

QUALITY OF WORK LIFE AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF TEACHING PROFESSIONALS

Harinder Singh*

ABSTRACT

Quality of work life and Organizational Citizenship behavior is becoming need of an hour to achieve the objectives of the organization in each and every sector whether it is teaching, tourism, service, Information technology sector, manufacturing, banking and insurance sector etc. Quality of work life and organizational citizenship behavior is all about organizational environment, rewards, perks, organizational commitment, compliance, recognition, participative management, work life balance, welfare facilities, proper grievances handling, job satisfaction and etc. High level of quality of work life and organizational citizenship behavior can enhance the organizational performance, effectiveness and innovativeness. This paper focuses and analyses the literature review on the quality of work life and organizational citizenship behavior of teaching professionals.

KEYWORDS: *Quality of Work Life, Organizational Citizenship Behavior, Effectiveness.*

Introduction

In most of the organizations, employees are not satisfied with their jobs. Quality of work life and Organizational citizenship behavior has become need of the modern era. Quality of Work Life is a human resource management concept which is used to improve the professional as well as personal life of employee's. Quality of work life and Organizational citizenship behavior is the bond between employees and the total organizational environment. Most of the studies conducted on the quality of work life and organizational citizenship behavior came into the picture in 1970's. QWL and OCB had been defined as the sum of stress, or sum of job satisfactions or job dissatisfactions. Quality of work life and organizational citizenship behavior is a way by which core groups in the organization will learn how to work better together, how to determine for themselves what activities, changes and improvements are desirable and effective to the organization to be more efficient. According to Robbins the quality of work life is a process by which an organization responds to employee needs by developing mechanisms to allow them to share fully in making the decisions that design their lives at work. Walton explains the quality of work life in eight broad categories which constitute desirable quality of work life. On the other hand Organizational citizenship behavior (OCB) is behavior that goes beyond the basic requirements of the job and is largely beneficial to the organization. The Organ in the year 1988 has given five dimensions of OCB.

Objective of Paper

To find out the scope of the quality of work life and organizational citizenship behavior in the research area.

* Research Scholar, Department of Business Administration, Faculty of Commerce, University of Rajasthan, Jaipur, Rajasthan, India.

Methodology

The study is based on previous research method to review literature on quality of work life and organizational citizenship behavior. The secondary data is drawn from books, journals and various reports published by the agencies working in this field.

Results and Discussion

There are only few studies conducted to analyze the quality of work life and organizational citizenship behavior of teaching professionals across the world. The researches on quality of work life and organizational citizenship behavior are shown below: Results are taken from the researches which have been done on the QWL and OCB. List of the important research paper are discussed below:

- The effects of teacher's quality of work life in secondary schools on commitment and sense of efficacy is measured by L.S. Karen. The aim of this study was to recognize the need organizational characteristics of the work place that enhances the effectiveness of teaching professionals. The measures of quality of work life in eight schools are examined, along with the relationship between the quality of work life variables and measures of teacher's commitment and sense of efficacy. Finally, the effects of school structure on quality of work life were examined. The results suggested that qualities of work life measures are strongly associated with both dependent variables.
- Next study was on the quality of work life among teachers was studied by L.Sturman. The samples were taken from 300 schools from England. The findings of the study suggested that teaching professionals have more job satisfaction than other workers, but are neutral about job commitment, teachers feel well supported at work and have positive working relationships with colleagues and teachers would like more responsibility and involvement Besides that, teachers experience job security and are more satisfied.
- Kuching, Sarawak studied the examined relationships between quality of work life and work commitment, work stress and work satisfaction. This examination was quantitative and led with 110 respondents at an institute in Malaysia. The discoveries for this exploration were discovered the respondents just had moderate quality of work life. The outcomes recommended that work commitment, work pressure and satisfaction were not essentially associated.
- B.P. Subburethina, M. Umaselvi, K.N. Senthil studied the perception of college teaching professionals about quality of work life. The studied was aimed at helping the college teaching professionals to understand the level of perception towards QWL and to enhance the same. The sample for this research was 239. Beside that there is no significant difference between gender, type of family, age, various income levels, type of college, native place and their perceived levels of overall quality of work life. There were no significant difference between the department, type of family, the designation, the various income levels of the respondents and their perceived levels of overall quality of work life in teaching environment.
- B. Sasan, G. Yahya studied the relationship between quality of work life and teaching professional's motivation among secondary schools in Tehran, Iran. The sample of the study was 160 teaching professionals. The findings revealed that the participants enjoyed a medium level of quality of work life and experienced a medium- to-low level of motivation and a significant relationship was found between motivation and quality of work life.
- T.S. Nanjundeswaraswamy, D.R. Swamy investigated quality of work life of teaching professionals in private technical institutions. These studied helps the technical institution teaching professionals to know the level of perception towards quality of work life and to enhance the same by the management. The sample consists of 109 employees of a technical institution the results reveals that male employees are more satisfied than female employees. Beside that there are no significance relationship between demographic characteristics of employees and quality of work life. These studied also reveals that Adequacy of Resources are more correlated and Training & Development are less correlated with QWL in teaching professionals and in case of non-teaching staffs compensation & rewards are more correlated and work environment are less correlated with QWL. Furthermore the correlation analysis also reveals that all the dimensions of QWL are positively correlated with QWL of teaching professionals, which indicates that enhancement in the dimensions of QWL, can lead to increase the overall QWL of teaching professionals.

- Jamal, conducted a relative research on quality of work life among the teachers working in government and private educational organizations, 50 teachers from each type were chosen. In the study it was observed that government school teacher were extremely satisfied as compare to the private school instructors. Men and women teachers were also dissimilar considerably on quality of work life.
- Chiu and Tsai (2006) conducted the association between burnout, job involvement, and organizational citizenship behavior. Correlation analysis explained that emotional exhaustion and diminished personal accomplishment were negatively associated with organizational citizenship behavior and regression result suggested that job involvement mediated the relationship among emotional exhaustion, diminished personal accomplishment, and organizational citizenship behavior.
- Pierce and Maurer (2009) identified that employees engage in development activities which will benefit the organization only to the extent of the existence of a positive exchange relationship. Further, the correlation showed that work development behavior was related to organizational citizenship behavior.
- Ahmad (2011) studied the association between training and organizational citizenship behavior in the digital world. The results showed that support for training, motivation to learn new things, training and development, were all significantly associated with the components of organizational citizenship behavior.

Conclusion

After the study of literature review on quality of teacher work life and organizational citizenship behavior, it is clear out that an education industry cannot achieve efficiency and effectiveness from teaching professionals without quality of work life and organizational citizenship behavior. Quality work life and organizational citizenship behavior is the shared function of the management and employees. For improving the level of teaching professionals quality of work life and organizational citizenship behavior we have to identify first and then try to satisfy teaching professional's important needs in their working environment. Depending upon the situational requirements, management may select the relevant needs of the employee's to improve them with a short term plan. The purpose of this research paper was to identify the important dimensions of quality of work life and organizational citizenship behavior from literature review. More than 25 literatures were studied out of that 10 literatures discussed deeply and the most extracted factors were gauged. The aims of the paper to find out the scope the quality of work life and organizational citizenship behavior of teaching professionals. The finding shows that organizational policies, environment affects quality of work life and organizational citizenship behavior of teaching professionals a lot; on the other hand demographic variables have less impact on quality of work life and organizational citizenship behavior. We can research further in detail regarding quality of work life and organizational citizenship behavior of teaching professionals.

Suggestion

This paper only focuses in quality of work life and organizational citizenship behavior of teaching professionals in the research area. The prospective researchers who are interested to do research on quality of work life and organizational citizenship behavior of teaching professionals may further researches or refine the definition of quality of work life and organizational citizenship behavior. There are some dimensions such as such as compliance ,team work, attitude ,pay and benefits, participative management, organization commitment, growth and development , job satisfaction, safety and healthy environment and participative management, employee participation and welfare opportunities are have been used by mostly researchers continuously. There are many dimensions still untouched which affect quality of work life and organization citizenship behavior.

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