SUMMARY
Quality of working life (QWL) refers to the overall climate of work and its impact on people. QWL movement emphasises the quality of relationship between the worker and his working environment and also other human dimensions which are generally ignored in job design. The main objective is to develop jobs that are excellent for people as well as for production, so that human-technological-organisational interface leads to a better quality of work life.

The main reasons given for developing such working system is to shed dehumanising values embodied in traditional designs. This helps in developing the positive attitudes toward work among employees, good working relations between superior-subordinates and reduces the psychological strain at the work place. The common results of providing better quality of working life through such socio-technical programs are reduced absenteeism and turnover and high production. This association between better quality of working life and reduced absenteeism has been reported by Marks et.al. 1986; Tharakan et.al 1983.

Absenteeism in itself is a major problem of industries. It hinders proper planning of production and smooth functioning of organisation. High rates of absenteeism are indicative of an organisation's state of health. The causes of absenteeism can be many and they differ in different circumstances. But generally studies have reported that a worker is more absent when he is
not involved in job, not motivated to do job, not satisfied with job and his overall psychological well-being is also poor. All these causes of absenteeism show that the worker’s relationship with his working environment is not good and his overall quality of working life is also poor.

Quality of working life is determined by many factors and different researchers in the field have given different lists of factors. In their study, Warr, Cook and Wall (1979) have given eight factors to know about the quality of working life of a worker. These eight factors are work involvement, intrinsic job motivation, perceived intrinsic job characteristics, higher order need strength, job satisfaction, life satisfaction, happiness and self rated anxiety.

The present study intends to investigate the relationship between quality of working life (QWL) and absenteeism and to be more precise between the above mentioned eight factors and absenteeism of both White-collar workers and Blue-collar workers. The following hypotheses were formulated:

1. White-collar-workers and Blue-collar-workers would differ significantly on their quality of working life scores and their absenteeism levels.
2. Work involvement and intrinsic job motivation would be inversely related to absenteeism.

3. Perceived intrinsic job characteristics and higher order need strength would be responsible for reduction in absenteeism.

4. Higher levels of job satisfaction, life satisfaction and happiness would lead to lower rates of absenteeism.

5. The high self-rated anxiety would lead to high absenteeism.

Two randomized group design was employed for testing the above mentioned hypotheses. The sample was drawn from the population of White-collar and Blue-collar-workers (upto Assistant Manager rank) of two large scale industries - Mohta Electro Steel and Technological Institute of Textiles (T.I.T.) from Bhiwani district on random basis. Group-1 consisted of 250 White-collar-workers and Group-2 consisted of 250 Blue-collar-workers. 'Work and Life Attitude Survey' was administered on these subjects and their previous two years' attendance record was noted down from office records.

The results were analyzed by employing multiple regression, correlational analysis and t-test.

It was found out that White-collar-workers and Blue-collar-workers differ significantly on both quality of working life scores and absenteeism levels. All the eight
components of QWL i.e. work involvement, intrinsic job motivation, perceived intrinsic job characteristics, higher order need strength, job satisfaction, life satisfaction, happiness and self-rated-anxiety were inversely related to absenteeism. So, it was concluded that quality of working life plays a crucial role in determining the absenteeism behaviour of both White-collar-workers and Blue-collar-workers.

In this way, all the hypotheses were verified by present findings.