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A Study on Quality of Work Life Among the Employees Working in Shiptoz Enterprises

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Abstract

In modern organizations, employees are not just resources they are individuals with aspirations, emotions, and personal responsibilities. This study explores the Quality of Work Life (QWL) among employees at Shiptoz Enterprises from a human-cantered perspective. Rather than focusing only on statistics, the study reflects the real experiences, feelings, and expectations of employees. Through direct interaction and feedback, it was found that while employees appreciate the supportive culture and job stability, they also face challenges in balancing work demands with personal life. The study emphasizes the importance of empathy-driven policies to improve both employee satisfaction and organizational performance.

Quality of Work Life, Employee Well-being, Humanized Workplace, Work-Life Balance, Job Satisfaction Abstract. Work is often described in terms of targets, deadlines, and performance metrics, but for employees, it is also a deeply personal experience shaped by emotions, relationships, and everyday challenges. This study on the Quality of Work Life (QWL) at Shiptoz Enterprises takes a more human-cantered approach by focusing on how employees live their work rather than just how they perform it.

Through conversations, observations, and feedback, the study captures the voices behind the roles employees who take pride in their responsibilities yet quietly navigate stress, time pressures, and the need for personal balance. Many employees expressed a sense of belonging and stability within the organization, highlighting supportive colleagues and a generally positive atmosphere. At the same time, there were subtle but meaningful concerns, especially around long working hours, limited personal time, and the desire for greater recognition. Ultimately, the study suggests that when organizations begin to see employees as individuals with lives beyond their job roles, they create an environment where people feel valued, motivated, and genuinely engaged. Improving quality of work life, therefore, is not just an organizational strategy it is a commitment to understanding and supporting the human side of work.

Keywords: Quality of Work Life; Employee Well-being; Work-Life Balance; Job Satisfaction; Human-Centered Workplace

1. Introduction

Work is more than just a way to earn a living it shapes a person's identity, confidence, and overall happiness. In organizations like Shiptoz Enterprises, employees spend a significant part of their daily lives contributing to company goals. But behind every task completed is a human being managing responsibilities, stress, ambitions, and personal challenges.

This study attempts to go beyond numbers and understand how employees feel about their work life. It explores whether they feel respected, supported, and balanced in their roles. A better quality of work life does not just benefit employees it creates a positive ripple effect on productivity, loyalty, and workplace harmony. **Humanized & Refined Version**

Quality of Work Life (QWL) refers to how favourable or unfavourable the overall job environment is for employees not just in terms of physical conditions, but also how they *experience* their work on a daily basis. It reflects whether people feel comfortable, valued, secure, and motivated in their roles.

Organizations today increasingly recognize that they hold a responsibility that goes beyond profits. They are expected to create working conditions that are not only efficient for organizational performance but also meaningful and supportive for the people who contribute to it. QWL programs emerge from this understanding, aiming to balance employee well-being with the economic health of the organization.

In practice, a strong QWL framework includes elements that make employees feel heard and respected. Open communication channels allow individuals to express ideas and concerns without hesitation. Fair and equitable reward systems ensure that effort is recognized appropriately. Job security provides a sense of stability, while opportunities for satisfying and meaningful careers help employees see a future within the organization. Participation in decision-making further strengthens their sense of belonging and importance.

Early efforts to improve QWL often focused on job enrichment making roles more engaging and less repetitive. Over time, this approach expanded to include improving the overall work system. Modern QWL programs place strong emphasis on developing employee skills, reducing workplace stress, and fostering cooperative and trusting relationships between employees and management.

2. Objectives of the Study

The core objective of this internship was to fulfil the academic requirement of the MBA program while gaining meaningful, real-world exposure to human resource practices. The internship at Shiptoz Enterprises was not just a formal requirement, but an opportunity to step into a professional environment and understand how people, processes, and organizational goals come together in practice.

More importantly, the experience was aimed at bridging the gap between classroom learning and actual workplace realities—helping to see beyond theories and understand the human side of management.

3.General Objectives of the project:

1. To gain hands-on experience in the various functions carried out within the HR department at Shiptoz Enterprises, and understand how these functions impact employees on a daily basis.

2. To relate and compare theoretical concepts learned in Human Resource Management with real-time practices followed in a web solutions company.

3. To better understand personal interests, strengths, and skills, and explore how they can be shaped into clear career goals in the HR field.

4. To learn from experienced HR professionals, observing how they handle employee concerns, decision-making, and workplace challenges.

5. To understand the organization's operations, management style, and work culture, while identifying the practical differences between textbook knowledge and real business situations.

3.1 Primary Objective:

To study and understand the Quality of Work Life (QWL) of employees working in the web solutions environment at Shiptoz Enterprises, focusing on how they perceive their work and workplace.

3.2 Secondary Objectives:

1. To assess the overall Quality of Work Life among employees, considering both professional and personal dimensions of their work experience.

2. To understand the relationship between employees and their workplace, including their level of comfort, engagement, and sense of belonging.

3. To analyze the working conditions and environmental factors that influence employee performance, motivation, and satisfaction.

4. To suggest practical and meaningful strategies for improving QWL by understanding employee expectations, concerns, and desired changes within the organization.

4. Research Methodology

This study follows a descriptive and human-cantered approach. Instead of relying only on structured data, it incorporates employee opinions and perceptions.

Data Collection: Informal discussions and questionnaires

Sample Size: 110 employees from different departments

Method: Convenience sampling

Approach: Qualitative interpretation supported by basic quantitative analysis

4.1 Work Environment – "How Comfortable Do Employees Feel at Work?"

Most employees describe their workplace as friendly and cooperative. Many shared that colleagues are supportive, which makes daily tasks easier. However, during busy periods, the pressure increases, and employees sometimes feel mentally exhausted. A comfortable environment is not just about infrastructure—it is about how people treat each other.

4.2 Compensation and Benefits – "Do Employees Feel Valued?"

Salary is not just money; it represents recognition of effort. While employees are generally satisfied with their pay, some feel that their extra efforts are not always rewarded. A simple acknowledgment or performance-based incentive can significantly boost morale.

4.3 Work-Life Balance – "Is There Time for Life Beyond Work?"

This is one of the most sensitive areas. Some employees manage their time well, but others feel they are missing family moments due to long or unpredictable work hours. Employees expressed a desire for flexible schedules to better manage their personal lives.

4.4 Job Security – "Do Employees Feel Safe in Their Jobs?"

A sense of security allows employees to focus better on their work. At Shiptoz Enterprises, most employees feel stable in their roles, which reduces anxiety about the future and builds loyalty toward the organization.

4.5 Career Growth – "Do Employees See a Future Here?"

Employees want to grow—not just financially, but also in skills and knowledge. While some opportunities exist, many employees feel that structured training programs and clear career paths would help them stay motivated and committed.

4.6 Relationship with Management – "Do Employees Feel Heard?"

strong relationship with management creates trust. Many employees feel comfortable approaching their supervisors, but a few hesitate to share concerns openly. Encouraging transparent communication can strengthen these relationships further.

4.7 Health and Well-being – "Are Employees Taking Care of Themselves?"

Work stress can impact both mental and physical health. Employees expressed interest in wellness initiatives such as stress relief programs, team outings, or recreational activities. A healthy employee is naturally more productive and engaged.

5. Statement of the Problem

In today's fast-paced IT and web solutions sector, work is no longer confined to fixed hours or defined boundaries. While technological advancements have made work more flexible and efficient, they have also introduced new challenges that directly affect the Quality of Work Life (QWL) of employees.

At Shiptoz Enterprises, as in many web solution companies, employees often find themselves working in a high-pressure environment where deadlines are tight and expectations are constantly evolving. Projects demand precision, speed, and continuous availability, leaving employees with little room to pause or recover. This intense workload not only affects their productivity but also gradually impacts their mental and emotional well-being.

One of the most pressing concerns is the growing imbalance between professional and personal life. With the need to be available for clients across different time zones, attend to urgent technical issues, and adapt to flexible or remote work setups, employees often struggle to disconnect from work. The boundary between "work time" and "personal time" becomes unclear, leading to fatigue and reduced quality of personal life.

These challenges highlight an important problem: while organizations strive for efficiency and competitiveness, the human experience of employees can sometimes be overlooked. When work begins to dominate personal life and stress becomes a routine part of the job, it raises serious concerns about long-term employee satisfaction, health, and retention.

Therefore, this study seeks to closely examine these issues and understand how employees at Shiptoz Enterprises truly experience their work life. Identifying these problems is the first step toward creating a

healthier, more balanced, and more human-centered work environment.

6. Need For Study

1. Quality of Work Life (QWL) plays a vital role in every organization because it directly influences how employees feel about their work, their motivation levels, and their overall satisfaction. When employees experience a positive work life, they are more engaged, productive, and committed to their responsibilities.

2. Maintaining quality management within an organization is not only about achieving operational efficiency but also about ensuring that the products and services delivered truly meet customer needs and expectations. A satisfied and well-supported workforce naturally contributes to better quality outcomes.

3. Organizations today are expected to go beyond basic management practices and recognize their responsibility toward employees. This includes designing jobs and working conditions that are not only effective for business growth but also supportive of employee well-being and long-term sustainability.

4. Creating a positive and healthy work environment is essential, as it encourages employees to collaborate, communicate openly, and support one another. When employees feel comfortable and valued, they are more likely to contribute their best efforts toward achieving organizational goals.

Overall, the importance of this study lies in understanding that organizational success is closely linked to how employees experience their work environment. A workplace that values people as much as performance creates a foundation for both human and business growth.

7. Scope of the Study

1. The scope of this study extends across employees from different departments within Shiptoz Enterprises, aiming to understand their individual perspectives and experiences related to Quality of Work Life (QWL).

2. It also focuses on understanding how employees respond to the various initiatives and measures taken by management to improve workplace comfort and satisfaction. This includes their opinions on policies, support systems, and the overall work environment created by the organization.

3. In addition, the study explores what employees genuinely expect from management in terms of improving their work life. It seeks to identify not only current satisfaction levels but also the unmet needs, suggestions, and aspirations of employees regarding a better and more balanced work experience.

Overall, the scope of this study is designed to move beyond surface-level observations and truly understand the voices of employees—what they experience, how they respond, and what they hope for in creating a more meaningful and supportive workplace.

8.DATA ANALYSIS AND INTERPRETATION

INTRODUCTION

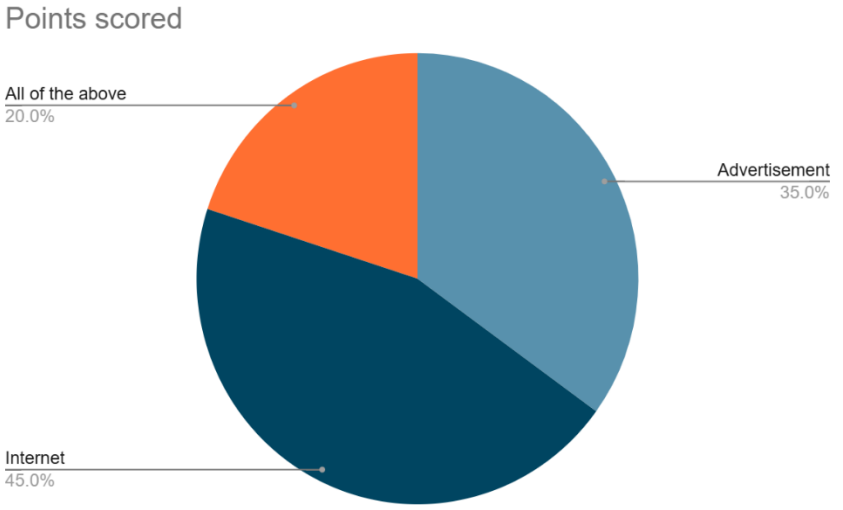
This chapter presents the analysis and interpretation of the data collected during my internship at Shiptoz enterprises. The data was collected through various methods, including surveys, observations, and interviews, with the aim of gaining a deeper understanding of the organization's processes and practices.

The analysis was conducted using statistical software and tools, and the results are presented in the following sections. This chapter provides an in-depth examination of the findings, highlighting key trends, patterns, and correlations, and offering recommendations for future improvements.

EXTERNAL SOURCES USED IN RECRUITMENT

Which of the following external sources are used for recruitment projects?

1. Advertisement
2. Internet
3. All of the above



Interpretation:

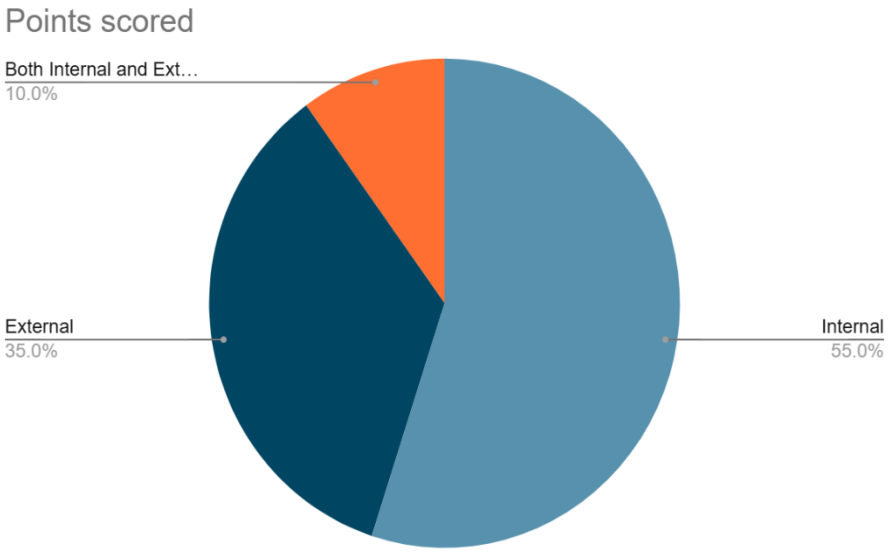
It was founded that 50% of the employees are recruited through the internet and 40% of the employees are selected by the advertisement. Advertisement and internet are the major sources which provide eligible candidates for the hiring in projects.

SOURCE USED IN RECRUITMENT AND SELECTION

Which of the source of recruitment and selection are used in shine projects?

- Internal
- External

• Both



Interpretation

It was founded that about 55% of the recruitment and selection is done both by internal and external sources, while as external sources are used more than the internal sources.

Employees are hired mostly from external sources like job portals and resume scanners.

9.FINDINGS

FINDINGS OF THE STUDY

• 725 the respondents are Mule 37.0%
• of the respondents are 2 persons
• 05.0% of the respondents are Unmarried
• 44% of the respondents are years 10 years.
• 29.10% of the respondents are 12001 to 10000m
• 29% of the respondents are Strongly agree
• 56.4% of the respondents are No
• We accept the null Hypothesis reject the alternative hypothesis. There is no significant difference between gender and relationship with management and employees in work place.
• There is positive correlation between comfortable with job and maintain a good balance between the work life and the family life.

10. Suggestions

1. The survey and questionnaire analysis indicate that Shiptoz Enterprises is aware of the importance of work-life balance and has introduced policies and programs that support employee growth while being family-friendly. Employees appreciate efforts that acknowledge their personal lives alongside professional

responsibilities.

2. As balancing work and family becomes increasingly important, the organization should continue to innovate and tailor its policies to meet the diverse needs of its workforce. Such initiatives should be embedded into the core business strategy, rather than treated as optional benefits, ensuring that every employee feels supported.

3. Careful attention must be given when designing and implementing policies because every decision has a direct impact on both employees and the organization. Thoughtful policy-making helps build trust and strengthens commitment.

4. Clear and consistent communication about company policies is essential. Employees should be informed, encouraged, and guided to make the most of the programs available to them, creating a sense of inclusion and transparency.

5. Flexible working hours should be prioritized to prevent stress caused by overtime or rigid schedules. Allowing employees the time to manage both professional and personal responsibilities helps them recharge, spend quality time with family, and maintain overall well-being.

11. Conclusion

This study highlights that quality of work life is deeply personal—it is about how employees *feel* when they come to work every day. At Shiptoz Enterprises, employees show commitment and dedication, but they also seek understanding, balance, and growth.

By focusing on human needs alongside organizational goals, the company can create a workplace where employees do not just work—but truly thrive. A happy employee is not just productive but also becomes a long-term asset to the organization.

Declaration of Conflicting Interests

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