

WORK-RELATED QUALITY OF LIFE AND ITS ASSOCIATION WITH WORK PRODUCTIVITY AMONG THE EMPLOYEES OF THE INFORMATION TECHNOLOGY ENABLED SERVICE (ITeS) INDUSTRIES IN INDIA

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ABSTRACT

Objective: (1) To Study the Constructs of the Work related Quality of Life among the employees working in a selected ITeS Industries in India; (2) To find out whether there is any association between the Quality of Work Life and the Work Productivity of the ITeS Employees in India.

Study Design: A Descriptive study design was adopted to study the constructs of Quality of Work Life among the ITeS Employees working in India. Further, it captured the association between the Work-related Quality of Life and the Productivity of the employees at their Job.

Materials and Methods: The ITeS employees (N=150) belonging to Medical Transcription division which are functioning at three Metropolitan cities (Bangalore, Chennai and Coimbatore) formed the sampling frame for this study. 50 Employees from each of the three ITeS Industries located in selected cities were recruited based on criterion based sampling approach. The Primary data consisting of the employee's opinion about the Work related Quality of life were captured using a standard Work-related Quality of life Scale (adopted from the University of Portsmouth). The data were captured with respect to six factors viz: (i) Control at Work; (ii) General Well-being; (iii) Home-Work Interface; (iv) Job career Satisfaction; (v) Stress at Work; (vi) Working Conditions. The Secondary data consisted of Work productivity of the employees were captured with respect to their Accuracy percentage in the preparation of Transcript using a standard methodology adopted from American Association of Medical Transcription Metrics for measuring the Quality of Medical Transcription.

Statistical Analysis: The descriptive statistics was done using Mean, and Cumulative percentage of '4' or '5' to study the constructs of Quality of Work Life among the ITeS Employees in India. A Chi-square statistics were adopted to study the association between the Employee's overall opinion on Quality of Work life and their Work productivity.

Results & Conclusions: This study brought about the opinion of the ITeS employees about their Work related Quality of Life in India. Overall, 59% of the Medical transcription employees belonging to the ITeS Industries were satisfied with their Work related Quality of Life. This study also established a significant association between the Work-related Quality of life and the productivity of the employees working in the ITeS sector in India.

KEYWORDS: Employees, Information Technology Enabled Service Industries, India, Productivity, and Work Related Quality of Life (WRQoL)