



## A study on quality of work life in Pharmaceuticals Company in Sikkim

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### Abstract

This research work was undertaken on behalf of Pharmaceutical company located in Himalayan state Sikkim (India). It has been observed that the working efficiency has been degraded to high extent as working staffs are unable to maintain their balance between personal as well as professional life. The purpose of this study is to identify the reason of low quality of work life of working staff in Sikkim. This survey was conducted on 200 employees of the particular Company. For the sake of Confidentiality the name of the company is not being disclosed.

**Keywords:** quality of work life, performance, employees satisfaction, job security

### 1. Introduction

Quality of work life refers to the level of satisfaction, motivation involvement and commitment employees experience while employed by the form. It is also the existence of certain set of organizational condition or practices. Quality of work life generally try to instill in employees the feeling of security, Equity, Pride, ownership, responsibility and flexibility. QWL sometimes considered as a sub concept of the quality of life, which includes income, health, social relationship and other factor like happiness and fulfillment. The pursuit of improved productivity through human resources has its foundation in the early nineteenth century with F.W Taylor developing scientific management theory and creating a new awareness regarding human resources. It is very important to understand the human behavior at work and the ways to improve their job satisfaction, balanced with the aim of organizations to work for better productivity with job and employee satisfaction.

### 2. Job Satisfaction

Job satisfaction is the favorableness and unfavorableness employee view their work. It is impacted by job design, job that are rich in positive behavior elements, Such as - autonomy, Variety, task significance, task identity and feedback contribute to employee satisfaction. The total performance satisfaction relationship is a continuous system, making it difficult to assess the impact of satisfaction on motivation or on performance

### 3. Quality of work life issue in pharmaceuticals industry in Sikkim

Several studies were conducted on QWL and found that work life had a very serious impact on workers and their families. Workers get negatively affected when work environment is fluctuating. The inner conflict has also resulted in several health problems in individual and financial burden to the families.

### The major factor effecting QWL

- 1. Attitude:** The person who is entrusted with a particular job needs to have sufficient knowledge, required skill and expertise, enough experience, enthusiasm, energy level, willingness to learn new things, dynamism, sense of belongingness in the organization, involvement in the job, inter personnel relations, adaptability to changes in the situation, openness for innovative ideas, competitiveness, zeal, ability to work under pressure, leadership qualities and team-spirit.
- 2. Environment:** The job may involve dealing with customers who have varied tolerance level, preferences, behavioral pattern, level of understanding; or it may involve working with dangerous machines like drilling pipes, cranes, lathe machines, welding and soldering machines, or even with animals where maximum safety precautions have to be observed which needs lot of concentration, alertness, presence of mind, quick with involuntary actions, synchronization of eyes, hands and body, sometimes high level of patience, tactfulness, empathy and compassion and control over emotions.
- 3. Nature of Job:** For example, a driller in the oil drilling unit, a diver, a fire-fighter, traffic policeman, train engine driver, construction laborers, welder, miner, lathe mechanic have to do dangerous jobs and have to be more alert in order to avoid any loss of limb, or loss of life which is irreparable; whereas a pilot, doctor, judge, journalist have to be more prudent and tactful in handling the situation; a CEO, a professor, a teacher have more responsibility and accountability but safe working environment; a cashier or a security guard cannot afford to be careless in his job as it involves loss of money, property and wealth; a politician or a public figure cannot afford to be careless, for his reputation and goodwill is at stake. Some jobs need soft skills, leadership qualities, intelligence, decision making abilities, abilities to train and extract work from others; other jobs need

Forethought, vision and yet other jobs need motor skills, perfection and extreme carefulness.

4. **Cross – Cultur:** The inherit, value, concept and the way of living shared by the people in the group. Cross culture can be experienced by an employee who is transferred from different location, which sometimes become critical for people to understand
5. **People:** Almost everyone has to deal with three set of people in the work place. Those are namely boss, co-workers in the same level and subordinates. Apart from this, some professions need interaction with people like patients, media persons, public, customers, thieves, robbers, physically disabled people, mentally challenged, children, foreign delegates, gangsters, politicians, public figures and celebrities. These situations demand high level of prudence, cool temper, tactfulness, humor, kindness, diplomacy and sensitiveness.
6. **Stress Level:** All these above mentioned factors are inter-related and inter-dependant. Stress level need not be directly proportional to the compensation. Stress is of different types – mental stress/physical stress and psychological or emotional stress. A Managing Director of a Organization will have mental stress, a laborer will have physical stress, a psychiatrist will have emotional stress. Mental stress and Emotional stress cause more damage than physical stress.
7. **Career Prospects:** Every job should offer career development. That is an important factor which decides the quality of work life. Status improvement, more recognition from the Management, appreciations are the motivating factors for anyone to take keen interest in his job. The work atmosphere should be conducive to achieve organizational goal as well as individual development. It is a win-win situation for both the parties; an employee should be rewarded appropriately for his good work, extra efforts, sincerity and at the same time a lethargic and careless employee should be penalized suitably; this will motivate the former to work with more zeal and deter the latter from being so, and strive for better performance.
8. **Challenges:** The job should offer some challenges at least to make it interesting; That enables an employee to upgrade his knowledge and skill and capabilities; whereas the monotony of the job makes a person dull, non-enthusiastic, dissatisfied, frustrating, complacent, initiative – less and uninteresting. Challenge is the fire that keeps the innovation and thrill alive. A well-accomplished challenging job yields greater satisfaction than a monetary perk; it boosts the self-confidence also.
9. **Growth and Development:** If an organization does not give chance for growth and personal development it is very difficult to retain the talented personnel and also to find new talent with experience and skill.
10. **Risk Involved and Reward:** Generally reward or compensation is directly proportional to the quantum of work, man-hours, nature and extent of responsibility, accountability, delegated powers, authority of position in the organizational chart, risk involved, level of expected commitment, deadlines and targets, industry, country, demand and supply of skilled manpower and even political stability and economic policies of a nation. Although risk

is involved in every job its nature and degree varies in them; all said and done, reward is a key criteria to lure a prospective worker to accept the offer.

#### 4. Objective of the study

1. To identify the factor which affect the quality of work life of Employees.

#### Strategies to improve Quality of work Life

1. Training and development
2. Good manufacturing Practices
3. Welfare activity.
4. Opportunity for growth
5. Better work culture
6. Reward and recognition

#### Sources of data

**Primary Data:** Data Collected through personal interview and questionnaire

**Secondary data:** Data collected through Company profile, website, magazine etc.

#### 5. Conclusion

From the Findings, we concluded that there is many factors which effect QWL of employees. The factor like employee positive attitude, commitment and satisfaction play a major role which give ultimate effect to the performance of an organization.

Finally it is true that high degree of Quality of work Life leads to job satisfaction and effective performance in the organization.

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