

RECENT TRENDS FROM PAST TRENDS - II

# COMMERCE MANAGEMENT & ECONOMICS



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# QUALITY OF WORK LIFE AND ITS IMPACT ON EMPLOYEE PERFORMANCE- A REVIEW STUDY

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## Abstract

Quality of work life is a process by which an organization responds to the needs and requirements of the employees by developing a mechanism that allows them to participate in the decision-making process at times. The eighties and thereafter showed quite a lot of interest in the quality of work-life both in India and abroad. Long back, greater emphasis was given to production and production-related job satisfaction. In fact, quality of work-life is a more comprehensive and refined concept related to the working conditions of employees in the organizations.

The present study focuses on the basic concept of quality of work-life and the impact of quality of work-life on the satisfaction level of the employees which in turn has a direct impact on the performance of the employees working in the organizations. Employee satisfaction towards a particular job majorly depends on the rewards they receive and the amount they believe they should receive. There is a strong belief that good working conditions improve the satisfaction level of the employees and thereby improve the efficiency and productivity of the employees.

**Keywords:** Quality of work life, employee job satisfaction, employee performance, productivity.

## Introduction

Quality of work life is the degree to which employees of an organization can satisfy their important personal needs and requirements through their experience in the organization. It is a mechanism wherein an organization responds favorably to the employee's right in decision making that design their times at work. The concept of quality of work-life gained popularity in the late 80s both in India and abroad. In those periods, the main emphasis of organizations was to improve production, and job performance and satisfaction were oriented toward production efficiency.

Later it was believed that to increase the production both quantitatively and qualitatively, organizations must give more emphasis to the satisfaction and performance of employees and introduce such interventions in the organizations which are people focused. Most of the organizational development interventions were directed toward changing the attitude and behavior of employees through certain people-focused interventions like sensitivity training, process consultation, team building, etc.

Today's work environment has been undergoing major challenges and changes. These changes are due to the changing attitude and behavior of the employees regarding what should be the total work-life, what work should be provided to the employees, and the changing technical work in an organization. There is huge pressure for organizations to do more with fewer technological advancements. These all have influenced the quality of work-



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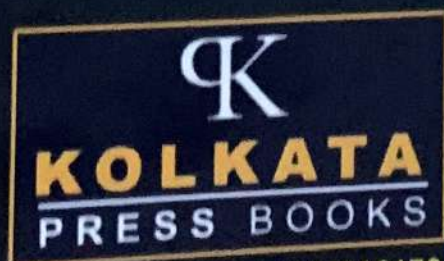


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