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Wellbeing Of Employed Class: An Investigation With Respect To Sector And Gender In Kolkata

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Abstract: Work related quality of life is an important parameter in an individual's life. The degree of satisfaction in this regard linked with on the job and off the job implications. A good amount of quality of work life keeps the employees happy and the organization also get benefits from an employees' positive mood and well being. But we have a general perception that government job is better than private sector. As with time, women participation has also increased at work, their quality of work life compared to their male counterparts is also a matter of great interest. In order to explore work related quality of life with respect to sector (government and private) and gender (male and female), a sample survey was conducted with a 2x2 factorial design on 100 individuals of Kolkata. The data were collected and analyzed with SPSS version 20. Two-way ANOVA calculated to see if there is any effect of sector and gender on employees' work-related quality of life and its components. The results show that there is no mean difference of work-related quality of life with respect to sector and gender. When the components were analyzed, no significant mean difference was found except in one component that is working conditions. The working conditions differ both in sector and in gender. Private sector working condition is significantly better from government sector. The female gender has better working conditions than male counterparts across the sectors. In view of the above findings, it is recommended that, though male employees in government sectors have to work in challenging conditions, still the government authorities should consider avenues to increase better working conditions for them.

Key words: work-related quality of life, sector, gender, working conditions

Introduction:

A good quality of working life is important for the employees as well as the organizations. All employees are assets and good moral not only boosts individuals mental and physical energy but also the organization also benefits from the employee's positive mind set, determination to resolve problem and thereby uplifting an organization. Addressing the psycho social need of staff can have positive outcomes both for employees and employers and this is supported by research evidence. For example, Worrall and Cooper (2006) found that low level of well-being at work may cost about 5-10% of Gross National Product per annum. Quality of Working Life (QoWL) is a concept which encompasses an individual's work experience in the fullest sense. According to Danna & Griffin (1999), QoWL of a person impacted by direct subjective work experience and by the direct and non direct factors which affect this subjective work experience- such as job satisfaction, life satisfaction and general well-being. The term "Quality of Work Life" was initially used by Mayo in 1960 in his work which looked into how workers' performance was affected by environment. According to Goode (1989) the term "Quality of Work Life" was also used in 1960s by Irving Bluestone while working on programmes to enhance workers' productivity.

This concept importance was also seen in a conference in 1972 which led the formation of 'The International Council for the Quality of Working Life'.

There are various definitions of QoWL. In its conceptualization, some has stressed the workplace factors and while others have identified factors such as psychological wellbeing, life satisfaction, personality traits. Hackman and Oldham (1976) opined that psychological growth needs- skill variety, task identity, task significance, autonomy and feedback must be in the conceptualization of QoWL and they are essential in order to have high quality of working life. Cooper CL and Mumford, E (1979) identified some components of quality of working life, some of which are basic extrinsic factors – such as wages, hours and working conditions, and the intrinsic job factors of the nature of the work. They also suggested to include a number of other aspects, such as individual power employee participation in the management, fairness and equity, social support, use of one's present skills, self-development, a meaningful future at work, social relevance of the work or product, effect on extra work activities. Warr et al (1979) studied a range of relevant factors of quality of working life which include work involvement, intrinsic job motivation, higher order need strength, perceived intrinsic job characteristics, job satisfaction, life satisfaction, happiness, self-rated anxiety. In their study, they shown a range of correlations among work involvement and job satisfaction; intrinsic job motivation and job satisfaction, and perceived intrinsic job characteristics and job satisfaction. They also found moderate association between total job satisfaction and total life satisfaction and happiness and also significant association with self rated anxiety. Mirvis and Lawler (1984) identified safe work environment, equitable wages, equal employment opportunities, opportunities for advancement, opportunities to learn and grow and protection of individual rights as the important factors associated with quality of working life. Harrison M (2004) defined quality of working life as "the degree to which work in an organization contributes to material and psychological well-being of its members". Baba and Jamal (1991) described quality of working life incorporates factors such as job satisfaction, job involvement, work role ambiguity, work role conflict, work role overload, job stress, organizational commitment, turn-over intentions. Sirgy et al. (2001) included a number of factors such as health and safety needs, economic and family needs, social needs, esteem needs, actualization needs, knowledge needs and aesthetic needs in his study of quality of working life. According to Sirgy, quality of working life involves lower order needs of social needs; esteem needs; actualization needs; knowledge needs and aesthetic needs; and higher order needs such as health and safety needs and economic and family needs.

Considering the above viewpoints, it is apparent that authors differ on the main constituents of quality of working life. But it is generally agreed that conceptually quality of working life is similar to well-being but it is different from the term job satisfaction which mainly focuses on the workplace factors (Lawler, 1982). So, quality of working life is not a sole concept but it includes a number of perspectives which include both work-based factors well as constituents that measure life satisfaction and general feelings of well-being (Danna, K. & Griffin, R. W. ,1999).

Measurement of work-related quality of life:

There is may be many tools for the measurement of quality of working life, but few carry evidence of validity and reliability. But the Brief Index of Affective Job Satisfaction (Thompson, E.R, 2012) and the Work-Related Quality of Life Scale (Sinval, J,2019) have been developed systematically and are validated rigorously.

In this study, the Work-Related Quality of Life Scale (WRQoL) has been used to assess the quality of work life of the subjects. According to Van Laar et al ((2007) and Edwards et al (2008), WRQoL is a measure supported by evidence, and gives important information which are required to assess employee satisfaction for the overall monitoring in planning, intervention, tracking workforce experience and assessing the effect of organizational change. The QoWL is a concept which captures the work experience of an individual at fullest length. Easton and Van Laar (2013) reported that WRQoL is a psychometrically strong scale based on 6 sub factors having good reliability and validity and the sub factors have been confirmed in other sample groups (Edwards, Van Laar, Easton & Kinman, 2009). Based on a large sample of staff from the UK's National Health Service, Van Laar, Edwards. & Easton (2007) closed in on six independent psychosocial factors mainly contributing to QoWL. These 6 factors included 23-items to develop WRQoL scale, and the sub factors are Job and Career Satisfaction (JCS), General Well-Being (GWB), Stress at Work (SAW), Control at Work (CAW), Home-Work Interface (HWI) and

Working Conditions (WCS).

The Job Career Satisfaction (JCS) is made of 6 items. It has a sub-scale reliability of 0.86. According to Spector (1997: p2): *"*Job satisfaction is simply how people feel about their jobs and different aspects of their jobs". It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs." This factor measures the level on how individuals feel about their workplace provides them a sense of fulfillment of potential, high self-esteem and a sense of achievement. Here, people respond to questions asking them how satisfied they feel about their work. This factor incorporates various issues including clarity of goals, recognition, reward, personal development, training needs etc.

The General well-being factor is made of six questions. It has a subscale reliability of 0.89 and this factor is related with a person's general feelings of happiness and life satisfaction. General well being is a factor which is influenced by conditions both at home and work. The items of this factor assess a person's psychological and general physical health. Psychological state affects a person's performance at work in positive or negative way. So, when people feel good, they are likely to enjoy the work and in the opposite case, when people are low or anxious due to home or work-related factors, their work performance and experience will also create a negative experience. The same way physically ill health issues also create a sense of negative experience at work. So, being aware of GWB and its influence on overall quality of working life is a skill as well by which persons help others to work well and thereby feel well when they work.

Stress at work (SAW) relates with matter of excessive pressure that the individual feels being at the work. The factor has two items and has a subscale reliability of 0.81. According to Health and Safety Executive (2003) work at stress could be described as some adverse reaction one individual experiences to excessive pressure or demands. Job stress is creating harmful physical and emotional response in the individual. Work pressure and demands are stimulating but when one perceives them as excessive or beyond one's capacity to cop, the individual is under stress.

There is strong association between personal control and job satisfaction (Spector, 1986). The Control at Work (CAW) factor measures the degree at which an employee feels she/he can exercise what they think to be an appropriate level of control within their work environment. When individuals at work have access to decision making that affect him/her, the individuals feel satisfied and happy. Spector (2002) reported that negative emotional reactions, long and short-term health problems are related to individual's perceptions of control at work.

The Home-Work Interface (HWI) is about work life balance and the degree to which an employer is felt to support an employee's home life. As workers do have a family and sometimes there is requirement that the individual pay more attention to his/her home affairs than the work. So, it is the time at which do employer show flexibility or not is very much important. On the other side, working conditions sometimes require extra effort from the employers and whether do the employees show flexibility or not also matters. That is why flourishing HWI in an organization is very productive for both the employee and employer.

The Working Conditions (WCS) has a subscale reliability of 0.79 and it includes working conditions, security at work and level of available resources. This factor assesses whether an employee is satisfied with working conditions, resources and security needed to complete a job effectively. Dissatisfaction with physical setup coupled with risk issue of health and safety may adversely affect employee's QoWL. The WCS component is basically addresses the issues which may give rise to dissatisfaction if not taken care of. According to Amaya (2013) reported after literature review that good level of WCS creates a sense of physical and psychological wellbeing and this led to increased QoWL. It is a human need to be in safe and healthy environment and if the working conditions do not provide such environment, the employee will be under a constant threat which may risk his/her existence. And this gives rise to dissatisfaction toward the work set up.

Literature review:

It has been a general perception of the mass that a government job is better than a private sector job as there is job

security and other benefits in post retirement. There has been tough competition to get a government job as it was always a bit scarce. But due to rapid technological and industrial advancement there have been growth in private sectors as well. The assessment of the work-related experience at this time is highly useful information which may provide significant direction to both government and private sectors. Over the years women's work participation has also increased. In this view the assessment of work related experience in respect to gender is important information as well. Barik, P (2011) studied quality of work life in Bhilai, Chhattisgarh between male and female professionals and found no significant difference but it was revealed that women professionals were less satisfied than men in their general life. Biswas, J. & Kumar, S. (2021) investigated the work stress among private and public sector employees in Delhi and found that private sector employees had more stress than public sector employees. Uzaina (2019) studied psychological well-being and quality of life among public and private sector employees in Sitapur, UP and found significant difference in both the parameters. A Sharma and R Kothari (2014) studied private and public sector bank in Rajasthan and found that quality of work life is better in private sector banks than government sector banks. B Srividhya and Amritha P Nayak (2018) studied quality of work life of women employees in public and private sector organization in Mysore district and found that public sector women employees are in better condition than private sector organization.

Objective of the study:

1. To analyze the quality of work life and its components between the employees working in government and private sectors
2. To analyze the quality of work life and its components between male and female employees
3. To analyze any interaction effect of sector and gender on overall WRQoL and its components

Hypothesis of the study:

1 There is no significance mean difference between public and private sector employees in terms of overall WRQoL

2 There is no significance mean difference between male and female employees in terms of overall WRQoL

3 There is no interaction between sector and gender on overall WRQoL

4 There is no significance mean difference between public and private sector employees in terms of JCS/GWB/SAW/CAW/HWI/WCS

5 There is no significance mean difference between male and female employees in terms of JCS/GWB/SAW/CAW/HWI/WCS

6 There is no interaction between sector and gender on JCS/GWB/SAW/CAW/HWI/WCS

Methodology:

Participants:

Subjects were selected randomly from various neighborhoods of Kolkata through the help of primary contacts. Data were gathered from 50 males and 50 females. Half of the males were from government sectors and half were from private sectors. Similarly, half of the females were from government sectors and half were from private sectors. All the participants voluntarily completed work related quality of life scale. The mean age of male employees were 32.9 years and Sd was 10.75, whereas mean age of female employees was 33.08 and Sd was 9.56.

Scale used:

Work-related quality of life (WRQoL) scale (2nd edition) prepared by Simon Easton and Darren Van Laar (2018) was used to collect data. WRQoL is a 24-item scale with 6 factors eg. JCS/GWB/SAW/CAW/HWI/WCS. Each item' score ranges from 1 to 5. Total score on overall WRQoL may range from 23 to 115. Item 24 is not considered for calculation as it is kept for a reliability check.

Procedure and analysis:

Data were analyzed using SPSS version 20. Two-way analysis of variance was calculated to find out effect of sector and gender on over all WRQoL and its components. Decisions of hypothesis were taken on the basis of F values at 0.05 significance level.

Design of the Study:

2 X 2 Factorial Design

Male		Female	
Government	Private	Government	Private

Results:

The two-way anova with respect to sector and gender on WRQoL was calculated (Table I). There is no significance difference of mean between the government and private sector on overall WRQoL, F (1,96) =0.680 p>0.05. There is also no significance mean difference between male and female employees on overall WRQoL, F (1,96) = 0.747, p>0.05. There is no significant interaction of sector and gender of overall WRQoL, F (1,96) = 0.150, p >0.05.

Two-way analysis of variance was calculated for all the components of the WRQoL scale separately to find out the significance difference between sector and gender on the components. We find no significance difference in JCS (Table II), GWB (Table III), SAW (Table IV), CAW (Table V), HWI (Table VI) with respect to sector and gender except in WCS (Table VII).

TABLE I

Dependent Variable: Overall WRQoL

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	159.790[a]	3	53.263	.526	.666
Intercept	642081.690	1	642081.690	6335.343	.000
Sector	68.890	1	68.890	.680	.412
Sex	75.690	1	75.690	.747	.390
Sector * Sex	15.210	1	15.210	.150	.699
Error	9729.520	96	101.349		
Total	651971.000	100			
Corrected Total	9889.310	99			

a. R Squared = .016 (Adjusted R Squared = -.015)

TABLE II

Dependent Variable:JCS

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	51.150[a]	3	17.050	1.122	.344
Intercept	49773.610	1	49773.610	3276.735	.000
Sector	28.090	1	28.090	1.849	.177
Sex	16.810	1	16.810	1.107	.295
Sector * Sex	6.250	1	6.250	.411	.523
Error	1458.240	96	15.190		
Total	51283.000	100			
Corrected Total	1509.390	99			

a. R Squared = .034 (Adjusted R Squared = .004)

TABLE III

Dependent Variable: GWB

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	18.910[a]	3	6.303	.392	.759
Intercept	41738.490	1	41738.490	2592.453	.000
Sector	15.210	1	15.210	.945	.334
Sex	2.890	1	2.890	.180	.673
Sector * Sex	.810	1	.810	.050	.823
Error	1545.600	96	16.100		
Total	43303.000	100			
Corrected Total	1564.510	99			

a. R Squared = .012 (Adjusted R Squared = -.019)

TABLE IV

Dependent Variable:SAW

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	8.670[a]	3	2.890	.851	.469
Intercept	2798.410	1	2798.410	824.274	.000
Sector	5.290	1	5.290	1.558	.215
Sex	.490	1	.490	.144	.705
Sector * Sex	2.890	1	2.890	.851	.359
Error	325.920	96	3.395		
Total	3133.000	100			
Corrected Total	334.590	99			

a. R Squared = .026 (Adjusted R Squared = -.005)

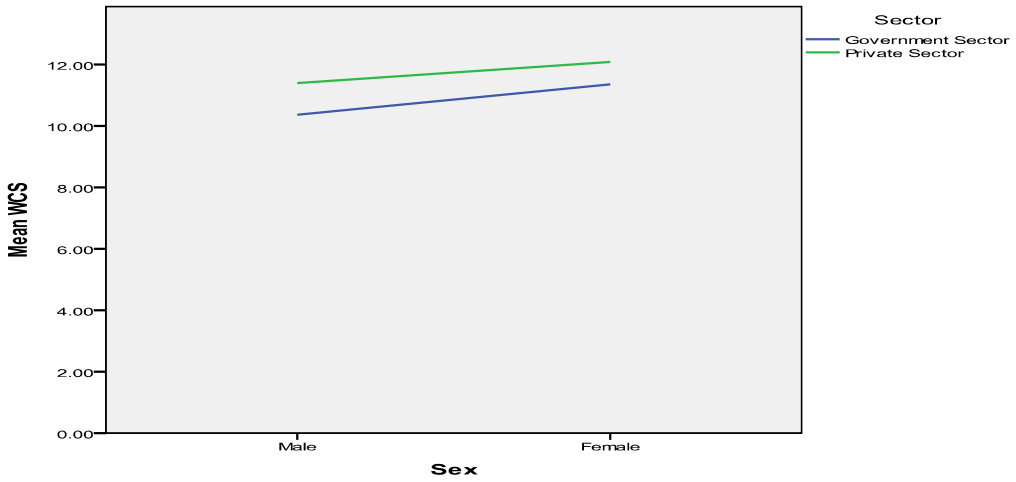
TABLE V					
Dependent Variable:CAW					
Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	5.600[a]	3	1.867	.429	.732
Intercept	11067.040	1	11067.040	2545.610	.000
Sector	4.000	1	4.000	.920	.340
Sex	1.440	1	1.440	.331	.566
Sector * Sex	.160	1	.160	.037	.848
Error	417.360	96	4.347		
Total	11490.000	100			
Corrected Total	422.960	99			
a. Squared = .013 (Adjusted R Squared = -.018 R)					

TABLE VI					
Dependent Variable:HWI					
Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	11.440[a]	3	3.813	.536	.659
Intercept	10567.840	1	10567.840	1485.986	.000
Sector	7.840	1	7.840	1.102	.296
Sex	.360	1	.360	.051	.822
Sector * Sex	3.240	1	3.240	.456	.501
Error	682.720	96	7.112		
Total	11262.000	100			
Corrected Total	694.160	99			
a. R Squared = .016 (Adjusted R Squared = -.014)					

TABLE VII					
Dependent Variable:WCS					
Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	37.640[a]	3	12.547	3.261	.025
Intercept	12769.000	1	12769.000	3318.778	.000
Sector	19.360	1	19.360	5.032	.027
Sex	17.640	1	17.640	4.585	.035
Sector * Sex	.640	1	.640	.166	.684
Error	369.360	96	3.848		
Total	13176.000	100			
Corrected Total	407.000	99			
a. R Squared = .092 (Adjusted R Squared = .064)					

The Table VII shows that there is significant mean difference between government and private sector employees in respect to working conditions (WCS), $F(1, 96) = 5.032$, $p < 0.05$ and male and female employees also differ significantly from each other in respect to working conditions (WCS), $F(1, 96) = 4.585$, $p < 0.05$, but there is no significant interaction of sector and gender on working conditions (WCS) $F(1, 96) = 0.166$, $p>0.05$. The Figure 1 also shows that both male and female are affected in the same way in government and private sectors which means there is no interaction on working conditions as far as sector and gender are concerned.

FIGURE 1



Conclusion and discussions:

In many studies on quality of work life in India, we find difference with respect to sector and gender. Here, in this present study in Kolkata, there is mean difference in work related quality life with respect to sector and gender but that difference is not significant. Though the difference is not significant, one interesting thing to notice is that overall WRQoL is greater in private sector than government sector. Many studies in India on work related quality of life with respect to gender, women mostly found to have less quality of work life than men, but in this study, though no significant difference, the overall WRQoL of women is greater than the men. The above findings lead us to accept the null hypothesis that there is no mean difference and interaction of sector and gender on overall WRQoL.

When I examine the components of work-related quality of life, we do not find any difference in General Well-being (GWB), Home-work interface (HWI), Job and Career Satisfaction (JCS), Control at Work (CAW), Stress at Work (SAW) with respect to sector and gender except in Working Conditions (WCS). It is found that private sector employees do have significantly better working conditions than government sector employees and with respect to gender, the women across the sectors do have better work conditions than men. This may be as women folk are generally placed in work which has safe and secure environment both in government and private sectors. The government sectors need to enhance the working conditions for their employees, which are an important factor which contributes to overall employees work related quality life. Thus, all the hypotheses are accepted except the hypotheses a) there is no significant mean difference in working conditions with respect to sector and b) there is no significant mean difference in working conditions with respect to gender are rejected.

Thus, in summation it can be stated for the policy makers at the government sectors that they need to think to improve the working conditions of their employees and especial emphasis for men as many male employees have to work in many challenging work environments, sometimes compromising health and safety, it is recommended that authorities of government sectors should look into to better the working conditions for them.

Ethical Considerations:

The Institute Ethics Committee approval was taken for the study. Written informed consent was taken from all the participants. The study was conducted in accordance with the principles as enunciated in the Declaration of Helsinki.

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Conflict of Interest:

The author(s) declared no conflict of interest

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Appendix: a

Descriptive Statistics				
Dependent Variable:WRQoL				
Sector	Sex	Mean	Std. Deviation	N
Government Sector	Male	78.0400	11.36324	25
	Female	80.5600	9.99200	25
	Total	79.3000	10.66608	50
Private Sector	Male	80.4800	10.00467	25
	Female	81.4400	8.73728	25
	Total	80.9600	9.30867	50
Total	Male	79.2600	10.66715	50
	Female	81.0000	9.29999	50
	Total	80.1300	9.99460	100

Appendix: b

Descriptive Statistics				
Dependent Variable:JCS				
Sector	Sex	Mean	Std. Deviation	N
Government Sector	Male	21.1200	4.40946	25
	Female	22.4400	4.06284	25
	Total	21.7800	4.24884	50
Private Sector	Male	22.6800	2.76466	25
	Female	23.0000	4.14327	25
	Total	22.8400	3.48969	50
Total	Male	21.9000	3.72663	50
	Female	22.7200	4.07100	50
	Total	22.3100	3.90466	100

Appendix: c

Descriptive Statistics				
Dependent Variable:GWB				
Sector	Sex	Mean	Std. Deviation	N
Government Sector	Male	20.5600	3.68646	25
	Female	21.0800	4.45271	25
	Total	20.8200	4.05417	50
Private Sector	Male	19.9600	4.35393	25
	Female	20.1200	3.46795	25
	Total	20.0400	3.89641	50
Total	Male	20.2600	4.00413	50
	Female	20.6000	3.97954	50
	Total	20.4300	3.97532	100

Appendix: d

Descriptive Statistics				
Dependent Variable:SAW				
Sector	Sex	Mean	Std. Deviation	N
Government Sector	Male	5.7600	2.16564	25
	Female	5.2800	1.88237	25
	Total	5.5200	2.02273	50
Private Sector	Male	4.9600	1.74356	25
	Female	5.1600	1.51877	25
	Total	5.0600	1.62141	50
Total	Male	5.3600	1.98731	50
	Female	5.2200	1.69381	50
	Total	5.2900	1.83840	100

Appendix: e

Descriptive Statistics				
Dependent Variable:CAW				
Sector	Sex	Mean	Std. Deviation	N
Government Sector	Male	10.4800	1.87350	25
	Female	10.1600	2.28546	25
	Total	10.3200	2.07453	50
Private Sector	Male	10.8000	1.73205	25
	Female	10.6400	2.37837	25
	Total	10.7200	2.06071	50
Total	Male	10.6400	1.79296	50
	Female	10.4000	2.32115	50
	Total	10.5200	2.06696	100

Appendix: f

Descriptive Statistics				
Dependent Variable:HWI				
Sector	Sex	Mean	Std. Deviation	N
Government Sector	Male	9.7600	2.45425	25
	Female	10.2400	3.00389	25
	Total	10.0000	2.72554	50
Private Sector	Male	10.6800	2.57747	25
	Female	10.4400	2.59936	25
	Total	10.5600	2.56475	50
Total	Male	10.2200	2.53377	50
	Female	10.3400	2.78194	50
	Total	10.2800	2.64796	100

Appendix: g

Descriptive Statistics				
Dependent Variable:WCS				
Sector	Sex	Mean	Std. Deviation	N
Government Sector	Male	10.3600	2.05913	25
	Female	11.3600	2.13854	25
	Total	10.8600	2.13819	50
Private Sector	Male	11.4000	1.82574	25
	Female	12.0800	1.80093	25

	Total	11.7400	1.82734	50
Total	Male	10.8800	1.99632	50
	Female	11.7200	1.99018	50
	Total	11.3000	2.02759	100