CHAPTER-I

INTRODUCTION

1.1 INTRODUCTION

Education, the base for trim an individual into a proficient, shrewd, moral and all around mannered identity is recognized as a vital element for survival in the present situation. The real pretended here are by the higher educational institution which endeavor to spread information among students. Information is the key asset for worldwide intensity. The procedures of Liberalization, Privatization and Globalization (LPG), along with technological revolution have further strengthened the significance of a knowledge-based society.

Globalization and education are commonly strong. It is a two path process, as globalization presupposes intensity and effectiveness in the system or information available to the system. The whole procedure of globalization is innovation driven and learning driven. University and Colleges assume an essential part in educating and advancing human capital around the world. Breaking down the persuasive elements of development and improvement in all created or creating social orders demonstrate that the productivity and adequacy of educational systems in any country is the advancement of its comprehensive development.

Faculty member are one of the best assets in any society, who assume a vital part in preparing particular strengths. At last, the consequence of their endeavors is social improvement and development in human capital. Giving specific knowledge is made
conceivable by higher educational institutions just with the true endeavors of the showing personnel utilized in these higher educational institutions. Going on specific learning to the student community can happen viably just when the teaching staffs are really dedicated to their Profession.

As teachers comprehend the way that teaching is a respectable profession, they are to play a significant part at all levels from essential to optional and to the college level. There is a distinction in the classification as "teacher" and "lecturer" with regards to teaching at school level and at the college level. However, the obligations, roles, and desires to be played by the college or university faculty is more prominent. In the long time past days teacher-student relationship was generally portrayed by accommodation of the students and today it is a prevailing fashion no more. Indeed, even students in schools anticipate that the teacher will treat them acceptably and considerately as grown-ups and in universities their desires are still higher and need themselves to be dealt with as companions or some individual vital. This is a typical wonder both at the urban and the country zones. Likewise, they anticipate that the teaching faculty will be a specialist in the subjects, having a top to bottom learning about related fields of specialization, an epitome of sympathy, with high resilience level and an innovation smart, and the rundown is limitlessly enormous. Having such an awesome assumption about them from all quarters faculty members need to, satisfy a considerable measure of commitments. It requires their contribution in satisfying these commitments.

Along these lines, their commitments towards the effective usage and execution of their work are essential. This can happen once the individual included feels that his expectations are dealt with by the administration or the Government. His level of
satisfactions has a major effect in his commitments for the improvement or the development of the institutions.

Job Satisfaction is a multidimensional marvel, as a large portion of the associations have contemplated the issues identified with work and life and they have been attempting their best to deal with their representatives and their work life. Job satisfaction of a person in the occupation is viewed as one's emotions or perspective in regards to the way of the work. Job satisfaction is impacted by an assortment of variables e.g. the way of one's association with their boss, the nature of the physical environment in which they work, the level of satisfaction of their work and so on.

A faculty member has a noteworthy part in the teaching learning process. His part in nation building is understood. Neither the best educational modules nor the books of amazing present an important point of interest unless the teacher satisfies his commitment with consideration and dedication. The requests on the teachers are numerous; he must be an initiator, a trailblazer, a moralist, an aide or more every one of the, a modeler of the society. His needs and goals and his desires for future life are the same as whatever remains of the individuals from the society.

Satisfaction with teaching as a profession is a critical strategy issue since it is connected with teacher viability which eventually has an orientation on students' accomplishment. Faculty members are the biggest expense and the biggest human capital asset of higher educational institutions. Understanding variables that add agreeable to faculty members or disappointment is vital to enhance the data base expected to bolster an effective advanced education system. faculty members job satisfaction relies on various
components, for example, great looking pay, noble treatment, societal position, employer stability, work coordinating with his/her scholarly capability, an ideal physical and social environment, and great profession prospect and so forth. For a faculty job satisfaction is exceedingly vital that structures the key purpose behind viable working and it is exceptionally urgent to the long haul development of any educational institutions. Job satisfaction accordingly helps in enhancing the capacity and their teaching performance. Knowledge, aptitudes and capabilities of a faculty member shine when he/she feels that he/she needs to give the best to the society, so that he/she picks up satisfaction. In this way, this satisfaction can have an effect in the conduct of a faculty member and can impact them to be beneficial in exercises in their institutions.

One of the real issues that impacts Job Satisfaction is Quality of Work Life. Quality of Work Life (in the future QWL), a human asset procedure is perceived as a definitive key to advancement among all the work systems. The Quality of Work Life in a more extensive sense looks to accomplish coordination among technological, human, organizational and societal requests. Quality of Work Life is concerned with enhancing employee’s satisfaction, reinforcing the foundation at the work environment, direct cooperation of workers in critical thinking and decision making, especially in the areas identified with their work. It is thought to be an important condition for giving more prominent self-direction, open door for self-heading and discretion, learning and dealing with the developing patterns and moves successfully and effectively. It is more concerned with the general atmosphere of work and the effect that the work has on individuals and additionally successful working of the organization. A definitive goal is updating the Quality of Work Life.
Quality of Work Life is impacted by work related variables, for example, job satisfaction, job stress, organizational ID, organizational inclusion, pay, employer stability, reward framework and open door for development. People have begun understanding that quality of work life likewise fuses life satisfaction variables and sentiment prosperity. At the point when people working in the same concern experience differed levels of Quality of Work Life they have a tendency to pick organization that matches their qualities.

Quality of Work Life has its roots in the theories of Maslow, Herzberg and McGregor. The requirements for satisfaction as that of Abraham Maslow's Motivational Theory of Need Hierarchy are practically identical with those of the elements of Quality of Work Life. Fundamental desires of the laborers such as financial advantage, great workplace, profession arranging, development and improvement of human abilities are the inescapable variables towards self-realization (accomplishment in work).

A high Quality of Work Life of worker is vital for organizations to keep on pulling in and hold employees. The issue of Quality of Work Life has ended up basic in the most recent two decades because of expanding requests of today's business surroundings and family structure. Offering better Quality of Work Life and strong workplaces would liable to pick up influence in enlisting and holding important people. High of Work Life appreciate excellent development and gainfulness. Upgraded Quality of Work Life will bring about efficiency and increases from profitability thusly will reinforce Quality of Work Life.

Job satisfaction has been progressed as the sole result foundation of a high quality of Work Life. It might likewise go about as an input on the employees Quality of Work
Life. Faculty members achieve professional status just when their Quality of Work Life and their level of Job Satisfaction are made strides. The prizes that a genuine teacher qualities are not the material things he has or the physical joy he can appreciate out of his profit the thankfulness he gets from the partners that 'he is an efficient teacher'. It is very fundamental that faculty member appreciate a decent level of satisfaction in their occupation as teachers shape the future citizens. Their achievement in satisfying the undertaking endowed to them depends to a substantial degree upon the level of satisfaction they land from their job.

1.2 NEED AND SIGNIFICANCE OF THE STUDY

Education is the procedure by which a man's body, brain and character are framed and fortified that empowers him/her to add to his/her general identity. Education separates in the middle of good and terrible and to make a person equipped for driving a decent existence with refined judgments. India has the third biggest higher education framework on the world, alongside China and the United States. Before Independence, access to higher education was extremely restricted, with enrolment of not exactly a million students in 500 colleges and 20 universities. Since independence, the development has been exceptionally noteworthy; the quantity of universities has expanded to 506 (42 Central Universities, 130 Deemed to be University, 261 State Universities, 73 Private Universities), the number of colleges has expanded to 31,324 and understudy enrolment has expanded to 127.06 Lakhs.

Around 5.99 Lakhs faculty members are working in the 31,324 affiliated colleges under different universities. In spite of the fact that such an expansive number of human
resources are utilized in this area, it has neglected to pick up acknowledgment as maintainable job supplier as faculty turnover is high in affiliated colleges especially in self finance Arts, Science and Commerce colleges. Truth be told the faculty turnover rate in the Arts and Science colleges is much higher contrasted with the Government and Aided Colleges. The explanations behind leaving the jobs are; absence of chances for career development, absence of adaptability and flexibility, lower pay, separation in prizes and benefits, struggle in the middle of management and faculty members, absence of academic and research environment, limited opportunity in job designing, and so on. Every one of these elements are basically related with Quality of Work Life (QWL), as QWL manages both the intrinsic and extrinsic aspects of jobs.

Along these lines Quality of Work Life gives more beneficial, satisfied and gainful employees, which thusly gives productive and profitable organization. Most organizations today see Quality of Work Life as critical however don't formally interface it to any of their key or strategies for success which influences the employee job satisfaction and maintenance. This situation has made a desire to the Institution strategy creators to distinguish the hidden circumstances and reasons and brought them into thought the Quality of Work Life issue. Because of the significance and relevance of this part in making a superior future work drive, it is a need to assess the Quality of Work Life of the faculty members of Arts and Science Colleges. In the event that employees feel that Quality of Work Life is not satisfactory, they might leave the job and look for better jobs that give Quality of Work Life. It has been further imagined that faculty members assume the key part in controlling their administrations through giving better education and building the country, as faculty turnover imperatively affects a definitive education system.
It is acknowledged that the association with great human resources practices can prompt a high Quality of Work Life for the employees, which at last brings down the goal of leaving the jobs. Guaranteeing Quality of Work Life can guarantee the employee job satisfaction and maintenance. The essential goal of the study is to look at the relationship between Quality of Work Life measurements and job satisfaction of faculty members in the Arts and Science Colleges affiliated to Periyar University, in Salem District.

1.3 STATEMENT OF THE PROBLEM

The Quality of Work relies on upon the Quality of Work Life. The Quality of Work Life is a list of what people find interesting and satisfying at their work. One should be delicate to the components identified with performance, acknowledgment, work content, obligation, advancement and pay, organizational policies, working conditions and so on. Quality of Work Life is a worry to enhance life at work as well as connected with family environment. Consequently, it includes a wide assortment of projects and procedures that have been produced to attempt to accommodate the Quality of Work Life and organizational development. The Quality of Work Life has subsequently turned into the key region of thought and research today.

In the educational institutions, the Quality of Work Life and teaching environment are huge to some degree. To improve Quality of Work Life in teaching environment, the teaching – learning evaluation and staff- management support are essential. Employee examination systems are one of the instruments to assess the faculty members on quality and job satisfaction. Infrastructure and learning assets underpins the faculty to enhance the work life. On the off chance that the management dismisses, it will prompt poor job
satisfaction and low quality of Work Life. The onus is on the educational institutions to enhance and improve the Quality of Work Life and Job Satisfaction.

Hence, this study has been viewed as critical, in analyzing the perception of faculty members on the Quality of Work Life and Job Satisfaction among the Arts and Science Colleges affiliated to Periyar University, Salem.

1.4 OBJECTIVES OF THE STUDY

The primary objective of the study is to analyze the Perception and Relationship between the Quality of Work Life and Job Satisfaction among faculty members working in Arts and Science Colleges.

The Secondary objectives of the study are;

1. To analyse the factors determining the Quality of Work Life and Job Satisfaction in Higher Educational Institutions.

2. To find out the perception level of faculty members towards the various dimensions of Quality of Work Life and Job Satisfaction.

3. To examine the variations of Quality of Work Life and Job Satisfaction among faculty members.

4. To analyse the relationship between Quality of Work Life and Job Satisfaction of faculty members.

5. To provide suitable suggestions to improve Quality of Work Life and Job Satisfaction.
1.5 HYPOTHESES OF THE STUDY

1. There exists significant difference in the overall mean agreeability score on Quality of Work Life and Job satisfaction among socio-economic groups of respondents.

2. There exists significant association between the personal characters and perception and satisfaction level among the respondents.

3. There exists significant relationship between Quality of Work Life dimensions with overall Job Satisfaction among the respondents.

4. There exists significant correlation between Job Satisfaction and Quality of Work Life among the respondents.

1.6 DEFINITION OF KEY TERMS

The important terms used in the statement of the problem are defined in the following subsections.

Quality of Work Life

The term Quality of Work Life refers to values and attitudes contained in working life of any employee. The “working life concept” consists of many factors such as, Pay, Safety and Healthy Working Conditions, Opportunities for development, Opportunity for Continued Growth and Security, Social Integration in the Work Organization, Constitutionalism in Work Organization, Social Relevance of Working Life and Work and Total Life Space; each of which plays its role in evaluating working life.
Job Satisfaction

Job satisfaction represents a combination of positive or negative feelings that workers have towards their work. Job satisfaction for the purpose of the study with regard to teaching environment concerned with academic process, work place values and environment, pay and benefit, teaching and learning, student support and progression, research consultancy and extension, work load, performance appraisal, support and recognition and infrastructure and facilities.

Faculty Members

Faculty Members includes all full and part time members professionally qualified person possessing minimum educational qualification a Master degree or equivalent in the respective field employed in Arts and science colleges, who are responsible for teaching, training and overall development of students.

Higher Educational Institutions

Higher Educational Institutions are Colleges that train highly qualified specialists and scientific and pedagogical personnel for various branches of the Arts and Science.

1.7 RESEARCH DESIGN

This study endeavors to depict different attributes identified with Quality of Work Life and Job Satisfaction, and to figure out the relationship between the selected socioeconomic variables and different measurements of Quality of work life. Consequently Descriptive research outline has been received. Descriptive research studies are worried with depicting the qualities of a particular individual or a group.
1.8 VARIABLES OF THE STUDY

The study warrants two sets of variables namely dependent variables and independent variables. The variables under these two sets are given below:

**Dependent Variables**

The title of the problem suggests that there are two dependent variables:

(i) Quality of Work Life

(ii) Job Satisfaction.

**Independent Variables**

The selection of any variable as an independent variable is based on the assumption that there are measurable differences among levels with regard to the perception of the dependent variables. This includes: Age, Sex, Designation, Marital status, Qualification, Monthly Salary, Type of Family, Nativity, Number of Dependents, Family monthly income, Length of service, Total years of service in teaching, Work load, Accreditation status and Reasons for choosing teaching.

1.9 RESEARCH TOOL AND SCORING

The researcher used a standard questionnaire as a primary tool for data collection. The researcher used a standard questionnaire developed by Richard E. Walton (1975) to measure the Quality of work life as perceived by the faculty members of various Arts and Science Colleges, affiliated to Periyar University. The first part of the questionnaire deals with the socio-economic characteristics, the second part deals with various dimensions of
Quality of Work Life as perceived by the faculty members and the third part deals with factors relating to Job Satisfaction in teaching environment.

The scale was planned as a five point scale wherein the respondent had to read each item carefully, choose one of the five alternatives namely “Strongly Agree (SA)”, “Agree (A)”, “Un-decided (UD)”, “Disagree (D)”, “Strongly Disagree (SDA)” to express his/her degree of acceptance or rejection of the idea contained in the statement. The scoring scheme of the scale was also developed in consultation with experts. Accordingly, the score for each item is assigned as 5 for SA, 4 for A, 3 for UD, 2 for D and 1 for SD in the case of all items.

1.10 PRE TESTING

The researcher tested the questionnaire with 50 respondents and checked the reliability and suitability of the questionnaire. Necessary changes were made at the end of pre-testing. Some sentences were reworded and modified along with the suggestions given by the respondents and the experts in teaching profession.

1.11 PILOT STUDY

The researcher found the feasibility to conduct the present study among various faculty members employed in Arts and Science Colleges, affiliated to Periyar University. The researcher carried out the pilot study by circulating a sample Questionnaire among prospective respondents. Based on the Pilot Study’s results, questionnaire was modified.

1.12 RELIABILITY

In order to establish the internal reliability of the items used under each QWL dimension and Job satisfaction factors, the researcher has conducted Cronbach’s Alpha test
of reliability in the present study. Cronbach’s Alpha test of reliability is known for measuring the internal consistency and reliability of the items in a scale. In other words, it measures the extent to which the responses collected for a given item correlate with each other. The result of this test produces a reliability score, which is a number between 0 and 1. The reliability score increases, when the number of items in a scale increases. A higher reliability score indicates a higher reliability of the measured construct and the score exceeding 0.7 indicates a high internal reliability of the items in the scale. The following table shows the scores available for each dimension based on the data collected.

**TABLE 1.1**

**QUALITY OF WORK LIFE - RELIABILITY STATISTICS**

<table>
<thead>
<tr>
<th>Cronbach’s Alpha</th>
<th>No. of Respondents</th>
<th>No. of Statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.91</td>
<td>1000</td>
<td>51</td>
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</tbody>
</table>

**TABLE 1.2**

**JOB SATISFACTION - RELIABILITY STATISTICS**

<table>
<thead>
<tr>
<th>Cronbach’s Alpha</th>
<th>No. of Respondents</th>
<th>No. of Statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.912</td>
<td>1000</td>
<td>40</td>
</tr>
</tbody>
</table>
The reliability of scales used in this study is calculated by Cronbach’s coefficient alpha and normally it ranges between 0 and 1. All constructs obtained an acceptable level of a coefficient alpha above 0.6, indicating the scales used in this study are reliable.

1.13 VALIDITY

The Content and Face Validity was established by using a panel of experts (important aspects) and a field test (response).

1.14 THE UNIVERSE OF SAMPLING FOR DATA COLLECTION

The Universe of the present study includes faculty members who are working in Arts and Science Colleges, affiliated to Periyar University.

1.15 SAMPLING

The sample for the Present Study is drawn from 96 Arts & Science Colleges and affiliated to the Periyar University. 10,740 faculty members were working during May 2013 – February 2015. The researcher used stratified random sampling method to select a sample of 1000 respondents from the universe.

1.16 DATA COLLECTION

The data collected for this research study is primary data, collected from the faculty members of Arts and Science Colleges, affiliated to Periyar University, Salem.

1.17 TOOLS OF ANALYSIS

The data collected from sample were suitably tabulated and used in the appropriate places for interpretation. The following statistical tools were used for analysis – Simple Percentage Analysis, Weighted Average Score Analysis, Chi-square Analysis, Likert’s
Scaling Technique, ANOVA, t-test, Kruskal-Wallis Test, Discriminant function, KMO Test.

1.18 SCOPE OF THE STUDY

Quality of Work Life and Job Satisfaction are associated with the jobs that a human undertake for the purpose of leading a purposeful life with dignity and honors. Academic quality is “the quality of education” pursued based on “the quality of academic staff” that influence the students’ satisfaction. This study attempts to describe the various characteristics related to Quality of Work Life and Job Satisfaction, and to find out the association between the selected socio-economic variables and the various dimensions of Quality of Work Life.

1.19 LIMITATIONS OF THE STUDY

1. This study covers only Arts and Science Colleges, within Periyar University region, comprising 1000 respondents for the Study.

2. Selection of independent variables for the study is confined to few personal attributes and organisational characteristics.

3. The bias of the respondents is prevalent in some questionnaires which the researcher is unable to control.

4. Generalization of the study is based on the respondent’s answers to the questions and limited to the extent of the nature of the tools.
1.20 ORGANISATION OF THE REPORT

Chapter 1 Presents the statement of the problem, objectives, methodology, sampling, tools of analysis and limitations.

Chapter 2 Explains the concepts of Quality of Work Life and Job Satisfaction

Chapter 3 Describes elaborately the review of literature on Quality of Work Life and Job Satisfaction.

Chapter 4 Confined to analysis of the study with discussions of results.

Chapter 5 Contains the summary of the major findings, conclusion and scope for further research.

1.21. CONCLUSION

The education and the job carrier are the essential parts of our life. Both are the two sides of a coin. The former president of South Africa and the political activist Nelson Mandela says that Education is the most powerful weapon which you can use to change the world. There are two systems in education. One teaches us what is life and other teaches us how to live. Education is a treasure for all. The one who has thirst on knowledge can attain the higher most level with his strength. The introduction chapter describes the definition, terminology of education, quality of work life and job satisfaction. And also express the research study area, research tools, objective of the research, Research design, Scope of the study and limitation of the study. Finally thesis organization and hypothesis also described.