



Impact of Quality of Work-Life on the Efficiency of Migrant Workers

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Abstract : Migration is a universal phenomenon since the beginning of human history. Migration involves the movement of people from one place to another due to push and pull factors such as social, cultural, economic, geographical and demographic factors. The present study offers a descriptive analysis of some indicators of quality of work life and their positive and negative impacts on the efficiency of migrant workers working in the unorganized sector. Data is collected from both primary and secondary sources. It was found in the study that majority of the workers were deprived of Quality of Work-life due to which made them less productive at their workplace. The findings of this study can aid researchers, decision-makers, and the government in improving worker efficiency through the use of such indicators. The study is confined to the migrant worker of Jhansi district.

Index Terms - Migrant workers, Quality of work life, Efficiency.

1. INTRODUCTION

Migration is the movement of people from one residence to another due to various reasons such as in search of jobs, lack of education, political tensions, low income etc., at their native regions. The academic literature divided migration into two broader terms i.e., Internal migration and external migration. Studies from the past indicate that internal migration is more common than external migration and has a higher likelihood of boosting the nation's economy. An estimated 326 million people, or 28 percent of the population, are internal migrants, according to the NSSO's 2007-2008 report. Interstate and intrastate migration are both possible, depending on a variety of variables like economic development, job availability, access to housing, and other things. In India, there are 5.6 crore interstate migrants, according to the 2001 Census. One of the major reasons that induces people to migrate to other places is uneven development in their native places. According to census (2011), the main component among the stream was rural to urban stream. Laborers from rural areas migrate to urban areas in order to get better livelihood opportunities. These migrant workers are usually absorbed by the informal sector of the economy. The unorganized, informal sector of the economy employs the majority of this population. These migrant workers with low or semi skill levels contribute significantly to the growth of the economy. Migrant workers are often referred to as the builders of the urban economy, yet they face a number of issues and challenges at their workplaces such as low income, lack of social security, occupational diseases, exploitation by the employer and so on that have an impact on their efficiency at work.

According to the previous research, it was observed that migrant workers are usually deprived of a quality work life at their occupational destinations. Quality of Work-Life aims to achieve the dual objectives of increasing organizational effectiveness and enhancing workers' quality of life at work. Quality of Work-Life is a broad term that encompasses a person's feelings about all aspects of work, such as economic rewards and benefits, security, working conditions, organizational and interpersonal relationships, and the intrinsic meaning of work in a person's life. It is often observed that there is both positive and negative impact of Quality of Work-life on efficiency of workers. According to academics, labour efficiency is defined as a worker's productive capacity to do more or better work, or both, over a given period of time.

In the above context, the present study tries to analyse the positive and negative impact of quality of work-life on the efficiency of migrant workers at their workplace in Jhansi district.

2. REVIEW OF LITERATURE

Sanyal Tilak, & Maity Kingsuk, (2018), in their study On Labour Migration in India: Trends, Causes and Impacts concluded that as a result of the region's inability to support its population, labour migration occurred. People were also compelled to relocate due to the gap between industrialization and urbanisation. The study discovered a decrease in the rate of male migration as a result of the implementation of MGNREGA in various states. Unemployment, poverty, environmental degradation, the ineffectiveness of anti-poverty programmes, and other economic factors compelled labour to migrate. The most significant burden of migration could be seen in the form of unfavourable living conditions, which had an impact on health and education. Women were sometimes forced to work due to the uncertainty of remittance timing, which eventually forced them to enter the labour market.

Acharya, K., Arun, (2020), in his study in Caste-based migration and exposure to abuse and

exploitation: Dadan labour migration in India and concluded that individuals mostly from the SC category borrowed money from zamindars for various social and economic reasons, and in order to repay the loan, they were hired by unregistered employers without any contract, leaving them with no negotiating power. According to the study, owners paid them a low wage and sometimes kept their remittances as debt payments. Furthermore, due to their powerlessness, the workers were forced to work in an exploitative environment. The workers were also subjected to various forms of physical abuse and suffered serious injuries for which they were not compensated. The workers were not even given any kind of personal security and social security.

Walton, R.E, did an extensive research on Quality of work-life. According to his study Quality of Work-life can be a major contributor to the productivity of workers. He devised eight criteria to measure the Quality of Work-life i.e., (i) adequate and fair compensation, (ii) safe and healthy working environment, (iii) opportunity to develop human capabilities, (iv) growth and security, (v) Social integration, (vi) constitutionalism, (vii) total life space and (viii) social relevance.

Zabeer Sheikh, et.al, (2019), in their study in Quality of life among migrant construction workers in Bangalore city: A cross-sectional study found that the majority of the workers were educated and attended school but had lower levels of education that led to unemployment. Unemployment was one of the major reasons for migration. The findings of the study concluded that the migrant workers in the construction industry suffer from a lack of good housing facilities, basic sanitation, health facilities, and poor and stressful working conditions. Workers have poor social, physical, and psychological quality of life. It was observed in the study that more than half of the sample population lives in huts, which contribute to the overall poor quality of life.

C.Annie Jane, (2016), in their study in A study of a Internal Migrant Labour- Issues and Challenges tried to describe various issues and challenges that migrant workers usually faces at their occupational places. According to the study, migrant workers working in unorganized sectors live in deplorable and unsanitary conditions. Despite the fact that the Contract Labour Act requires employers to provide workers with shelter, the majority of workers do not have one. Migrant workers are usually employed in hazardous or dangerous jobs and face many occupational diseases at the workplace. Women migrant workers face gender inequality and exploitation by the contractor. The study suggested that migrant workers play a vital role in the economic growth of the economy, yet they are not in a protective and prosperous environment. The government should formulate such policies that provide safeguards for the interests of migrant workers.

3. OBJECTIVE OF THE STUDY

1. To analyse the positive and negative impact of Quality of Work-Life on the efficiency of migrant workers at the workplace.

4. HYPOTHESIS OF THE STUDY

1. H^0 : There is no positive and negative impact of Quality of Work-Life on the efficiency of migrant workers at the workplace.
 H^1 : There is positive and negative impact of Quality of Work-Life on the efficiency of migrant workers at the workplace.

5. DATA AND METHODOLOGY

A qualitative approach has been used to conduct the present study. The research design is a strategy or blueprint that plans the action to carry out through the research project data, and it involves a series of rational decision-making choices depending upon the various options available to the researcher. For the present study, the researcher used a descriptive research design. To maintain the view of the targeted group, the study used a non-probability sampling method. The snowball sampling method has been used to identify more migrant workers, as many workers were not ready to give their personal information due to fear. The quota sampling method has also been used to include both male and female migrant workers. The data was collected from the migrant workers of Jhansi district.

A migrant worker in the present study is defined as a person if he or she has lived at the site of identification for less than six months (NSSO, definition). The migrant workers were individually contacted and explained the purpose of the research. The researcher contacted 85 migrant workers, but only 46 gave their consent to fill the schedule. For the present study the researcher used five indicators of quality of work-life i.e., Housing, Food & clean water, Job security, Personal security at workplace and Working hours. Some of the interview questions for present research work were, "Do you have proper housing facilities at the work place?" "Does having better housing facilities affect your efficiency at work?" "What do you feel about your Job security?" "Does the uncertainty of your job affect your efficiency at work?"

6. FINDINGS OF THE STUDY

The study revealed that the number of migrants was more in 25-40 years age group as this age group is considered as the efficient and productive group. Also majority of this age group has greater responsibilities on their shoulders. 58.9 % of the respondents were in the age group of 25- 40 years. The percentage of over forty years labourers was only 12%. The majority of the respondents had monthly income of Rs. 3000-10000.

6.1 Housing and living conditions

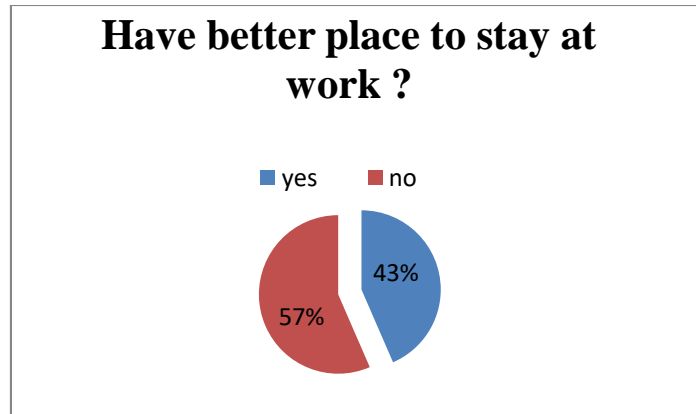


Fig. 1

For the present study, both male and female respondents were contacted. Fig.1 depicts that around 57% of the respondents do not have a better place to stay at work. The majority of the workers do not have proper living, hygiene, and sanitation facilities. Sometimes they have to stay in kucha huts at their workplace. According to them, a lack of proper accommodations has a negative impact on their efficiency at work, as they feel uncomfortable at work and are sometimes deprived of sleep, making them feel sleepy at work. Only 43% of the respondents have better facilities to stay, including electricity and an adequate supply of water.

6.2 Working hours per day and efficiency

Table 4.2

Working hours a day	No. of migrants	Percentage
less than 8 hours a day	6	13.04
8 to 10 hours a day	27	58.6
10 to 12 hours a day	10	21.7
More than 12 hours	3	6.5
Total	46	100

Table 4.2 depicted that around 58.6% of the migrant workers works for 8-10 hours a day. 21.7% of the respondents works for 10 to 12 hours a day. 13.04% works for less than 8 hours a day. And around 6.5% of the participants works for more than 12 hours a day. According to the workers who works for less than 8 hours a day they are more efficient at workplace and have positive attitude and feels motivated to work. On the other hand the workers who are working for long hours have negative less efficiency as they feel tiredness and frustrated at workplace.

6.3 Job security and efficiency

The study revealed that 52.1% of the respondents feels some uncertainty of job at workplace. Approximately 23.9% of the workers feels great uncertainty at work, and it is worth noticing that only 8.6% of the workers do not feel any uncertainty about their jobs. According to 69.5% of job uncertainty causes them to be less productive because they are aware of the fact that they will loose their current jobs due to unforeseen circumstances which ultimately reduces their ability to work effectively.

6.4 Personal security and efficiency

The study showed that majority of the migrant workers feels relatively fair about their personal security. However 26.8% of the workers feels that they are working in poor working conditions and are deprived of any kind of occupational security. Such workers have to work in hazardous working condition and there is no compensation provision for occupational accidents. More than 25 workers agreed that poor personal security provisions at workplace leads to slow and less efficient work.

6.5 Food and clean water

The study has revealed that majority of the migrant workers does not have access to food and clean water. 63.2% of the migrant workers income is not enough to provide them with sufficient food and clean water facilities for their households and on the other hand only 7.5% of the migrant workers are able to access good food. Most of the migrant workers use to have meal only for one time a day and continuously works for more than 8 hours a day. According to 65% of the workers one time meal a day have negative impact on their efficiency to work.

7. CONCLUSION

The study revealed that majority of the workers belonged to the age group of 25-40 years and most of them were earning a monthly income of Rs. 3000-10000. The present study used five indicators of Quality of Work-life i.e., Housing and living conditions, working hours, job security, personal security and food & clean water. It was found in the study that the majority of the migrant workers were deprived of Quality of Work-life which negatively impact their efficiency to work. However there were some workers who had better housing facilities, less working hours, job security and better meal they were more productive and motivated at workplace.

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