# CONTENTS

## CHAPTER 1: INTRODUCTION 1-55

1.1 Background of the Study 1
1.2 Statement of the Problem 2
1.3 Quality of Work Life 3
1.4 Self-Efficacy 10
1.5 Job Satisfaction 23
1.6 Organizational Commitment 32
1.7 Significance of the Study 45
1.8 Objectives 50
1.9 Hypotheses 51
1.10 Conceptual and Operational Definitions of Variable 52
1.11 Conceptual Framework 54
1.12 Summary of Chapter 55

## CHAPTER 2: REVIEW OF LITERATURE 56-84

2.1 Quality of Work Life 56
2.2 Self-Efficacy 62
2.3 Job Satisfaction 67
2.4 Organizational Commitment 76
2.5 Summary of Chapter 84

## CHAPTER 3: METHODOLOGY 85-93

3.1 Design of the Study 85
3.2 Sample 85
3.3 Measures 88