

Influence of Work Motivation on Quality of Life among Railway Employees

Crystal Joanna Cotter^{1*}, H M Ramakrishne Gowda², Lancy D'Souza³

ABSTRACT

Work motivation "is a set of energetic forces that originate both within as well as beyond an individual's being, to initiate work-related behavior, and to determine its form, direction, intensity, and duration". Motivation is the driving force inside a person which triggers them to action. It emerges out of persons' needs, perceived goals, values, intentions and expectations for a better quality of life. In the present study, an attempt is made to find out the influence of work motivation on Quality of life of railway employees. This was done by taking a sample size 300 of south western railway employees of both male and female staffs. They were administered work motivation questionnaire developed by Agarwal (2012) and quality of life scale by Dubey and Dwivedi (2009). Two-way ANOVA was employed to find out the influence of work motivation, gender, and age on quality of life of railway employees. The findings show that as the work motivation level increased, the QOL of employees also increased linearly and significantly. Gender as such did not have significant influence over QOL. Age of the employees did not have a significant influence on work motivation.

Keywords: *Work Motivation, Quality of life and Railway Employees*

Quality of life is the general well-being of individuals and societies, outlining negative and positive features of life. It observes life satisfaction, including everything from physical health, family, education, employment, wealth, safety, and security to freedom, religious beliefs, and the environment. Quality of life has a wide range of contexts, including the fields of international development, healthcare, politics, and employment (Barcaccia, Barbara, 2016). Standard indicators of the quality of life include not only wealth and employment but also the built environment, physical and mental health, education, recreation and leisure time, and social belonging (Gregory, Johnston, Pratt, Geraldine, 2019).

According to the World Health Organization, quality of life is defined as "the individual's perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals (Martha and Amartya, 1993). Quality of Life has long

¹ Research Scholar, P.G. Dept of Studies in Psychology, Manasagangotri, Mysuru-570 006

² Associate Professor of Psychology, Maharaja's College, University of Mysore, India

³ Associate Professor of Psychology, Maharaja's College, University of Mysore, Mysore-570 005, India

*Responding Author

Received: April 21, 2019; Revision Received: May 4, 2019; Accepted: May 8, 2019

Influence of Work Motivation on Quality of Life among Railway Employees

been an explicit or implicit policy goal; adequate definition and measurement have been elusive. Experience sampling studies show substantial between-person variability in within-person associations between somatic symptoms and quality of life (*Van der Krieke, 2016*).

Motivation is the activation or energization of goal-oriented behavior. It is the psychological feature that arouses an organism to action toward a desired goal. Work motivation is the force that drives an employee to perform well in their job (Aamodt, 2014). Work motivation is highly influenced by the external and internal socio-psychological environment an individual is working (Agarwal, 1988). Quality of work life is a set of favorable conditions and environments of a workplace that support and promote satisfaction and work motivation (Dhar, Dhar & Roy, 2006). Employees in organizations are desired to satisfy their psychosocial needs by accomplishing various work benefits like financial rewards, job security, growth opportunity, status, decision-making power, effective feedback on performance, etc. When an organization has a supportive environment the motivation to work increases, on the contrary, if the environment is unfavorable and uncontrollable the feeling of helplessness and hopelessness increases which invariably decreases the motivation to work. Workers also feel estranged from their work when the work has no inherent meaning in it like a monotonous and repetitive job, less control or power on deciding their job, etc (Saehkin & Lengermann, 1984). Unmotivated employees make no effort in their jobs and try to avoid the workplace as much as they can. They produce low quality work and leave the organization whenever an opportunity arrives (Aketch, Odera, Chepkuto&Okaka 2012). On the other hand, motivated employees produce high-quality work and are found to be more involved in their job. Motivation is defined as the driving force inside a person which triggers them to action. It emerges out of persons' needs, perceived goals, values, intentions and expectations. Two-factor theory of Herzberg divides motivating factors of work into “hygiene factors” and “motivator factors” (Luthans, 2010).

In the present study, an attempt is made to find out the influence of work motivation on quality of life employees in Railways in South-western railways, Mysuru division as there are not many studies on railway employees. The working condition of these employees also differs from employees working in other sectors. It is hypothesized that work motivation does influence the quality of life of railway employees.

METHOD

Sample

A sample of 300 *railway employees of southwestern railways Mysore, both male and female samples* were drawn from the Mysore division for the present study. Participating in the study was voluntary and the consent of the participants was taken before administering the questionnaires.

Assessment Tools

A semi-structured socio-demographic profile to ascertain the socio-demographic details shall be used.

1. *Work motivation questionnaire by K. G. Agarwal (2012).*

All the items were Likert type which was rated on 5 point scale, Since items Likert type, summated scoring is done by assigning 5 to the most positive response and 1 to the extremely negative response. Sp in this way scores 5, 4, 3, 2, 1 was given to each item; alternative a, b, c, d, e can also be assigned respectively. Six factors were identified i.e., Dependence, Organization; Workgroup relations, Psychological incentives, Material Incentives, and Job situation. All the factors measure work

Influence of Work Motivation on Quality of Life among Railway Employees

motivation for which it (questionnaire) was purported to measure. Internal consistency of the instrument was found out by Split half Method. The reliability coefficient by Spearman formula was .994, which is significant at .01 level of significance. All the items were Likert type which was rated on five-point scale since the items were Likert type, summated scoring is done by assigning 5 to the most positive response and 1 to the extremely negative response. So in this way scores 5, 4, 3, 2, 1 were given to each item; alternative a, b, c, d, e can also be assigned respectively. Internal consistency of the instrument was found out by Split half Method. The reliability co-efficient by Spearman-Brown formula was .994, which is significant at .01 level of significance. Face validity was computed by circulating the questionnaire among 22 judges who were all practicing psychologists. Using 5-point scale judges rated 26 items. Mean rotating are given in (Table 1). Item related to an organization's image having poor ratings was dropped. One item has four parts. Thus the Work Motivation Questionnaire has 26 items.

2. Quality of Life Scale by B.L. Dube and Dwivedi, P. (2009).

This scale consists of 24 items. The Likert type scoring system consisting of 5 categories of agreement-disagreement was applied to each item of the final form of Quality of life scale. Age range: 20-54 years. The scoring weights for each item range from 1 to 5 (strongly disagree to strongly agree 1 to 5); with the range of possible total score from 24-120. The scale had shown face and content validities which were considered satisfactory, though both types of validities had their advantages and obvious limitations. A higher score indicates a better quality of life (Items 2,5,23 are scored in reverse direction): with the average score 72 and more, as better Quality of Life score. The test-retest, with an interval of one month, and split-half reliabilities (corrected for length by Spearman-Brown Prophecy Formula) of quality of Life Scale were computed by Pearson's Product Moment Method, on a sample of 50 adult educated employees of both sexes and both types of reliabilities were found to be ($r=0.58$; and $r=0.87$ respectively) significant at 0.01 level. The Scale had shown face (rated by experts) and content (areas so defined were represented through selected items) validities which were considered satisfactory, though both types of validities had their advantages and obvious limitations.

Procedure:

For the data collection south western railway employees of Mysore division were selected and met personally. After obtaining prior permission, participants were informed about the importance of the study undertaken; they were provided with a questionnaire separately and the following instructions were given to the participants. All questions are multiple choice questions, one questionnaire is based on 5 point rating scale and other was based on 24 items having 5 subcategories of strongly agree and strongly disagree. All your answers to these questions will be kept confidential. Remember to respond to all items, even if you are not completely sure to imagine in that situation and respond. When you are asked specific information it is only for research purposes. Please be as honest as possible when answering these questions. There is no time bound but answer as quickly as possible". Then students were asked to answer the questionnaire.

Once data collection was complete, they were scrutinized and checked for completeness. Later, they were scores according to the manuals provided, and a master chart was prepared for statistical calculations. In the present study, the data were analyzed using descriptive statistics and two-way ANOVA.

RESULTS

Table 1, Mean quality of life scores of male and female employees with various levels of work motivation (WM) and the results of two-way ANOVA

Levels of WM	Gender	Mean	S.D
Low	Male	43.69	12.67
	Female	42.34	6.73
	Total	43.11 ^a	10.48
Below average	Male	45.81	7.92
	Female	45.68	8.93
	Total	45.75 ^{ab}	8.39
Average	Male	49.11	12.63
	Female	49.25	11.77
	Total	49.19 ^b	12.09
Total	Male	46.21	11.04
	Female	46.37	10.07
	Total	46.29	10.55
F (Work motivation) _{2, 294}		F=7.774; p=.001	
F (Age groups) _{1, 294}		F=0.131; p=.718	
F (Interaction) _{2, 294}		F=0.120; p=.887	

Table 2, Mean quality of life scores of employees in different age groups with various levels of work motivation (WM) and the results of two-way ANOVA

Levels of WM	Age groups (in years)	Mean	S.D
Low	< 40	43.80	11.31
	41-50	41.67	7.83
	51-60	42.86	12.69
	Total	43.11	10.48
Below average	< 40	46.52	9.58
	41-50	44.38	4.51
	51-60	41.00	2.94
	Total	45.75	8.39
Average	< 40	50.55	12.71
	41-50	45.77	10.16
	51-60	45.00	4.00
	Total	49.19	12.09
Total	< 40	47.39	11.45
	41-50	44.12	7.64
	51-60	42.79	9.00
	Total	46.29	10.55
F (Age groups)		F=2.932; p=.055	
F (Interaction)		F=0.353; p=.842	

Work motivation, gender, and interaction;

Railway employees with varying levels of work motivation differed significantly in their quality of life scores. F value of 7.774 with 2, 294 dfs was found to be significant at .001 levels. The mean QOL scores of employees with low, below average and average levels of work motivation were 43.11, 45.75 and 49.19 respectively. We find that as work motivation

Influence of Work Motivation on Quality of Life among Railway Employees

increased, QOL scores also increased linearly and significantly. Gender-wise comparison revealed a non-significant difference between male and female employees ($F=0.131$; $p=.718$), indicating a similarity in the QOL scores among them. The interaction effect between work motivation levels and gender were also found to be non-significant ($F=0.120$; $p=0.887$), revealing that pattern of QOL was same for male and female employees irrespective the work motivation level they possess.

Work motivation, age groups, and interaction

Two-way ANOVA revealed a non-significant difference between employees belonging to different age groups ($F=2.932$; $p=.055$), indicating that the age of the employees did not have significant influence over their QOL. Lastly, the interaction effect between work motivation levels and age groups was also found to be non-significant ($F=0.353$; $p=0.842$), revealing that pattern of QOL was same for employees in different age groups irrespective the work motivation level they have.

DISCUSSION

Major findings of the study:

- As the work motivation level increased, the QOL of employees also increased linearly and significantly.
- Gender as such did not have significant influence over QOL.
- Age of the employees did not have a significant influence on work motivation

It is evident that as the work motivation level increased, quality of life of railway employees also increased. Motivation is the willingness to expend high effort for a particular purpose to meet individual needs, (Margono, 2005). That statement shows that basically, motivation can help boost employee to work hard in order to achieve their goals. This will increase employee productivity so as to achieve the company's goals (Rivai, 2009). Motivation is something that makes people behaves in certain ways (Armstrong, 1994). The conception can be described as a condition that propels, steer and evoke human behavior, a process that will determine the persistence of individuals in order to achieve the target (Robbins, 2007).

Diverse "objective" and "subjective" indicators across a range of disciplines and scales and recent work on subjective well-being surveys and the psychology of happiness have spurred renewed interest (Costanza, 2008). Quality of Life is based on the categories "being", "belonging", and "becoming"; respectively who one is, how one is not connected to one's environment, and whether one achieves one's personal goals, hopes, and aspirations.

The emergence of personal motivation to carry out a job is determined by several things, including the support of the people around, the inspiration to create a way of working, compliments of the work and appreciation. There are two spaces that make workers creative of which came from the internal (self-determination) and external (surrounding environment). Internal motivation comes from the encouragement given by family, either from husband, wife, parent or child. External motivation can be seen from the surrounding environment and circumstances that support the work (Wibowo, 2009). Results of previous studies prove that the positive effect of work motivation but does not significantly affect performance (Brahmasari & Suprayetno, 2008). Intrinsic motivation that directly does not significantly affect the performance of the employees, but extrinsic motivation significantly influences employee performance (Muslih. 2013).

Influence of Work Motivation on Quality of Life among Railway Employees

The value in carrying out the work on the south railway employees shows that work motivation has a significant influence on the quality of life. Higher the work motivations better the quality of life of the railway employees. The quality of life was the same for employees in different age groups irrespective the work motivation level they have.

REFERENCES

- Aamodt, M. G, (2014). *Industrial and organizational psychology: Applied approach* (8 ed.). Boston: Engaged Learning.
- Agarwal. K. G, (1988). *Manual of work motivation questionnaire*. Agra: National Psychological Corporation.
- Agarwal, K.G. (2012). *Manual and questionnaire for Workmotivation*. Agra: national psychological Corporation.
- Aketch. J. R, Odera. O, Chepkuto. P, & Okaka. O, (2012). Effect of quality of work life on job performance: Theoretical perspectives and literature review. *Current Research Journal of Social Sciences*, 383-388.
- Armstrong & Michael, (1994). *Manajemen Sumber Daya Manusia: A Handbook Of Human Resource Management*. PT Elex Media komputindo. Jakarta
- Barcaccia and Barbara, (2013). *Quality Of Life: Everyone Wants It, But What Is It*. Forbes/ Education.
- Brahmasari. I. & Suprayetno. A, (2008). Pengaruh Motivasi Kerja, dan Budaya Organisasi Terhadap Kepuasan Kerja Karyawanserta Dampaknyapada Kinerja Perusahaan (Studipada PT Pei Hai International Wiratama Indonesia). *Jurnal Manajemen dan Kewirausahaan*, 10(2), 129.
- Costanza. R, (2008). *An Integrative Approach to Quality of Life Measurement, Research, and Policy*.
- Dhar. U, Dhar. S & Roy. R, (2006). *Quality of work life scale*. Agra: National Psychological corporation.
- Dubey, B.L., & Dwivedi, P. (2009). *Manual and questionnaire for quality of life scale*. New Delhi: Prasad Psycho corporation.
- Gregory, Derek, Johnston, Ron, Pratt, Geraldine, Watts and Michael, (2009). *Quality of Life*. *Dictionary of Human Geography* (5th ed.). Oxford: Wiley-Blackwell.
- Krieke, Lian & Blaauw, Frank & Emerencia, Ando & Schenk, Maria & Slaets, Joris & H. Bos, Elisabeth & Jonge, Peter & Jeronimus, Bertus. (2016). Van der Krieke et al. 2016 - Supplement to Temporal dynamics of health and wellbeing. 10.13140/RG.2.1.2317.7845.*
- Margono. S, (2005). *Metodologi penelitian pendidikan*. Rineka Cipta. Jakarta.
- Martha Nussbaum and Amartya Sen, ed. (1993). *The Quality of Life*, Oxford: Clarendon Press.
- Muslih. B, (2013). Analisis Pengaruh Motivasi terhadap Kepuasan Kerjadan Kinerja Pegawai di PT Sang Hyang Seri (Persero) Regional III Malang, 10(4), 799.
- Luthans. F, (2010). *Organizational Behavior* (12 ed.). New Delhi: Tata MCGraw Hills.
- Robbins and Stephen. P, (2007). *Work Motivation*. Vol: 1, Issue: 4.
- Saehkin. M. & Lengermann, J. J, (1984). *Quality of work life conditions/feelings*. San Diego: University Association 8517 Production Ave.

Acknowledgements

The authors profoundly appreciate all the people who have successfully contributed in ensuring this paper in place. Their contributions are acknowledged however their names cannot be mentioned.

Influence of Work Motivation on Quality of Life among Railway Employees

The present study was possible by the cooperation of the South Western railway Officers and employees of different branches of Mysore division.

Conflict of Interest

The authors carefully declare this paper to bear not a conflict of interests

How to cite this article: Cotter. C.J, Gowda. H.M.R, & D'Souza. L (2019). Influence of Work Motivation on Quality of Life among Railway Employees. *International Journal of Indian Psychology*, 7(2), 336-342. DIP:18.01.041/20190702, DOI:10.25215/0702.041