

A STUDY ON QUALITY OF WORK LIFE AMONG DELIVERY WORKERS

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Abstract: Employee work performance is linked to a number of factors that influence workers' health, attitudes, and environment, as well as their well-being and work life quality (QWL) Job satisfaction, morale, efficiency, wellbeing, job security, safety, and well-being are all linked to QWL quality of work life, which encompasses four key elements a secure work environment, occupational health care, adequate working time, and an appropriate work environment. Being part of a supportive work environment and feeling valued as both a professional and a person have a positive impact on their perception of their ability to contribute to organizational success.

Keywords: Quality of work life, Work Environment, Job satisfaction, job security.

I. INTRODUCTION

The level of which an employee's personal and working needs are met when engaging in the workplace and achieving the organization's goals is related to as Quality of Work Life (QWL), the favorable or unfavorable of a workplace climate for employees of a company is referred to as Quality of Work Life. It refers to the overall consistency of employee-to-employee relationships. Those who are happy and fulfilled with their jobs have a higher Quality of Work Life, while those who are dissatisfied or unfulfilled have a lower Quality of Work Life.

Carlson (1981) described QWL as "a target organization commitment to job progress, a mechanism involving people within the organization for the realization of these goals through the use of individual and organizational growth approaches, and a philosophy that recognizes the dignity of people within the organization."

The system process in which employees are able to meet their essential personal needs when working in the company is known as Quality of Work Life. The company is interested in improving its employee's quality of life at work, and it aims to instill feelings of stability, equity, pride, internal democracy, ownership, autonomy, and accountability in their minds. The company continues to treat workers fairly and supportively, maintain open lines of communication at all levels, provide employees with opportunities to engage in decisions that concern them, and inspire them to complete their tasks. It's also been linked to organizational improvements aimed at growing job diversity and enrichment. Significantly, the aim is to achieve higher levels of commitment and as a result motivation to employees.

II. THE COMPONENTS OF QUALITY OF WORK LIFE

WORK ENVIRONMENT

A healthy working environment is one that encourages employees to be safe, develop, and achieve their goals. Companies that concentrate on their overall culture promote employee development and make workers feel healthy and happy will create a positive working atmosphere.

WORKING CONDITION

The working condition and elements of an employee's terms and conditions of employment are referred to as working conditions. This includes topics like job organization and tasks, as well as training, skills, and employability, fitness, safety, well-being, working time and work-life balance.

JOB SATISFACTION

The level to which an employee feels self-motivated, fulfilled, and happy with his or her job is described as job satisfaction. When an employee thinks he or she has job security, career development and a comfortable work-life balance, this is referred to as job satisfaction.

JOB SECURITY

Employee job security is described as the expectation that one will keep one's job. This is just a possibility that can be interpreted as well as actual. Employees value the stability that comes with a stable work and the paycheck that comes with it.

REWARD, BENEFITS & COMPENSATION

Compensation and benefits applies to a company's compensation/salary as well as other monetary and non-monetary benefits to its workers. It assists in providing incentives to workers based on their success and behavior, as well as bringing out the best in employees at work.

CAREER DEVELOPMENT

Career development plans must assist workers in developing a long-term, future-proof, and adaptable approach to career management. The correlation between an individual's drive and motivation and the organization's talent management strategy is career growth.

FACILITIES

A facility is a structure or space designed to serve a particular function or the ease with which anything can be done. A gym is an example of a facility. The ability to complete several tasks in a timely and productive manner is an example of facility.

ORGANIZATION CULTURE

The culture of a company determines how employees can conduct themselves inside the company. Leaders develop common beliefs and values, which are then conveyed and reinforced by different means, eventually influencing employee attitudes, actions, and understanding.

III. LITERATURE REVIEW

Vijaya Sankari A, (2020), entitled "Quality of life among food delivery workers in southern Chennai" is the title of the study. According to his research, the majority of unemployed graduates work in the food distribution industry. They are happy to do this work because they are paid better than their professional counterparts. We may detect some tension when working as a result of quick delivery, traffic, and other factors, which can cause stress in their lives.

Nitesh Sharma, (2013), the state of QWL in small businesses was assessed using seven dimensions, including good working conditions, advancement opportunities, fair compensation, job satisfaction, employee motivation, communication flow, and flexible or reasonable working hours.

Elamparuthi, (2014), Working climate, protection, job security, stress, and other QWL variables were used by to assess the level of QWL of SSI employees. Superior motivation requires me to use my skills, offers opportunities for development, and pays well. Valued by colleagues, flexible working hours, a career that helps you to be creative, educational programmed that are advantageous, wage satisfaction, employee motivation, and pride in the industry. The questionnaires used a five-point scale ranging from extremely satisfied to extremely dissatisfy.

Reddy,(2014), Emoluments, safe and healthy working conditions, social inclusion, social importance of jobs, constitutionalism, opportunities to improve human skills, career preparation, growth and development, work with job enrichment, and organization structure were among the nine dimensions used by to calculate QWL in public and private banks.

Subhashini and Ramani Gopal, (2013), Relationship with coworker, opinion about workload, health and safety initiatives, satisfaction with feedback given, opinion about working hours, training program offered by the organization, and opinion about respect were the eight dimensions that used to assess the status of QWL of women employees working in selected garment factories in the Coimbatore district of Tamilnadu. To assess the QWL among employees, respondents were asked to rate their satisfaction on a 5-point scale ranging from "Highly Satisfied" to "Highly Dissatisfied," as well as "Strongly Agree to Strongly Disagree."

Anwar,(2013), The most frequently used QWL drivers are incentive, rewards, and compensation, followed by career growth, communication, and safety and protection in that order. Other significant QWL drivers include top management engagement, work-life balance, job satisfaction, and employee motivation, which are not taken into account in many studies.

Behnam Talebi, (2012), investigated the connection between employee QWL and effectiveness in service organizations such as the banking sector. Seven QWL variables are considered in the analysis to assess the current status of employee QWL. They are a safe and stable work atmosphere, pay and benefits, job stability, work autonomy, providing a base for skill education, and deciding the job development course.

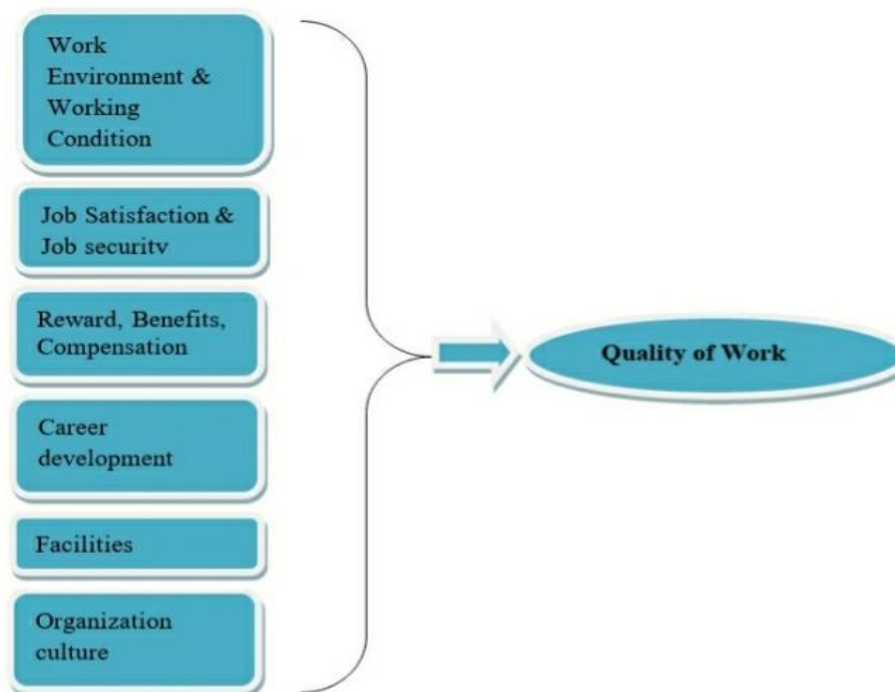
Martel and Dupuis, (2006), Organizational, individual, and social dimensions of the job must all be considered when measuring QWL.

Yeo and Li, (2011), there are eight factors that influence QWL and have implications for HRM and career growth. The following factors have an impact on career development and human resource management (I) organizational culture, (ii) leadership, (iii) communication, (IV) teamwork, (v) role recognition, (VI) performance, (vii) motivation, and (viii) training and growth.

Yadav & Naim, (2017), The QWL of employees in the Indian power sector was measured. Supervisory support, stress relief, reward and benefits, job satisfaction, collegial relationships, work commitment and responsibility and job security are among the seven dimensions of QWL he identified.

IV. FRAMEWORK

The framework of Quality of work Life may vary from organization to organization but some basic constituents are



V. RESEARCH METHODOLOGY

It's examined from a number of journal articles in order to develop a conceptual framework for combining stress factors and coping mechanisms to boost self-confidence and achieve success among female entrepreneurs. We suggest a model for the betterment of women entrepreneurs and to bring more data to light through secondary data collection and an exhaustive analysis of various journals and articles.

VI. CONCLUSION

This paper examined a number of journal articles in order to develop conceptual study for quality of work life among delivery workers the effect of subjective and behavioral dimensions of QWL on organizational success as assessed by collaborators sense of contribution to the organization's. That show the importance of factors related with workers having their Job satisfaction, Job security, Reward, Benefits & Compensation, Career development, Facilities, Organization culture support, integration in a good work environment and working condition feeling respected both as professionals and as people.

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