



# CHANGES IN QUALITY OF WORK LIFE OF EMPLOYEES WORKING IN MEDICAL INDUSTRY DURING COVID 19.

*Research paper submitted by*

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## **ABSTRACT**

This Paper mainly focuses on changes that took place among employees during this pandemic i.e., quality of work life in the medical industry during COVID 19. At the core today's pandemic has taught us everyday concepts that are relevant to balance everything. Engraining a fuller meaning of these concepts takes us most of the way in defining a positive Work-Life. We all have a big question in our minds. "Why?" Why do you want to survive this stressful era and live with this pandemic? When is this Pandemic going to end? Will we be able to get back to normal life after this pandemic? These are all the big questions that run in everyone's mind. These questions are very apt and common among the employees working in the medical industry. Picking up where traditional development and work-life balance training leaves off, some new methods and techniques have to be adopted based on the changing environmental conditions. Since they are the Critical drivers of economy, job engagement, accountability and commitment are taught through the application of upgraded tools and techniques. These tools produce immediate positive effects on and off the job results through better individual management of work life and relationship outcomes. The objective of the study is to analyze different literatures of Quality of work life and innovations adopted in Medical Industry and to examine its effect of services in the organization. The study is descriptive and conceptual since it deals with the general concept of service industry.

**Keywords :** *Accountability, Work life Balance, Enjoyment, Stress, QWL, Pandemic.*

## **1.INTRODUCTION.**

QWL is a favorableness of a job environment for people; it refers to quality of relationship between employees and the total working environment. QWL is the degree to which the working organization contributes to material and psychological well-being of its members. The QWL as a process of “Joint Decision Making, Collaboration and Building Mutual Respect between Management and Employees”. But now the situation has changed. This pandemic has bought so many changes in the life style of the people. It is concerned with increased life - saving management and co-operation to solve the upcoming problems, improving organizational performance and employee satisfaction. QWL refers to level of satisfaction, motivation, involvement and commitment individuals experience with respect to their line at work. It provides a more humanized work environment and attempts to serve the higher-order needs of workers as well as their basic needs.

QWL is conversation between employees and representative of the Organization. It captures ideas for improvements while promoting positive interactions with the existing employees. Analysis of results and related statistical reports created from QWL provide Opportunities for the Organization to develop actions that can improve employee morale and encourage future development of the employees.

## **2.EMERGING IMPORATANCE OF QUALITY OF WORK LIFE.**

Quality of work life gained its importance only on 19<sup>th</sup> century. Broadly, the concept of QWL involves four major aspects;

- Safe Work Environment.
- Occupational health care.
- Suitable working time.
- Appropriate salary.

The safe work environment provides a basic need for a person to be happy at work. During this Pandemic people run for life to survive. The employees working in medical industries are working 24/7 to fight this COVID. The work should not pose a health hazard for the person. The Employer and employees are aware of their risks and rights and could achieve a lot for their mutual benefit. The working time has been indicated by the state according to the legislation.

Importance on Quality of work life is to increase the individual's productivity, accountability and commitment. This could be done through better teamwork and communication. The situation has made the employees to work on shift basis in order to meet the ends. QWL also helps in improving the morale of the employees resulting in more productivity and turnover in the organization. If there is proper teamwork and co-ordination it can reduce organizational stress and can improve their relationship in both on the job and off the job. QWL also provides adequate Human Resource Development Programs to ensure safety working conditions for the employees. QWL also plays a vital role in improving employee satisfaction and helps to strengthen workplace learning in order to manage on-going change and transition.

The main focus in QWL is given to the employees in medical industry in order to make them participate in management in all levels that helps in shaping the organization. Improved Quality of work life was not considered as an important factor in India until recently as there were important impending factors like resource deficiency, environmental threats and some services of financial problems. Training and Development is one of the process of QWL in work organization which enables its members at all to actively participate in shaping the organization's environment, methods and outcomes. This value-based process is aimed towards meeting the twin goals for enhanced effectiveness of the organization and improved quality of work life of the employees.

### **3.THE CONCEPT OF QUALITY OF WORK LIFE.**

The concept of QWL is based on the assumption that a job is more than just a job; it is the center of person's life especially during this pandemic. Different Authors have given their reviews in Quality of work life. They are as follows.

1. **Murrey, G.L Ghoush. (1978)** The term QWL broadly referring to the degree to work which provides an opportunity for an individual to satisfy a wide variety of personal needs to survive with some security to interact with others, to have an achievement and to have an opportunity to improve one's own skills and knowledge.
2. **Fred, D.A. and Klauer, E.E (1983)** defined QWL as an individual's perception of attitudes towards his or her work and the total working environment. It is the degree of satisfaction that the members of the work organization are able to provide to meet the needs through their experiences in the organization. Management expectations are strongly linked with the organizational quality of work life, and it is a means to facilitate the gratification of human needs and goal-achievement.
3. **Braen and Laver (1984)** In recent years there has been an increased concern for QWL due to following factors;
  - Increase in educational level and subsequently job aspirations of the employees.
  - Association of workers.
  - Significance of human resource management.
  - Widespread industrial unrest.
  - Growing of knowledge in human behavior, etc.
4. **Straw, R.J., and C.C Heckscher (1985)** stated that in an organization, people are trustworthy, responsible and capable of making valuable contribution and they be treated with dignity and respect. The Quality of work life is a philosophy, a set of principles, which holds that people are the most important resources in an organizational environment.

5. **Bhakingum, J. B and T.Greafer (1990)** The elements that are relevant to an individual's quality of work life includes the task, physical work environment, social environment within the organization, administrative system and relationship between the life and job.

#### **4.OBJECTIVES OF THE STUDY.**

- To study and analyze how Quality of work life has changed and helps in developing innovative employees to meet requirements in a medical organization.
- To examine how knowledge and competence are used by the talented employees to deal this situation effectively with the challenges of an organizational work force.
- To discover how the organizations, identify the work environmental constraints in order to make labor force sustainable to upcoming global challenges.
- To ensure how the organizational objectives can be achieved during COVID with the help of competent and willing work force.

#### **5.FACTORS DRIVING THE CHANGES IN QUALITY OF WORK LIFE.**

Good employee relations provide a fair and consistent treatment to all employees so that they will be committed to the organization. There are many factors influencing the quality of work life. They are as follows;

- A. **Job Satisfaction:** This refers to how far the individuals are satisfied with their position of employment in an organization.
- B. **Work place stress:** The work place stress refers to the amount of stress experienced by an employee in a work environment.
- C. **Attitude:** The person who is entrusted with a particular job needs to have a sufficient knowledge, required skill and expertise with enough experience.
- D. **Environment:** The job may be involve dealing with customers who have varied tolerance level, preferences, behavioral pattern and level of understanding.
- E. **Opportunities:** Some jobs offer opportunities for learning, research, discovery, self-development, enhancement of skills, room for innovation etc. 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.
- F. **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 substitutes. These situations demand high level of prudence, cool temper, tactfulness, humor, kindness, diplomacy and sensitiveness.

#### **6.CHALLENGES OF QWL IN AN ORGANIZATION IN COVID.**

A well-accomplished challenging outsourcing job yields greater satisfaction than a monetary perk; it boosts the self-confidence of the employees. Status improvement, more recognition from the management at global level, appreciations are the motivating factors for anyone to take keen interest in their outsourcing

job. The work atmosphere should be conducive to achieve organizational goal as well as individual development.

In today's world, the structure content, and the process of outsourcing have changed. Now the work is more challenging in order to gain global sustenance, more team-based and collaborative, more dependent on social skills, more dependent on technological competence, more time pressured, more mobile and less dependent on geographical aspects.

In today's scenario, working for an outsourcing organization is likely to be very different due to competitive pressures and technological breakthroughs. Organizations today are learning based and more agile; they are more focused on identifying value from the customer perspective. They are more tuned to dynamic competitive requirement and strategy. Today's Outsourcing is less hierarchical in structure and decision authority. They are more likely to provide life long career and job security. Outsourcing Ethics is continually reorganizing to maintain or to gain competitive advantage in upcoming Global Era.

## **7.COVID-19'S IMPACT ON WORK, WORKERS, AND THE WORKPLACE OF THE FUTURE**

This Pandemic has left so many hurdles and burdens among employees. People lost their job, lost their life, lost their survival and many other aspects. Many employees started working from home to protect themselves from pandemic. But the scenario was different in medical industry. The employees work 24/7 in order to survive this pandemic. So, to remove these stress concepts many counselling sessions were conducted and some also gave ideas of how to live with this pandemic. They are discussed below;

- Build structural scaffolds to mitigate conflicts, align teams, and ensure safe and thorough information processing.
- Formalize team processes, clarify team goals, and build-in structural solutions to foster psychologically safe discussions.
- Provide opportunities for non-task interactions among employees to allow emotional connections and bonding to continue among team members.

## **7.SUGGESTIONS AND CONCLUSION.**

Quality of Work Life (QWL) is generally associated with a series of objective organizational conditions and practices that enables employees of an organization to perceive that they are virtually safe, satisfied and have better chances of growth and development as individual human beings. QWL is nowadays drawing more attention globally as in modern society people spend about more than one-third of their life at their work place. Hence, the emerging and importance of QWL is unparalleled and un-questionable.

Quality of work life is the degree to which individuals are able to satisfy the important personal needs while employed by the firm. Companies interested in enhancing employee's quality of work life generally try to seed in employees the feeling of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility. They try to treat employees in a fair and supportive manner, open communication channels at all levels, offer employees opportunities to participate in decisions affecting them and empower them to carry on with their assignments. QWL provides a more humanized work environment.

HR departments of every organization must assemble data on factors, such as employee's attrition and hiring, compensation and benefits, ethics, gender, cultural and nationality distributions and load into data warehouses and data marts. The human resource professional assess current and anticipate future skill shortages through strategic skill planning. Employee organizations not only need to be networked, collaborative and open to culturally diverse work force, but also consists of high talents. Thus, I conclude that the opportunities are abundant from greater efficiencies and access to new markets for organizations to be improved for job opportunities and higher wages for skilled workers, and improve the lives of skilled workers throughout the world.

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