

A Study on Work-Life Quality with a Focus on Quality in Airports

Ms.S.Indhumathy¹, Mrs.V.Revathi², Dr.M.R.Prakash³

^{1,2} Assistant Professor, Department of B. Com (Bank Management), Mohamed Sathak College of Arts and Science, Chennai, Tamil Nadu, India.

³Head of PG Department of Commerce, School of Commerce, Mohamed Sathak College of Arts and Science, Chennai, Tamil Nadu, India. Email: prof.prakash2020@gmail.com

Received: 08-05-2025; Revised: 25-05-2025; Accepted: 13-06-2025; Published: 05-07-2025

Abstract

Quality of work life refers to any inputs of an organization that are directed or geared toward organizational effectiveness and employee satisfaction. The idea is to create cost effective working terms and employment that will be favorable to the company and to the employees. It is the degree of contentment, aspiration, devotion and interest a person has in his area of work. The researchers concluded that the quality of work life has many features that add some positive influence to the hospitality workers, including but not limited to work environment, organizational culture and climate, job security and satisfaction, compensation and rewards, training and development, etc. According to the report, the most significant influence on the higher standard of living at work in the hospitality industry is compensation and benefits. Primary data were collected using a questionnaire. Those results showed that the company has been offering good working conditions, and that both the general work-life and job satisfaction are satisfactory. The company can further upgrade the infrastructure in an effort of upgrading performance of their staff. This paper has only pointed out some of the minor variations in how the staff members feel about their work-life balance.

Keywords: work-life, airports, hospitality.

1. Introduction

Any organization is supposed to possess a quality of work life (QWL) in order to attract and retain talent. A lot of such a QWL is due to the Demographical and Socio - Economic factors of the employees.

The study helps the hospitality industry to comprehend the degree of perception of employees QWL and to enhance the latter towards the enhancement of the industry. Quality of Work Life is the system process within the organisation that workers can use to fulfil the major personal needs when they are employed in the firm.(1)

The organisation also worries about bettering the Quality of Work Life of the employees and is prone to inculcate in the minds of the employees, a sense of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility.

2. Objectives of the study

Primary objectives

- To assess the balance between work and life of hospitality workers in the study territory.

Secondary objectives

- To identify the overall features of work-life quality as perceived by the employees of the research area in the hotel industry.
- To find out the level of understanding of the respondents.

Scope of the study

- Increased employee performance.
- Increased religiosity and piety at work.

Limitations of the study

- The information could be slightly affected by subjectivity.
- The results of this study may be limited to areas similar to the area of study.

3. Review of literature

Behzad Janmohammadi, Elham Shahmandi, Mehdi Khooravesh and Peyman Ali Ghanizadeh [4] 2017In the article on the research of the dimensions of quality of work life and organizational productivity of the staff of tax

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organization of Alborz Province, the researchers research the dimensions of quality of work life and organizational productivity of the staff of Tax Organization of Alborz Province.

To understand the mind set and nature of the contingent workers in the hospitality industry, Irene Kerstin Hunker in her thesis Quality of Work Life in the Hospitality Industry, The contingent workers perspective defines the term, quality of work life. Other than that it also attempts to establish the factors which play positive role in an improved quality of work life among seasonal employees in hospitality industry. The study identified eight various dimensions that have the potential to improve the quality of work life of contingent workers in hospitality industry. The most significant dimension was found to be credibility of leaders and managers and the most significant variable was found to be appreciation of employees.

4. Research methodology

Research:

Research is a systematic manner of finding solutions to problems. It is primarily a quest, a recording and an analysis of facts so as to gain knowledge. According to Clifford woody a research can be explained in the following way: a research is a description, restatement of problem, hypothesis or suggested solution, accumulation of data, organizing and quantifying data, coming to conclusions, carrying out tests to determine whether or not the conclusions are acceptable to the hypothesis made.

Research design:

Descriptive because it entails survey and factual findings so this research is based on descriptive research design. Descriptive research is defined as a type of research that describes what is being researched and how the population or phenomenon appears. This type of research methodology is more concerned with what the research topic is than why the research topic is.(2)

Data collection

Types of data:

Primary Data:

- The first stream of information is the interviews with the employees; the information gathered via questionnaire.
- Information that has been gathered by the investigator himself/ himself.

Secondary Data:

- Statistics gathered by another party on some other basis (but to be used by the investigator on some other basis).

5. Sampling and sampling techniques:

Sampling method - Non Probability sampling.

Methods of Data Collection:

Variables of the Study:

Quality of work life in an organization is the direct variable in the study.

Presentation of data:

The information is shown in charts and tables.

Nature of Questions Asked.

The questionnaire is a combination of open ended, dichotomous, rating and ranking questions.

Methods and tools of analysis.

The hypothesis is tested and inferences are made by means of correlation.

Tools to be Applied

Structured questionnaires were employed as the most prevalent variable that affects the quality of work life in the research. To determine the quality in the work life and its influence on job performance.

Preparation of the tool

The questionnaires include demographic information the dominating factor that affect quality of work life. To determine the quality of work-life and effects on job performance.

- Simple percentage analysis
- Chi square test
- Rank Correlation test

Sample Size

This project will consist of a sample of 102 executive employees of QUALITY IN AIRPORT.

Data Analysis**Corelation test**

Relationship and participation of the workers Correlation between relationship and participation of the workers

Opinion/ Factors	SA	A	N	D	SD	TOTAL
Relationship	38	26	16	15	07	102
Participation	36	27	21	11	07	102

OPINION	X	Y	X ²	Y ²	XY
Strongly agree	38	36	1444	1296	1368
Agree	26	27	676	729	702
Neutral	16	21	256	441	336
Disagree	15	11	225	121	165
Strongly disagree	07	07	49	49	49
Total	102	102	2650	2636	2620

$$\begin{aligned}
 & \frac{N(\sum xy) - (\sum x)(\sum y)}{\sqrt{[N(\sum x^2) - (\sum x)^2][N(\sum y^2) - (\sum y)^2]}} \\
 & \frac{5(2620) - (10404)}{\sqrt{[5(2650) - (102)^2][5(2636) - (102)^2]}} \\
 & = \frac{13100 - 10404}{\sqrt{(2486)(2776)}} \\
 & = \frac{2696}{2810.78} \\
 & = 0.959
 \end{aligned}$$

Inference: The value of r is 0.95. It demonstrates that relationship and participation have a perfect and strong correlation between two variables. This provides a motive to consider some working relation of them.

6. Major findings of the study

- The report mentions that the majority of the responders are men. It is also a fact of known information that women are generally underrepresented in the hotel industry.

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- The old and the young age will not be suitable employee in hospitality industry in the study region because the results indicate that the industry has a preference towards those aged between 20 and 40 years.
- All the respondents, based on the research, are mostly general. It has demonstrated that employment in the hospitality business is not a pre-condition of specialized training.

7. Suggestions

- The job satisfactions are established to be good and can be enhanced by providing them with the good seating arrangement.
- The organization can provide individual computers on each table to reduce the paper works and maximize speed and accuracy in maintenance and record extracting.
- The organization might provide periodic review of the medical to improve the medical facilities.

8. Conclusion

The present study found out that several factors of quality of work life including work environment, organizational culture and climate, job security and satisfaction, compensation and rewards, training and development etc positively influence hospitality workers. According to the report, compensation and benefits are the most significant issues which influence higher standard of living in the workplace in the hospitality industry. This study identifies which factors are positively influencing the work-life balance and can be used by hospitality organizations that are interested in defining the best practice of optimal work-life balance in the study area. This paper is also establishing a future research design of measuring quality of work life with a view of identifying the relationship between the dimensions of work-life quality and the underlying demographic and socioeconomic status.

Acknowledgement: Nil

Conflicts of interest

The authors have no conflicts of interest to declare

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