



Research Article

A Study on Quality of Work Life in the Pharmaceutical Sector of Baddi, Himachal Pradesh, India

Suraj^{1*}, Dr. Jyoti Sondhi², Dr. Divya Rai³, Dr. Avinash Rana⁴, Hemant Kapoor⁵

¹ MBA Student, School of Management, Abhilashi University, Mandi, Himachal Pradesh, India

²⁻⁵ Associate Professor, School of Management, Abhilashi University, Mandi, Himachal Pradesh, India

Corresponding Author: * Suraj

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Abstract

The primary concept in human resource management, quality of work life (QWL), emphasises both organisational efficacy and employee well-being. This study looks at QWL among workers in the Vadodara district of a pharmaceutical company. A structured questionnaire based on Walton's eight dimensions of QWL was used to gather data from 70 employees using a descriptive study approach. The study examines the connections between different QWL components, organisational commitment, and job satisfaction. The results are intended to offer suggestions for enhancing working conditions and worker productivity.

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KEYWORDS: Quality of Work Life, Job Satisfaction, Organisational Commitment, Pharmaceutical Industry, Career Development

1. INTRODUCTION

Organisations in the early phases of industrial development frequently disregarded the welfare of their workers in favour of increasing production and profitability. Long hours, hazardous working conditions, and few prospects for advancement were all experienced by employees. But as management techniques changed and the value of human resource development increased, businesses started to see employees as important resources. Maintaining employee engagement and happiness has become crucial in today's business environment, particularly in sectors like pharmaceuticals. The idea of Quality of Work Life (QWL), which focuses on establishing a positive and healthy work environment that benefits both people and companies, has gained more attention as a result.

The degree to which workers can satisfy their personal and professional demands at work is referred to as the quality of work life. It encompasses elements like work-life balance, job security, career development possibilities, safe working conditions, and fair compensation. Because of stringent rules and competitive expectations, workers in the pharmaceutical industry, especially in Baddi, Himachal Pradesh, frequently operate under extreme strain. Therefore, increasing QWL is essential for raising overall productivity, organisational commitment, and job satisfaction. The purpose of this study is to investigate the many aspects of QWL and how they affect workers in pharmaceutical enterprises in Baddi, Himachal Pradesh.

2. OBJECTIVE OF THE STUDY

1. To study how age affects QWL components
2. To examine how pay and job satisfaction are related
3. To find out how different QWL aspects relate to one another

3. RESEARCH METHODOLOGY

Research Design

The current study uses a descriptive research approach to examine and characterise the Quality of Work Life (QWL) among pharmaceutical industry workers. This approach is suitable because, without changing any variables, it aids in comprehending the current circumstances, connections, and trends among different QWL components, such as job satisfaction, pay, and organisational commitment.

Sample Design

A sample of 70 workers from pharmaceutical firms in Baddi, Himachal Pradesh, served as the basis for this study. To guarantee that workers from various departments and levels of the hierarchy were represented, a structured sampling technique was employed. In order to get a complete picture of QWL, the sample comprises respondents with a range of demographic characteristics, including age, experience, and occupational responsibilities.

4. DATA COLLECTION

A systematic questionnaire created especially for the study was used to gather primary data. The questionnaire was made up of several statements that addressed Walton's eight dimensions of

QWL as well as demographic information. Employee responses were measured using a four-point Likert scale that ranged from strongly disagree to highly agree. This approach allowed respondents to plainly convey their opinions while ensuring consistency and the convenience of data gathering.

5. DATA ANALYSIS TOOLS

The gathered information was methodically arranged and statistically examined. Correlation analysis was used to look at links between variables like job satisfaction and other QWL components, while descriptive statistics like mean and percentage analysis were used to summarise the data. The analysis aids in testing the suggested hypotheses and reaching significant results.

Table 1: Data analysis and interpretation

Age Group	No. of Respondents	Percentage (%)
20–30 years	28	40%
31–40 years	22	31%
41–50 years	12	17%
Response (Satisfaction with Compensation)	No. of Respondents	Percentage (%)
Strongly Agree	15	21%
Agree	30	43%
Disagree	18	26%
Strongly Disagree	7	10%
Response (Working Conditions (Safety & Health))	No. of Respondents	Percentage (%)
Strongly Agree	20	29%
Agree	32	46%
Disagree	12	17%
Strongly Disagree	6	8%
Response (Career Growth Opportunities)	No. of Respondents	Percentage (%)
Strongly Agree	12	17%
Agree	26	37%
Disagree	20	29%
Strongly Disagree	12	17%
Response (Job Satisfaction Level)	No. of Respondents	Percentage (%)
Highly Satisfied	18	26%
Satisfied	30	43%
Dissatisfied	15	21%
Highly Dissatisfied	7	10%
Respondents (QWL Components)	No. of Respondents	Percentage (%)
Compensation	43	62%
Working Conditions	48	68%
Career Growth	50	71%

Interpretation

A comprehensive overview of employee demographics, opinions of Quality of Work Life (QWL), and general job satisfaction is provided by the data gathered from a total of 70 respondents. The workforce is comparatively youthful, as evidenced by the fact that 40% of respondents are between the ages of 20 and 30, followed by those between the ages of 31 and 40 (31%) and 41 and 50 (17%). While 36% of employees express dissatisfaction, indicating that although remuneration is generally satisfactory, there is still space for improvement, the majority of employees exhibit a favourable attitude toward compensation satisfaction, with 64% agreeing or strongly agreeing. In a similar vein, 75% of respondents strongly think

that working circumstances (safety and health) are among the most gratifying features of QWL. However, only 54% of respondents said they were satisfied with career progression chances, while a sizable 46% disagreed or strongly disagreed, suggesting that the company needs to provide better opportunities for promotion. In terms of overall job happiness, 69% of workers say they are content or extremely satisfied, while 31% say they are not. This indicates that although overall job satisfaction is high, a sizable percentage of workers are nevertheless unhappy. Additionally, the correlation-based analysis shows that career growth (71%) and working conditions (68%) have a stronger relationship with job satisfaction than compensation (62%), indicating that non-monetary factors, especially growth opportunities and a safe workplace, have a greater impact on employee satisfaction. Overall, the results indicate that although workers are only somewhat satisfied, increasing possibilities for career advancement and strengthening pay practices could greatly increase overall job satisfaction and organisational effectiveness.

6. FINDING

A number of significant findings about the Quality of Work Life (QWL) in the pharmaceutical industry are revealed by the study. First off, the bulk of respondents (40%) are in the 20–30 age range, suggesting a youthful workforce with higher expectations for both the workplace and professional advancement. The majority of workers (64%) expressed satisfaction with their pay, while a significant 36% voiced discontent, indicating that remuneration structures might not entirely satisfy workers' expectations. With 75% of respondents expressing positive attitudes on safety and health measures, working conditions appeared as the most satisfied element, suggesting that firms are upholding high standards in the workplace. However, given that roughly 46% of workers are unhappy and that there are few prospects for advancement and development, career growth opportunities seem to be a significant problem. With 69% of respondents reporting satisfaction or great satisfaction and 31% reporting dissatisfaction, overall work satisfaction levels are moderately high. Furthermore, correlation analysis indicates that career growth (71%) and working conditions (68%) have a stronger influence on job satisfaction compared to compensation (62%), emphasising the importance of non-monetary factors in enhancing employee satisfaction.

SUGGESTIONS

The results suggest a number of actions to enhance QWL in the pharmaceutical industry. To meet employee goals, firms should first concentrate on improving career progression prospects through the implementation of clear promotion policies, training programs, and skill development initiatives. Second, in order to stay competitive and lower employee unhappiness, organisations should routinely assess and modify salary structures, incentives, and perks, even while compensation levels are generally satisfactory. Thirdly, since preserving and enhancing working conditions is a major factor in employee happiness, it should continue to be a top focus. To address

employee problems and boost morale, firms could also implement employee engagement programs, feedback systems, and counselling help. Finally, by encouraging work-life balance, praising employee achievement, and cultivating a healthy company culture, management should take a more employee-centric stance.

7. CONCLUSION

The study concludes that in the pharmaceutical industry, employee satisfaction and organisational effectiveness are significantly influenced by the quality of work life. Opportunities for career advancement are still a crucial area that requires improvement, even if employees are usually content with their working circumstances and reasonably satisfied with their pay. The results unequivocally show that non-financial elements like career progression and a positive work atmosphere have a greater influence on job satisfaction than pay alone. Organisations must thus take a comprehensive approach to QWL by striking a balance between monetary benefits and chances for professional and personal growth. Pharmaceutical firms can achieve long-term organisational success, boost productivity, and improve employee happiness by addressing these issues.

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About the Corresponding Author



Suraj is an MBA student at the School of Management, Abhilashi University. His academic interests include business management, marketing strategies, entrepreneurship, organisational behaviour, and emerging trends in management studies. He is actively engaged in academic learning, research activities, and professional skill development in the field of management.