

**QUALITY OF WORK LIFE AMONG EMPLOYEES AT
MICROFINANCE INSTITUTIONS IN EASTERN
REGION OF U.P.: AN IMPACT**

ABSTRACT OF THE THESIS

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ABSTRACT

In this research the investigation is analytical in nature where sample collection is purely chosen at convenience to meet out the purpose of research and requirement for data collection. Quality of work Life is itself a epic in its sense and lots of worker and approaches to take and perform research. But Quality of Work Life performed on Microfinance Institutions and that too on eastern region of Uttar Pradesh is also one of its kinds. Because the district is still in its early stages and is predominantly rural, no attempt has been made to assess the degree of QWL of microfinance institution personnel operating in the eastern part of Uttar Pradesh.

The objectives of the study are as follows.

1. To examine the socio-economic profile of employees of microfinance institutions in Eastern U.P.
2. To evaluate the quality of work life of employees of microfinance institutions on the basis of cadre using a comparative perspective.
3. To determine the factors of Quality of Work Life on employees of microfinance institutions in Eastern UP.
4. To investigate the link between Quality of Work Life and Job Satisfaction,

Organizational performance and commitment in Microfinance Institutions.

On the basis of above objectives of the study few hypotheses were generated on which the whole analytical and finding part was conducted. Here are few Hypotheses with its some illustration part:

H₀₁: Personal and socio economic factors influence the QWL of microfinance institutions employees.

This first hypothesis of the study whether personal factors and Socio-economic factors influence or affects QWL of Employee or not. In this hypothesis, Standardized Beta coefficient and multiple regression analysis is employed. Result shows that Age, Experience and Income affect QWL of Employees. In this the dependent variable is QWL and Independent variables are 12 factors like Age, Gender, Marital status, Experience etc. This hypothesis is linked to Objective 1 and 2 and it will be further explained in section 5.4.

H₀₂: There is no variation in effect of components of QWL constructs over QWL of employees of Microfinance Institutions cadre wise.

Second hypothesis of this study explains about whether standard QWL factors affect QWL of employees of MFI or not. For testing this hypothesis stepwise Multiple Regression Analysis is employed with the data of all selected Employees. The Results show that 3 factors affect the most, whereas many other factors do not seem to affect much. This hypothesis is linked to objective 3 and it will get elaborate in section 5.5.

H_{03a}: There is positive relationship between Job satisfaction and QWL.

H_{03b}: There is positive relationship between QWL and organisational performance.

H_{03c}: There is positive relationship between QWL and organisational Commitment.

These are the rest hypotheses of the study. All of these hypotheses linked to objective 4 and further explained in section 5.6, 5.7 & 5.8 respectively. By using 5 point scale, response was recorded and further analysis was conducted through Pearson correlation coefficient for all three Hypotheses.

Variables for QWL characteristics were chosen in the current study with specific attention on the working environments of workers working in microfinance institutions in the eastern area of Uttar Pradesh. Like other research here also two kind of variables Independent variable and dependent variable-

Independent variables are Cadre, Gender, Age Marital Status, Family Size, Religion, Community, Type Of Family, Housing Tenure, Education, Income, Experience.

Dependent Variables are: Social Integration in the Work Organisation, Opportunity to use and Develop human capacity, Constitutionalism in the Work Organisation, Opportunity for continuous Growth, Stress & work life, Trade Unions & work life, Safe & healthy Working Conditions, Adequate Compensation, Social Relevance of Work Life, Work & total Life Space.

Third Chapter of the work illustrates Research Methodology used to prove the hypothesis and achieve the objectives of the study. Total 300 respondents were active who submit their questionnaire and through the collected information, data was acquired and processed and Tabular analysis was in the study. Total 24 Microfinance

Institutions were available to perform the survey from three districts (Lucknow, Varanasi & Baliya) of eastern Uttar Pradesh. Primary data analysis methods include percentage, average, ratios, correlation, and multiple regression analysis. The study begins with the individual's socio-economic position. To investigate the QWL, tabular analysis is used to examine each of the ten primary components that contribute to QWL. Attribute-wise analysis of each component is also performed. Multiple regression analysis is used to investigate the connection of QWL with socioeconomic characteristics and QWL variables. The connection between organisational performance and organisational commitment is used to investigate the association of QWL with work satisfaction. The analysis is aimed to test the study's hypotheses.

Chapter Fourth of this research contains Profile of the Study Area i.e Microfinance Institutions. This Section states Various Institutes profile its Mission, Vision, Goal specialized field, its CSR. This information helps to better understand the institute.

Chapter Fifth of the study perform also an examination of factors that influence quality of work life of sample was done. The analysis was carried out in respect of identifying the socio-economic factors of employees as also the quality of work life constructs (components or factors) on quality of work life of the selected employees. Following this, an analysis was also carried out with a view to assessing the association of quality of work life with job satisfaction, organisational performance and organisational commitment separately. In the course of analysis, all hypotheses formulated in the study were tested. Though findings on these issues have emerged in this chapter, it still needs more quantitative dimensions for arriving at a clear conclusion which is addressed in the next chapter.

Chapter Sixth of the Study aimed to analyse the Quality of Work Life and variables influencing QWL among employees of microfinance institutions in the Eastern Uttar Pradesh. The information was gathered from a sample of 300 microfinance institution person from four cadres in the Eastern U.P. In the previous chapter, the data was processed and statistical methods such as averages, percentages, ratios, correlation, and multiple regressions were used. Suggestions and conclusions are formed based on the findings. The researcher discovered several topics for additional investigation throughout the course of the study. Certain components more

commonly seen in microfinance organizations include sufficient remuneration, opportunities to use and develop human talents, and opportunities for continuing growth and constitutionalism in the work organization. Microfinance institutions are more linked with the components, social integration in the workplace, and improved work and total life space. Age, experience, and income appear to impact QWL under study more than the other personal socioeconomic factors addressed in the study. In terms of QWL variables, social integration in the workplace and the possibility to use and develop human talents appear to impact the quality of work life of employees in microfinance organizations under consideration. However, the most influential element of microfinance institutions under research is constitutionalism in the workplace. The study also demonstrates that (1) there is a strong relationship between QWL and Job Satisfaction. (2) There is a substantial positive relationship between QWL and organizational performance, and (3) a similar strong relationship exists between QWL and organizational commitment.

Based on the findings, the report recommended actions for microfinance organizations as well as recommendations for the government. These proposals, if implemented, will assist to ensure the quality of life for employees in microfinance organizations.