

## **DECLARATION BY THE RESEARCH SCHOLAR**

I hereby certify that the work which is being presented in this thesis entitled **“Quality of Work Life, Job Satisfaction, and Life Satisfaction of the employees working in Small & Medium Enterprises”** is for fulfillment of the requirement for the award of Degree of Doctor of Philosophy (Business Management) submitted to the Chitkara Business School, Chitkara University, Punjab is an authentic record of my own work carried out under the supervision of **Dr. Deepika Jhamb, Associate Professor, Doctoral Research Centre, Chitkara Business School.** The work has not formed the basis for the award of any other degree or diploma, in this or any other Institution or University. In keeping with the ethical practice in reporting scientific information, due acknowledgement has been made wherever the findings of others have been cited.

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**CERTIFICATE BY THE SUPERVISOR**

This is to certify that the thesis entitled **Quality of Work Life, Job Satisfaction, and Life Satisfaction of the employees working in Small & Medium Enterprises**” submitted by Ms. Sapna Thakur, Registration Number CU/PHD/14-15/0000000001442 to the Chitkara University, Punjab in fulfilment for the award of the degree of Doctor of Philosophy (Business Management) is a bona fide record of research work carried out by her under my/our supervision. The contents of this thesis, in full or in parts, have not been submitted to any other Institution or University for the award of any degree or diploma.

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## ABSTRACT

In the race of modernization, the main concern is the quality of work-life in the sector of small & medium enterprises. The present era is the age of knowledge activists and the society in which we live is known as a knowledge society. QWL is sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of a person's life. Aim of QWL is increasing efficiency in terms of human labor, providing equitable opportunities without harming their private self-improvement or responsibilities at home.

The current research used the Walton model as a theoretical basis for Small & Medium enterprises to measure the quality of work-life. According to Walton model, the eight dimensions of quality of work life are Safe & Healthy working conditions, Adequate & Fair compensation, Total life space, Development of Human capacities, Social Integration, Social Relevance, Growth & Security, and Constitutionalism.

In this research, the key aspects of employees working in small and medium enterprises are identified the connection between Quality of Work life, Job Satisfaction, and Life Satisfaction in Small & Medium enterprises. With the help of previous literature, we can easily find the best tools & techniques for accurate & reliable results. It also reveals about the previous mistakes, which could be corrected in present.

The first phase in the research is to develop an overall understanding of the Quality of Work-life, Job Satisfaction, and the Life Satisfaction of Small & Medium enterprises. Phase second is of assessing an overall understanding of factors of Quality of Work-life of Small & Medium enterprises in UNA district of Himachal Pradesh. Test & Tools applied are Factor

Analysis, descriptive analysis, independent sample T-test, Regression Analysis, and Multiple Regression Analysis.

A wide research work reveals about the core dimensions of an employee's Quality of Work life. Employees have a sense of comfort & safety when there are proper measures of safety and effective conditions in the workplace. This exclusively focused on the Quality of Work life, Job satisfaction, & Life satisfaction of the employees of Small & Medium enterprises in UNA district of Himachal Pradesh.

Given research work, illustrate that According to Walton model, the eight dimensions of Quality of Work Life have individual impact on Quality of Work life, Job Satisfaction, and Life Satisfaction of the employees of Small & Medium enterprises. From the given eight dimensions Safe and Healthy Working Conditions has great contribution to Quality of Work life and it influence positively on Job Satisfaction & Life Satisfaction of the employees. Other dimensions like Social Relevance of work, Work and Total Life Space, also positively influence Quality of Work life, Job Satisfaction and Life Satisfaction of the employees in Small & Medium enterprises.

Constitutionalism on the other hand has less impact on Quality of Work life, Job Satisfaction as well as Life Satisfaction of the employees of Small & Medium enterprises.

**Keywords:** Quality of work life, Job satisfaction, Life Satisfaction, Small enterprises, Medium enterprises.