					
	Total	2175.476	249						
C ₃	Between Groups	12.567	2	6.284	.716	0.490			
	Within Groups	2167.757	247	8.776					
	Total	2180.324	249						
C ₄	Between Groups	19.833	2	9.917	1.372	0.255			
	Within Groups	1785.003	247	7.227					
	Total	1804.836	249						
C ₅	Between Groups	6.046	2	3.023	0.374	0.689			
	Within Groups	1998.770	247	8.092					
	Total	2004.816	249						
C_6	Between Groups	4.966	2	2.483	0.329	0.720			
	Within Groups	1862.618	247	7.541					
	Total	1867.584	249						
C_7	Between Groups	7.417	2	3.709	0.479	0.620			
	Within Groups	1913.707	247	7.748					
	Total	1921.124	249						
C_8	Between Groups	3.323	2	1.661	0.228	0.796			
	Within Groups	1801.273	247	7.293					
	Total	1804.596	249						
C ₉	Between Groups	37.924	2	18.962	2.713	0.068			
	Within Groups	1726.112	247	6.988					
	Total	1764.036	249						
C ₁₀	Between Groups	17.586	2	8.793	1.147	0.319			
	Within Groups	1893.890	247	7.668					
	Total	1911.476	249						

Table 3(a) & 3(b) depicting the results of ANOVA shows that p value of all the variables was found to be greater than 0.05. Which indicate that there is no significant impact of different variables on educational qualification public sector to be statistically significant. It means as far as educational qualification was concerned all groups were similar in their attitude indicating thereby that there was no difference of these variables on the basis of qualification. As far as mean values are compared with different level of qualification of teachers, higher qualified teachers prefer

more job security, promotions, scope for career growth, leave plans. Higher qualified teacher's expectation is high as comparatively. Their supremacy in this regard may be attributed to certain factors like salary & benefits, lesser work load, job security and expect that more opportunities for growth are available as they fall in highly qualified category. Job security and better pay are two main attractions which lure most of the teachers for attaining job in public sector university.

Table 4(a)
Mean , SD Scores & SE of Different variables among Teachers with Different categories of Teaching Experience: Public Sector University

	Descriptives								
Variables	Experience	N	Mean	Std. Deviation	Std. Error				
C_1	2-5	91	4.31	3.136	0.329				
	5-15	108	4.57	3.070	0.295				
	15-25	40	4.15	2.983	0.472				
	Above 25	11	3.91	3.885	1.171				
	Total	250	4.38	3.105	0.196				
C_2	2-5	91	5.54	3.270	0.343				
	5-15	108	5.28	2.654	0.255				
	15-25	40	5.48	3.013	0.476				
	Above 25	11	6.00	3.130	0.944				
	Total	250	5.44	2.956	0.187				
C_3	2-5	91	5.91	3.172	0.332				
	5-15	108	6.23	2.867	0.276				
	15-25	40	5.22	2.731	0.432				
	Above 25	11	6.09	2.737	0.825				
	Total	250	5.95	2.959	0.187				
C ₄	2-5	91	5.53	2.971	0.311				
	5-15	108	5.01	2.370	0.228				
	15-25	40	5.45	2.961	0.468				
	Above 25	11	5.36	2.292	0.691				
	Total	250	5.28	2.692	0.170				
C ₅	2-5	91	4.46	2.786	0.292				
	5-15	108	4.94	2.977	0.287				
	15-25	40	5.30	2.766	0.437				
	Above 25	11	5.73	1.679	0.506				
	Total	250	4.86	2.838	0.179				

C_6	2-5	91	5.42	2.569	0.269
	5-15	108	5.37	2.896	0.279
	15-25	40	5.52	2.736	0.433
	Above 25	11	4.91	2.844	0.858
	Total	250	5.39	2.739	0.173
C ₇	2-5	91	5.73	2.548	0.267
	5-15	108	5.84	2.996	0.288
	15-25	40	6.05	2.601	0.411
	Above 25	11	3.91	2.663	0.803
	Total	250	5.75	2.778	0.176
C_8	2-5	91	5.92	2.701	0.283
	5-15	108	5.69	2.831	0.272
	15-25	40	5.62	2.382	0.377
	Above 25	11	6.45	2.464	0.743
	Total	250	5.80	2.692	0.170
C ₉	2-5	91	5.93	2.573	0.270
	5-15	108	6.51	2.624	0.253
	15-25	40	6.72	2.900	0.459
	Above 25	11	6.09	2.809	0.847
	Total	250	6.32	2.662	0.168
C_{10}	2-5	91	5.86	2.416	0.253
	5-15	108	5.35	2.885	0.278
	15-25	40	5.50	3.154	0.499
	Above 25	11	5.45	3.078	0.928
	Total	250	5.56	2.771	0.175

Table 4(b)
Analysis of variance of Different variables among teachers with different categories of teaching experience: Public Sector University

	ANOVA								
Variables	Variation	Sum of Squares	df	Mean Square	F	Sig.			
C_1	Between Groups	9.099	3	3.033	0.312	0.817			
	Within Groups	2391.801	246	9.723					
	Total	2400.900	249						
C_2	Between Groups	7.219	3	2.406	.0273	0.845			
	Within Groups	2168.257	246	8.814					
	Total	2175.476	249						
C_3	Between Groups	29.930	3	9.977	1.141	0.333			
	Within Groups	2150.394	246	8.741					
	Total	2180.324	249						

C_4	Between Groups	14.718	3	4.906	0.674	0.569
	Within Groups	1790.118	246	7.277		
	Total	1804.836	249			
C_5	Between Groups	31.073	3	10.358	1.291	0.278
	Within Groups	1973.743	246	8.023		
	Total	2004.816	249			
C_6	Between Groups	3.383	3	1.128	0.149	0.930
	Within Groups	1864.201	246	7.578		
	Total	1867.584	249			
C ₇	Between Groups	41.859	3	13.953	1.826	0.143
	Within Groups	1879.265	246	7.639		
	Total	1921.124	249			
C_8	Between Groups	8.736	3	2.912	0.399	0.754
	Within Groups	1795.860	246	7.300		
	Total	1804.596	249			
C ₉	Between Groups	24.557	3	8.186	1.158	0.327
	Within Groups	1739.479	246	7.071		
	Total	1764.036	249			
C_{10}	Between Groups	12.976	3	4.325	0.560	0.642
	Within Groups	1898.500	246	7.717		
	Total	1911.476	249			

It is obvious from the above analysis that freshers are more attracted towards rewards and recognition and they are more conscious about scope for career growth. Whereas comparatively experiences teachers expect higher salary and Leave plans. They are more satisfied if job security is provided to them. The above Table shows variables with teaching experience p value at 0.05 level of significant shows that all the obtained values are greater than 0.05 hence there is no significant difference between these variables and teaching experiences, as far as mean values are compared, teacher having experience between 15-25 expect more salary leave pay, job security, interactive & well behaved students where as "Rewards & Recognition" and "Scope for career growth" are were preferred by teachers having experiences of 2-5 years. These variables (Rewards & Recognition, Scope for career growth) play an important role to make a person satisfied. As these variables also create healthy family relationship, social recognition and recreational work for making a teacher to be satisfied with their job.

Conclusion

Faculty of Public Sector University perceives that educational qualification was concerned; all groups were similar in their attitude indicating thereby that there was no

difference of these variables on the basis of qualification. As far as mean values are compared with different level of qualification of teachers, higher qualified teachers prefer more job security, promotions, scope for career growth, leave plans. Higher qualified teacher's expectations are sky-scraping. There exists job satisfaction and self esteem. The employees are committed towards their duties and sufficient promotional opportunities are provided to deserving employees. Public university also provides maximum facilities to conduct research work as well as to perform other activities concerned with academics.

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