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International Journal of Nursing Science | May-August 2013 Volume 8 Issue 2 | Page 1201

Original Article

## Quality of Work Life: Scale Development and Validation

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**Abstract**

**Background:** Nowadays Quality of Work Life is drawing more importance globally, organizations are facing many issues related to human resource of which, employee stability is one of the major problem and addressing it is a top most priority. Among various reasons for employee stability the Quality of Work Life is one among them. Quality of work life is multidimensional construct and it has been influenced by many variables.

**Objective:** To develop a valid and reliable scale by considering the significant dimensions of Quality of Work Life of employees in Mechanical Manufacturing Small and Medium sized Enterprises (MSMEs) in Karnataka, India.

**Methodology:** A survey using a questionnaire was conducted among 1892 employees working in Mechanical Manufacturing MSMEs. The data collected was subjected to principal component factor analysis with varimax rotation using SPSS19.

**Results and conclusion:** The following nine significant dimensions were identified based on factor analysis: Work environment, Organization culture and climate, Relation and co-operation, Training and development, Compensation and Rewards, Facilities, Job satisfaction and job security, Autonomy of work and Adequacy of resources. Further analysis revealed that, these nine dimensions together explained 82.24% of the total variance.

**Key words:** Quality of Work Life, MSMEs, QWL dimensions

**Introduction**

Quality of Work Life (QWL) can be defined as an extent to which an employee is satisfied with personal and working needs through participating in the workplace while achieving the goals of the organization. Lewis and Smith (1990) research identified the importance of QWL in reducing employees' turnover and employee well-being impacting on the services offered.

Usually, QWL concept was used only for job redesigning process by considering socio-technical

system approach, but gradually this concept was broadened by considering large interventions. Focusing on improving QWL to increase the commitment and satisfaction of employees can result in various advantages for both employees and organization. Through the effective implementation of interventions of QWL such as flexible time, job enrichment, job engagement, autonomous work group culture, it is possible to enhance status of QWL in employees. These interventions ensure the full use of a worker's potential by ensuring greater involvement which makes the work more effective

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