

Improving the Quality of Work Life



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The Definition of Quality of Work Life

The definition of quality of work life has been given by scholars as follows:

Davis (1977) stated that quality of work life is the quality of the relationship between workers and their overall work environment. and emphasizing the dimensions of human relations which is often ignored by technical factors and economic factors in work design.

Arthur (1981) stated that the quality of work life It is part of the quality of life. (Well-Beings) or overall happiness (Whole Happiness), which is satisfaction with life or a positive tendency toward life.

Dubrin (1981) defined the quality of working life as the level at which employees of the organization Satisfaction in receiving important needs from members of the organization

Suthiluck Suntharodom (25 52) gave the meaning of the quality of working life, meaning the level or level that each person is satisfied. mind in work colleague And the work environment has the following components: control, acceptance, progress and development. and receiving rewards for work



The Definition of Quality of Work Life

Therefore, it can be concluded that Quality of working life means compensation that is adequate and fair. working conditions that take into account safety and health promotion stability and progress in work Opportunity to develop individual performance social integration or working together democracy in the organization balance between tasks and personal life and nature of work that is beneficial to society

Conceptual Development of Quality of Life

Quality of life plays an important role in human well-being. The quality of life is about human welfare and happiness. Therefore, the hierarchy of human needs according to Maslow's hierarchy of needs theory is divided into 5 levels as follows:



The Importance of Quality of Work Life

Quality of Work Life) is very important in work. because people are important resources At present, people work to survive. and meet basic needs Therefore, the workplace must be appropriate. It causes happiness and stability. If there is a good feeling of work, it will have a positive effect on both the individual and the organization. The quality of work life affects the organization, for example:

1. Improves productivity of the organization
2. Help improve the potential of workers
3. Improve morale and morale of the operators as well as being an incentive to work



Elements of improving the quality of working life

Walton (Walton, 1973) was the one who studied you. Life picture in the Humanistic approach stipulates that the quality of work life must have indicators in 8 aspects as a decision-making criterion as follows:

1. Receiving compensation for work that is adequate and fair

2. Working conditions that take into account safety and health promotion

3. Stability and advancement

4. Development of Human Capacities

5. Social Integration or Collaboration

6. Democracy in the organization

7. Balance between work and personal life

8. Characteristics of work that are beneficial to society

Benefits of improving the quality of work life

Quality of work life will make employees feel good about the organization. organizational culture morale And good results in the psychological working environment within the organization. The author summarizes the benefits of improving the quality of working life as follows.

- 1. Increase job satisfaction Build morale and encouragement for employees**
2. increase productivity At least due to lower absenteeism rates.
- 3. Work efficiency is increased as employees are more engaged and interested in work.**
4. Reduce stress, accidents and illness from work. which will result in
 - 4.1 Reducing the cost of medical expenses including health insurance costs
 - 4.2 Reduction of Insurance Claim Rates from the decrease in disbursements



Benefits of improving the quality of work life

5. The flexibility of manpower is large. And the ability to switch employees has increased. This is the result of a sense of belonging to the organization. and increased participation in work

6. Better recruitment and selection rates due to the increasing attractiveness of the organization from the trust in the quality of work life that is good for the organization

7. Reduce the rate of absenteeism and employee turnover. especially good staff

8. Make employees feel more interested in their work. from allowing employees to participate in decision-making exercise of voting rights Listening to the opinions of employees respect for employees' rights

9. Make employees feel good about the organization. organizational culture morale and produces good results in psychological condition working environment within the organization

The process of improving the quality of work life is...

1. Assignment of persons responsible for improving the quality of work life.

2. survey and data collection to assess the quality of work life of personnel in the organization

3. Using survey data to prioritize to improve the factors affecting the quality of work life (Covey Stephen) =
Prioritizing - Urgent

4. Make a plan to improve the quality of work life. which should prepare both a long-term plan and an annual plan to serve as a framework for implementing and monitoring progress The plan should include Long-Term
Action Procedures Responsible Persons Progress Index

5. implementation of the plan Employees should communicate their understanding of their intent and determination in improving the quality of work life. To achieve a common understanding between the organization and personnel.

6. Follow up and evaluate the performance as a suggestion for continuous improvement and development

Factors measuring quality of work life

Lewin (1981) proposed 10 criteria for measuring the quality of work life as follows:

1. wages and benefits received	2. conditions of work
3. stability of work	4. operation control
5. self-government	6. acceptance
7. Relationship with supervisors	8. How to consider a claim
9. availability of available resources	10. seniority

Factors measuring quality of work life

Dessler (1991) proposed ten criteria for measuring the quality of work life as follows::

1. the value of the work done	2. stable and safe working conditions
3. Sufficient returns and income	4. stability in work
5. There is proper and adequate supervision of work authority.	6. Acknowledgment of their own performance
7. Opportunity to acquire knowledge and progress in the job at hand	8. Opportunity to consider merit
9. Have a good feeling for the corporate atmosphere	10. being treated fairly

Herzberg's Two-Factor Theory

Herzberg's Two-Factor Theory, a theory of motivation that has gained attention. And is popularly known as the motivation-sustaining theory (The motivation Hygiene Theory) can be classified into 2 major groups as follows

Motivator factors	Hygiene factors
<ol style="list-style-type: none">1. Achievement2. Recognition3. Work Itself4. Tiring5. Responsibility6. Advancement	<ol style="list-style-type: none">1. Command2. Management policy3. Working condition4. Relationships with supervisors5. Relationship with subordinates6. Relationship with peers7. Company position8. Job security9. Salary10. Personal life

Guidelines for improving the quality of work life



