

THE STUDY ON THE FACTORS AFFECTING QUALITY LIFE OF NON-ACADEMIC STAFF IN EASTERN UNIVERSITY, SRI LANKA

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ABSTRACT

The Quality of working life is dependent on the extent to which an employee feels him/herself as being valued, rewarded, motivated, consulted and empowered (Cascio, F.W. (1998))

University plays an important roles for knowledge development of the country, Eastern University also have being contributed its inputs to the national development. Academic and non-academic staffs are major work force in the University system. The level of quality of work life of the non-academic staff is influenced high than the academic staff.

The objective of this research study is identifying the present status of quality life of Non-Academic staff. Hence, this study investigates the factors affecting quality life of employees' particularly non academic staff in Eastern University, Sri Lanka. Employee participation, career development, job security, safe environment, employee benefits and employee relationship are investigated independently in relation to the quality life of non-academic staff.

100 samples were randomly selected from non-academic staff. Collected data via questionnaire and interviews were analyzed by using five point scales (5 for high and 1 for low) and evaluated.

The finding of the research is moderate levels of Quality of work life of non academic staff due to the low levels of career development, job security, safe environment, employee relation and employee benefits.

Keywords: Employee performance, Quality of work life, Non-academic staff and safe environment.

1. INTRODUCTION

Human resource plays a vital role in organizations in a competitive environment. The quality of life refers to the degree of personal satisfaction of an employee at work. Quality of working life is dependent on the extent to which an employee feels himself or herself as being valued, rewarded, motivated, consulted and empowered. It is also influenced by the factors such as job security, opportunities for career development, work patterns and work life balance.

Getting high quality job performances from employees depends on giving opportunities for their personal growth, achievement, responsibility, recognition and reward. The basis of all jobs enhancement efforts is recognition of an employee's desire to do good work, to assume responsibility, to achieve and to succeed in his or her job assigned.

Universities are a part of an internationally recognized institution of higher education and have a particular

responsibility to create, preserve, evaluate, interpret and transmit knowledge and also Universities play a great role in enhancing the wealth, politics, sociology and culture of a country. Likewise, to achieve the goals of Eastern University, Sri Lanka, there is a need for academic and non-academic staffs and their contribution directly and indirectly. Universities normally consist of non-academic staffs, various grades in each type of staff category. All these staff must be evaluated and utilized in full and their skills and ability must be developed.

2. PROBLEM RECOGNITION

The non academic staffs are playing a vital role to performing administrative and academic functions effectively. So these employees' quality of work life wants to be maintained and kept on top level. Therefore, the study investigates that the factors that affecting quality life of non-academic staffs in Eastern University, Sri Lanka.

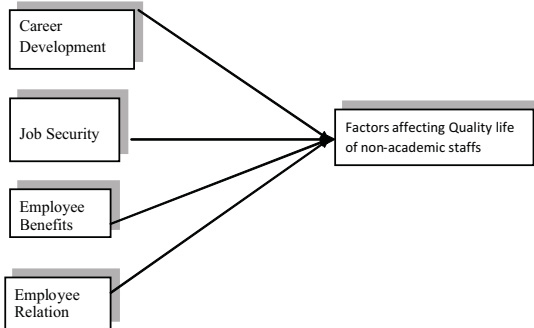
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3. OBJECTIVES

The objectives of this research study are identify the present status of quality life of Non-Academic staff in Eastern University, find out the factors that mostly affect on quality life of the staff and suggest some future development activities to improve the quality life of the staff.

4. CONCEPTUAL FRAMEWORK

Figure 1: Conceptual Framework



(Source: Prepared for this study in particular)

4.1 Career Development

A career development system is a formal, organized, planned effort to achieve a balance between individual career needs and organizational workforce requirements (Bernardin and Russell, 1998). Flexibility in career development programs is a paramount, if the achievement of goals with improved productivity increases an employee's personal satisfaction and growth; and ultimately increases organizational effectiveness.

4.2 Job security

This indicates an assurance for an employee to have opportunities to continue employment. Job security usually arises from the terms of the contract of employment, collective bargaining agreement, or labor legislation that prevents arbitrary termination, layoffs, and lockouts.

4.3 Safe Environment

Safe environment may go beyond descriptions of the physical environment, hours of work, safety, and health hazards; travel requirements and other features of the job (Davis 1994).

4.4 Employee Relationship

The employee- employer relationships domain concerns labour relations law and compliance and procedures designed to maintain good working relationships between employees and employers. Here, relationship is denoted in the communications. These domains are concerned with sharing information among employees, management, and outside constituents, including customers (Bernardin and Russell, 1998).

4.5 Employee Benefits

Employee benefits typically refer to retirement plans, health life insurance, life insurance, disability insurance, vacation, employee stock ownership plans, etc. Benefits are increasingly expensive for businesses to provide to employees (Carter McNamara, 2008).

5. OPERATIONALIZATION

Table 1: Operationalization

6. METHODOLOGY

6.1. Sample Selection

The target population for this study includes all the non-academic staff at Eastern University, Sri Lanka. According to this 100 sample elements have been selected as sample size.

Table 1: Operationalization

Variables	Dimensions
1. Career Development	1.1 Training 1.2 Promotion 1.3 Self motivation 1.4 Modern Technology
2. Job Security	2.1 Pension 2.2 Financial stability 2.3 Permanency
3. Conducive Environment	3.1 Safety system 3.2 Working Condition 3.3 Canteen, Rest room, toilet facilities
4. Employee Relationship	4.1 Relationship between co-workers 4.2 Relationship between top level management 4.3 Proper communication
5. Employee benefit	5.1 Increment System 5.2 Loan facilities 5.3 leaves

(Source: Prepared for this study in particular)

6.2 Sampling and data collection

For this research 100 samples were randomly selected from non-academic staff at Eastern University, Sri Lanka.

Table 2: Sampling

Category of Non-Academic Staff	No. of staffs	Sample size
Permanent	275	60
Temporary	200	40
Total	475	100

(Source: Statistical book-2009)

This study was carried out based on primary and secondary data sources. Primary data are mainly collected by questionnaires including personal and research data. Secondary data are collected from statistical handbook and interview.

The answers for the questions are measured by using five point Likert Scale as follows

Table 3: Likert Scale

Strongly Disagree	Reasonably Disagree	Neither Disagree nor agree	Reasonably Agree	Strongly Agree
1	2	3	4	5

Source: develop for the research purpose

6.3 Methods of data presentation and analysis

For this research, data collected from questionnaire is analyzed using univariate analysis. Univariate analysis consists of mean, median, standard deviation, percentage etc. Based on the univariate analysis, establishment of each variable in the conceptual frame work have been arrived.

6.4 Method of data evaluation

Based on the value indicated in the questionnaire, the average value for each factor is considered for evaluation. The average (mean) value will lie in the range 1-5. There are three different possibilities for the mean value of a variable and the decision criteria for the mean value are indicated in table 4.

Table 4: Decision criteria

Range	Decision rule
$1.0 = X_i = 2.5$	Lower level of satisfaction
$2.5 < X_i = 3.5$	Moderate level of satisfaction
$3.5 < X_i = 5$	High level of satisfaction

Source: Developed for this study

7. DISCUSSION AND CONCLUSION

7.1 Career development

The variable career development consists of training, promotion, self motivation and modern technology. Dimension training has mean value of 3.32. It is denoted non-academic staffs are moderately satisfied by the training provided by Eastern University, Sri Lanka.

Considering promotion, mean value is 3.41. It means non-academic staffs are moderately satisfied because there are less chances to employees for promotion, that is every one can not be promoted in Eastern University, Sri Lanka.

Dimension Self motivation has mean value of 2.95. It is in moderate satisfaction level. It indicates that contribution of Eastern University regarding employees self motivation is not accepted by the non academic staff.

Considering the modern technology, mean value is 2.45. It means that Eastern University does not use appropriate and sufficient technology to train employees.

Overall, mean value of career development is 3.27 within the range of $2.5 < X_i \leq 3.5$. This clearly shows that the element of career development has moderate level to contribute to quality life of non-academic staff at Eastern University.

7.2 Job security

Job security includes the dimensions of Pension, Financial stability and permanency. According to this, employees moderately satisfied. Regarding the dimension permanency, staffs have low level of satisfaction because many staffs are working without permanency for long time.

Pension scheme of non-academic staff is in the high level, because the employees have pension, UTF and ETF benefits. It is paid as a lump sum amount at the time of retirement.

Overall, mean value of job security is 3.32 within the range of $2.5 < X_i \leq 3.5$. This clearly shows that the element of job security has moderate level to contribute to quality life of non-academic staff at Eastern University.

7.3 Safe environment

Regarding the dimension working condition, most of the staffs have sufficient ventilation and other facilities.

Some employees especially skill labours or security officers and low level labours face many problem related to restroom facilities, separate canteen and toilet.

Considering the variable safe environment, the mean value is 3.32. It is in moderate satisfactory level. The result shows that there are no separate unit and new safety system to prevent hazard.

7.4 Employee relationship

Employee relationship includes the dimensions of relationship between co-workers, relationship between top level management, Proper communication. It is in moderate satisfactory level, because employees have good relationship with each other and their top level management, but mutual interchange of ideas, feeling and opinions can be very low.

7.5 Employee benefits

Regarding the variable employee benefits, mean value is 2.088. It is in low level satisfaction because lack of loan facility and the loan interest is very high. There is no separate transport system.

8. RECOMMENDATIONS

Training will be enriching the knowledge, skills, capability of the employees and eventually support the pursuit of the Eastern university goals.

The employees can be benefited greatly by participation in quality seminars and workshops.

Employees must be encouraged by the way of promotion and upgrades.

Promotion should be considered on the basis of seniority and efficiency of employees.

Stimulate and channel the exchange of information between the management and employees.

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