



A study on quality of work life balance among disability employees (with special reference to selected private organizations in Coimbatore region)

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Abstract

A disability may be visible or hidden, may be permanent or temporary and may have a minimal or substantial impact on a person's abilities. The term disability also refers to people who have a mental illness or medical condition, such as diabetes, epilepsy or HIV/AIDS. 88% of disabilities are invisible. Although some people are born with disability, many people who currently have a disability may have spent much of their lives without it. For example, people who have acquired their disability through a workplace incident, car accident, illness and/or ageing. Even though India is a signatory to the UNCRPD, its provisions are yet to be translated into national laws and policies for people with disabilities. The enactment of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 is considered a watershed development in the history of the Disability rights movement in India. However, the act talks about prevention and rehabilitation with special focus on education and employment for people with disabilities and there is no mention of sexual or reproductive rights of people with disabilities. Preceding the Persons with Disabilities act, 1995, two regulations were enacted in India with reference to disabilities. These acts do not talk in great detail about sexual and reproductive health and rights of people with disabilities and direct provisions for them though they can be expanded to include them. Though if we look at and expand provision number 11, revocation of License, the act refers to the wellbeing of the patient saying that if the service provided is 'detrimental to the moral, mental or physical wellbeing of other in-patients, the license can be revoked.' This aspect of 'wellbeing' can possibly be expanded to include issues of sexual and reproductive health and rights. Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfilled are said to have low quality of work life. Quality of life is defined as the level of enjoyment in a person's life. In general, it is based on many factors. At a minimum, a person's basic needs must be met for them to have a high quality of life they must be generally healthy, have enough to eat and have a place to live. Once a person's basic needs are met, their own personality, their desires and their level of personal fulfilment largely determine that person's quality of life.

Hence in this research an attempt was made to study the quality of work life of persons with disabilities working in private organisations in Coimbatore.

Keywords: disability, employees, Coimbatore region

1. Introduction

In the present scenario of modern life where the lifestyle, competitions and other external and internal demands on an individual become essential to fit into any social set up, a healthy and confident mind is vital. Work-life balance is a critical section, to work and perform well. This is not only for the organisational benefits but also for personal growth and development such as self-confidence, crisis management, and problem-solving and so on. Employees spend half of their day at work and then return to their personal life in the evening. Balancing between their personal and professional commitments plays a critical role in their life in maintaining a good and positive physiological, psychological, social and emotional health. Work-Life-Balance is how one prioritises career and lifestyle. In Psychology, Work-Life-Balance looks at both positive and negative aspects of balancing between professional and personal life. There have been many studies that throw light on work-life conflict. The current study throws light on various aspects of Work-Life-Balance

strategies utilised by the employees to maintain the balance. All of us play Multiple Roles in our lives and trying to manage and fulfil responsibilities expected in each of these roles without letting down any of the roles might be difficult and might lead to some issues.

Employees spend the almost full day at work and get back to their family lives in the evening. Managing and switching their priorities and roles from one domain (work) to another (life/family). Meeting all the demands of both the domains becomes crucial and strenuous for them, as their energy levels are not constant. Not being able to give equal time for all the domains might lead to some dissatisfaction and guilt about the roles they play. These conflict experiences continue it will play a negative impact on general life satisfaction, physical, psychological, and social health, and well-being. It can also affect performance at work. Conflicts and problems faced in one domain can affect one's involvement in the other domain. Some studies explain the concepts of Enrichment and Facilitation to explain the positive impact played by the

conflicts on the employees.

“Work-life balance is the individual perception that work and non-work activities are compatible and promote growth by an individual’s current life priorities.”

1.1 Disability in Indian context

In India, different definitions of disability conditions have been introduced for various purposes, substantially following the medical model and, as such, they have been based on various criteria of ascertaining abnormality or pathologic conditions of persons. In the absence of a conceptual framework based on the social model in the Indian context, no standardisation for evaluating disability across methods has been achieved.

In general, terms such as the disabled, the disabled, the disabled and the physically disabled are used interchangeably to show the importance of the pathology. The Law on Persons with Disabilities, established in 1995, is based on equal opportunity, full protection of rights and participation. He defined a person with a disability according to the C2 medical model by the law of 1995. "Persons with disabilities" means those who suffer no less than forty percent of any disability accredited. Medical authority (Either the hospital or the institution specified in the purpose of this Act by notification sent to the Government).

1.2 Types of disability

As per the Persons with Disabilities Act, 1995 "Disability" means - (i) Blindness; (ii) Low vision; (iii) Leprosy-cured; (iv) Hearing impairment; (v) Locomotor disability; (vi) Mental retardation; (vii) Mental illness

1.3 Common forms of disability that affects work

Remember that employers consistently report that overall employees with all types of disability are productive, loyal and great quality contributors to the workplace! Getting a broad understanding of common types of disability is a good start to building your confidence in graduates with disability in the workplace. However, you must keep in mind these three things:

“No two people with the same disability will experience the same effects at work”.

A person with a disability is not likely to have all the listed disability features or affects at work. Most people have just a few of those listed; you will only know by asking the person directly. The examples of workplace adjustments in the next section are only examples.

For the facts on a specific disability, types of Disability given below:

- Autism spectrum disorders
- Blindness or vision Impairment
- Chronic medical conditions
- Hearing impairment or deafness
- Intellectual disability
- Learning disability
- Mental illness
- Physical disability

1.4 Helping the persons with disabilities

- Treat them like you would anyone else people with

disabilities are just people and do not deserve or need to be coddled or treated differently.

- Do not treat their disability as something to be ashamed of. This is dehumanising, and intentional or unintentional; it resembles something called “ableism- discrimination against people with disabilities.
- Be there for them like any other friend
- If someone is rude or mean because of the disability, stand up for him or her like you would anyone else.
- Treat them the way you would treat any other human being. Laugh, cry, or be friends with them like the way you would any other friend.
- Treat them with respect we all deserve.
- Ask if they need help before helping. We all have the right to be independent.

1.5 Work performance

Work performance is often used for different measures of performance whereas it has to be differentiated from other measures as it focuses on the actions and behaviours. As Campbell (1990) describes work, performance is the individual effectiveness of an evaluation based on the results of individual’s action. Oxford Dictionary explains performance as ‘the action or process of performing a task or function’.

Work performance is defined as the actions and behaviours of an individual that are controlled and contributed by the individual towards the attainment of organisational goals (Rotundo & Sackett, 2002; Johnson Emily C., 2010). The action, as well as the behaviour of an employee at his organisation that contributes towards meeting the goals, is termed as work performance (Campbell, 1990). Performance is one of the essential prerequisites for potential career development and achievement (Van Scoter., J. R, and Steel R., P, 2003). When the individual performance levels are raised, it will have a direct result on the performance of organisation (Armstrong & Baron, 2005).

1.6 Different measures of performance

The performance, though being a concept related to the active behaviour of an individual in his work, the way it is measured are of different types based on both individual and organisational outcomes. Mello (2006) has given three different fields of performance that can be evaluated for measurement. They are;

- Trait-based performance measures: This measure concentrates on the general abilities and features of the employees. These measures are found to be more concentrated only on the aspect of employees rather than what they do in the organisation. (Koestenbaum, 2002) states cultural fit entails loyalty and commitment to the organisation.
- Behaviour-based performance measures: The performance of employee based on the way of analysing and observing a correct behaviour of the employee (Mello, 2006). The ability to get along with others, taking the initiative, punctuality and sticking on to the deadlines are some examples.
- Outcomes or results-based performance measures: The actions that focus on specific execution or direct results of

the work done by the employee (Mello, 2006) were the third measure.

1.7 Quality of work life

Quality of work life can be defined as a workplace environment for people in the workplace. QWL is another dimension where employers are responsible for providing a conducive environment that is a great working environment for people. People can work exceptionally well as well as their health as well as the economic health of the organisation.

The quality of personal life is reflected in working life and vice versa. Nowadays, the key factor is the days of keeping employees in organisations that provide QWL with a healthy first. QWL means merely doing the job correctly. In addition to improving the system, QWL programs focus on improving employee skills, reducing occupational stress and developing relationships with more labour-intensive workers.

* QWL - Quality of Work Life

1.8 Elements of quality of work life

A 2006 analytical study published in the American Journal of Applied Sciences lists five elements that are relevant to the quality of work life:

- The assigned task,
- The physical work environment,
- The social environment of the office,
- The administrative system and
- The relationship between life on and off the job.

1.9 The assigned task

In assessing the quality of work life, it is vital that the employee feel that the task assigned is valued within the organisation. The task should fit his skills and abilities, allow the employees to supervise the progress of the task and provide a way for the employee to reach his ultimate goal within the company.

1.10 Physical work environment

The physical work environment centres on the physical space that the employee is working in or a space that will be used in the future. The physical environment should be safe and healthy, and provide the resources necessary to complete the assigned task. An ideal physical environment is mentally stimulated with all of the necessary job tools present and ready for use.

1.11 Administrative system

The administrative system refers to how the organisation is managed. An employee with a healthy quality of work life will feel supported and encouraged to do well by the administration. The study above suggests that employees are looking for work environments where they have access to fair assessments and feedback, and the ability to advance within the organisation. Although employees want to be fairly compensated for their roles, more importance is placed on the perception of job prestige from internal and external sources

1.12 Work life vs. home life

This element is a little harder for businesses to affect because it is rooted in personal perceptions. Every employee is

different, and that brings a different view of the perfect work and life balance. In attempting to create a fair work and life balance, organisations should consider the effect of the job on the family, the level and type of stress the job produces, and the ultimate career goal of the individual employee. Some companies have addressed this by allowing telecommuting, flex schedules, or job sharing instead of more extended hours or increased responsibility.

1.13 The components of quality of work

Quality components of work life may vary from organisation to organisation. However, some main components.

- **Free Communication:** Open communication with colleagues is an essential factor in ensuring a good quality of work. This leads to informal communication between colleagues and subordinates in the organisation's free time.
- **Compensation system:** Expenses due to monetary or non-monetary incentives such as incentives, movie tickets, family health insurance, sponsorship of children's education, etc. D. Any awards offered to employees. Promote good quality of disability.
- **Employee Safety:** Work Guarantees - This is an essential component for maximising employee productivity. Employees should feel confident in their work.
- **Career Growth:** Organizations need to advance their careers, i.e., empowering employees with the responsibility to increase salaries to retain talented employees.
- **Employee Involvement in Corporate Decisions:** The active involvement of employees in corporate decision-making should be encouraged so that they feel that we represent the employer's values. They are more loyal to the organisation.
- **Opportunities:** Organizations must provide necessary skills to employees as well. Education Training from Advanced Training and Knowledge. These organisations are required and not vice versa.
- **Stress levels:** Stress levels should not be proportional to the duration of the work. Higher stress levels, worse quality of life, reduced stress levels.

1.14 Measures to improve the quality of working life

- **Work Flexibility:** Flexibility in work means the flexibility of working time, lack of working hours, different times, and so on. Because of this flexibility, you can enter.
- **Work Enhancement:** Workforce empowerment focuses on developing more interesting and complex tasks to meet higher levels of demand.
- **Safe Work** - Employees should be safe to be loyal and loyal to the organisation.
- **Complaint Handling:** Disciplinary Procedures Complaints, promotions and transfers should be considered as equality, fairness, and fairness.
- **Participatory management:** Workers should be allowed to participate in a participatory management plan, which may have several types. The hardest among them is the quality band.

1.15 Indicators of quality of work life

Baba and Jamal (1991) listed what they described as typical

indicators of quality of working life, including:

- Job satisfaction,
- Job involvement,
- Work role ambiguity,
- Work role conflict,
- Work role overload,
- Job stress,
- Organizational commitment and Turnover Intentions.

2. Data analysis quality of work life balance among disability employees

Based on the objective of the research study, the analysis and interpretation are discussed in this chapter.

Part A: Profile of the respondents

The analysis and interpretation of the profile of the 150 respondents are presented in Part – A. These data includes the age, gender, religion, educational qualification, type of disability, percentage of disability, marital status, monthly income, source of employment, year of experience, number of dependants, bread winner of the family, place of origin,

3. Results

3.1 Validity and reliability test

Table 1: KMO Test for Quality of Work Life balance of the Disability Employees

Validity Test		Reliability Test Cronbach's alpha values
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	0.136	0.872
Bartlett's Approx. Chi-Square		
Test of Sphericity	37.632 ^a	
df	4	
Sig.	0	

3.2 findings related to personal profile of the respondents

Age

It was analyzed that 42% of the respondents belong to the age group of 20 – 29 years, 28.7 % of the respondents belong to the age group of 30 – 39 years and 29.3% of the respondents belong to the age group of 40 years and above. The mean score of Age group of the respondents is 50 and the standard deviation is 11.26.

Gender

The Majority of the respondents (64.7%) belong to the male category. Similarly 35.3 % of the respondents belong to the female category. The mean score of Gender of the respondents is 75 and the standard deviation is 31.11.

Types of religion

The Majority of the respondents belong to the religion of Hindu (52.7 %), similarly 19.3 % of the respondents belong to Christian and 20 % of the respondents belong to Muslim and 8 % of the respondents belong to other religion. The mean score of Types of Religion of the respondents is 37.5 and the standard deviation is 28.87.

Level of educational qualification

It was clearly analyzed that 8.7 % of the respondents are

housing amenity, type of housing and transportation.

Part B: Difference, Association and Relationship between personal variables and Work performance and Quality of work life

In this part ANOVA has been used to find out the difference between the personal variable and Work performance and Quality of Work Life. Similarly Chi – square was used to find out the association between personal variables and Work performance and Quality of Work Life. Correlation was also used to find out the relationship between the personal variables and Work performance and Quality of Work Life.

- In this part, ANOVA has been used to find out the difference between the personal variable and Work performance and Quality of Work Life.
- Similarly, Chi – square was used to find out the association between personal variables and Work performance and Quality of Work Life.
- Correlation was also used to find out the relationship between the personal variables and Work performance and Quality of Work Life.

illiterate and majority of the respondents have completed their primary level (44%). Similarly 24% of the respondents have completed their secondary level, 14.7 % of the respondents have completed their under graduation and 8.7 % of the respondents have completed their post-graduation. The mean score of Level of Educational Qualification of the respondents is 30 and the standard deviation is 22.21

Type of disability

About 16.7% of the respondents belong to the Visually Impaired type of disability and 15.3 % of the respondents belong to the Low Vision, 10.7 % of the respondents belong to Locomotors Disability and 42.7% of the respondents belong to Hearing Impaired and 14.7% of the respondents belong to Leprosy Cured. The mean score of Types of Disability of the respondents is 30 and the standard deviation is 19.30. The mean score of Disability Level of the respondents is 37.5 and the standard deviation is 22.78.

Level of percentage of disability

About 46% of the respondents have 40 – 50 % of disability. 26% of the respondents have 50 -60%, 16% of the respondents have 60 – 70 %, 12 % of the respondents come under more than 70%. The mean score of Disability Level of the respondents is 37.5 and the standard deviation is 22.78.

Marital status

The Majority of the respondents (50.7%) belong to the married group and the remaining (49.3%) belong to the unmarried group. The mean score of Marital Status of the respondents is 75 and the standard deviation is 1.41.

Level of income

About 33.3% of the respondents belong to the income group of below 4000 rupees, 34.0 % of the respondents belong to the income group of 4001-8000 rupees and 32.7% of the respondents belong to the income group of above 8000 rupees. The mean score of Level of Income of the respondents is 50 and the standard deviation is 1.

Source of employment

The Majority of the respondents 55.3 % of the respondent's employment is through support for the source of income. 13.3 % of the respondents get their employment through placement agencies and 18% of the respondents get their employment through advertisement. Remaining 13% of the respondents got their employment through NGO/ Voluntary Organization. The mean score of Source of Employment of the respondents is 37.5 and the standard deviation is 30.51.

Year of experience

The Majority of the respondents 40.7% have 1 – 3 years of experience and 29.3% of the respondents have 4 – 6 years of experience and 22% of the respondents have 7 – 9 years of experience and only 8% of the respondents have above 10 years of experience. The mean score of Year of Experience of the respondents is 37.5 and the standard deviation is 20.53.

Number of dependents

About 36 % of the respondents do not have any dependants to them. 44.7% of the respondents have 1 – 3 dependants and 19.3% of the respondents have above 4 dependants to them. The mean score of Number of Dependents of the respondents is 50 and the standard deviation is 19.31

Place of origin

The Majority of the respondents that is 51.3 % belong to the rural area and 48.7% of the respondents belong to the urban area.

Housing amenity

The Majority of the respondents that is 66% of the respondents live in rented house where as 34% of the respondents live in Own house. The mean score of Housing Amenity of the respondents is 75 and the standard deviation is 33.94.

Type of housing

It was found that 11.3% of the respondents live in hut and 36.7% of the respondents belong to tiled house. Nearly half of the respondents that is 52% live in concrete house. The mean score of Housing of the respondents is 50 and the standard deviation is 30.80.

Mode of transportation

About 16% of the respondent's mode of transportation is by tri cycle. 30% of the respondent's mode of transportation is by

bus and 34.7% of the respondents travel with the help of two wheeler and remaining 19.3% of the respondents use other means of transportation.

As analyzed most of the employees (77%) were highly satisfied by work-life balance, 15% expressed medium level of satisfaction and 8 % articulated that they have low level of satisfaction Based on mean scores calculated for satisfaction with work-life balance, the results indicated that banking sector has topped the list followed by BPO and IT sector was down the list. It implies that employees from banking sector are relatively more satisfied in addition to employees from IT sector who are least satisfied.

Hypothesis is tested using ANOVA. The results show that there is considerable variation within the levels of work-life balance of disability working across different select service sectors of the study.

4. Suggestions

- For the disabled persons the competency skill and knowledge should be assessed and based their skills the right job must be provided.
- For disabled persons, preferably those who are unemployed, free transportation must be provided. This will enable them to travel across the country and try for employment
- Voluntary organizations must work more effectively in developing the carrier of the disabled by providing them more soft skills training, vocational training and uplift them to their basic needs.
- Media should play a vital role in creating awareness to the disabled persons regarding the government schemes and should also create awareness to the public.
- Frequent seminar, workshop, conference should be conducted and based upon the decisions taken, policies and systems should be developed for the disabled persons.
- The latest technologies must be provided so that they can work effectively and efficiently and the Organizations must provide special facilities to them so that they find it easy to move from one place to other.

5. Conclusion

In this study, the researcher has made an attempt to identify the work performance and quality of work life of the disabled persons. The work performance and quality of work life level is moderate level among disabled employees. In this regards, the government and the private sectors should focus on lot of job opportunities for the disabled persons and further to enhance their skills and development. Proper training and guidance should be given to the disabled persons. Their socio economic conditions are still to be improved therefore government should give top priority towards the welfare of the disabled persons. Further, the researchers also noted while interacting with the disabled persons that they have lack of knowledge of the welfare policies of the government and in particular about the job opportunities. For improving this, the media should also pay a vital role in creating awareness among the disabled persons.

6. References

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