



Global Advanced Research Journal of Management and Business Studies ISSN: 2315-5086 Vol. 6(4) pp. 104-110, June, 2017
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Full Length Research Paper

The quality of life at work as a factor involved in the intention of labor resignation

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Accepted 02 July, 2017

The present study focuses on the relationship of the quality of life and what are the implicit factors in the intention to resign, of the workers located in the manufacturing companies of the province of Tungurahua. The research was designed in a descriptive way, it was used a questionnaire and applied to a sample of 250 employees of the manufacturing companies analyzed in their entirety, in order to obtain relevant information regarding the intention to resign workers. The methodology used in the research was based on documentation and bibliographic information, through the study and analysis of relevant aspects of intense form with scientific validity. The type of study is correlational, because the behavior of the variable quality of life is measured by having the influence of the implicit factors in the renunciation, it is bibliographical-descriptive, the direct observation method was applied to the workers of the public and private companies, detecting the causes that motivate workers towards an intention to resign, which is related to the quality of work life. The target population for this research work corresponds to the economically active population of the province of Tungurahua of 244,893 people, male and female, between 18 and 35 years of age with a baccalaureate and university education level, Agreement to the private and public sector in the year 2015. This population was chosen because they develop business activities and the factors of quality of life can be analyzed in this objective group of the same the behavior, income, perception of support, motivation, exhaustion and intention of resignation. As research results, it can be detected that the monthly income received by workers does not influence working hours, is an essential point in the performance of companies, since it is related to the variables studied, emphasizing that the economic aspect is one of the valuable motivational factors

for workers' performance It was determined that it is necessary for companies to adopt clear policies regarding the implementation of corrective actions on the workload of workers, since there are certain factors that affect the completion of the tasks, because these can be completed or simply unspecified. And that the tasks or activities carried out in the company, the adoption of equitable processes will provide better results in the productivity and efficiency of workers must be equipped for a better development of human talent. The rate of intention of resignation of workers has indicators when the employee performs his work daily, so aspects such as compensation, and the work environment and the preoccupation of the superiors by his subordinates has a positive or negative impact. In the investigation it was found that the worker is moderately in accordance with his remuneration 53.6% and the percentage of nonconformity is 16%, which implies a low intention of resignation. With regard to the daily activities of the worker, the worker receives pressure for the fulfillment of his obligations, due to the fact that 45.2% work hard and concentrate their efforts. Another important indicator is the concern to improve the quality of life of workers by the superiors, it is determined that 40.80% considers that this management is good, while 4.40% consider it regular. Finally, the main component of the quality of work life is the perception that the employee has about communication, 89.2% of them identify the sense of belonging to the organization through this tool.

Keywords: Quality of life, intention to resign, work climate, communication, performance.

INTRODUCTION

The life of people is composed of both work and personal dimensions, which is why a balance is sought to generate or increase the quality of life at work, social and family level, and the perception that the employees feel about the support they receive from who lead the organizations in which they operate is fundamental to influence the commitment and development of their activities. For Eisenberger, Hutchison, & Sowa cited by Osman Karatepe (2014), they analyze that when perception is positive, it improves relations between bosses and subordinates, there tends to be a high level of positivism, enthusiasm and demonstrated energy in motivation and perseverance for Solve problems in such a way that reduces the high levels of stressors. In addition, this perception of organizational support impacts on the work environment in relation to the evaluation, contribution and welfare of the staff, who aspire to live experience that improve their status quo.

At present, the managers of the organizations recognize that investing to achieve an adequate performance in the employees is linked with the decrease of their intention of resignation because the work practices such as empowerment, training, incentives, teamwork, generate successful business results determining that the support they receive from the organization is to value each contribution they make and that the end is the well-being of all staff. (Eisenberger, Hutchison, & Sowa, quoted by Osman Karatepe, 2014).

At present, the dramatic changes that characterize the new economy are restructuring the work environment. The phenomenon of globalization has generated a high level of international competition. Corporations that wish

to be successful and consolidate their position in the market must be innovative, diverse and flexible corporations; because both consumers and investors exert strong pressure for companies to create fair, productive and empowering work environments for workers and work teams. Granados, P. (20 11).

Ecuador is no stranger to the changes in this new economy. In the last 10 years, it is facing substantial changes not only in the economic, but also political, social and cultural aspects as a result of globalization. The implementation of new technologies both in the company and in the national market, as well as an increase in foreign private investment has allowed this economic growth in our country. Despite this, economic growth does not guarantee the success of organizations. They have become aware that neither technology nor money can guarantee success or effectiveness in meeting the demands of society until the main capital of the company is revalued: human capital.

THEORETICAL FRAMEWORK

Quality of life at work

The increase in emotional exhaustion in employees wears out their energy before the activities they must develop and their self-motivation is not enough in front of the stress levels. Therefore, their behavior changes the expected results of their performance (Ojedokum & Idemudia, 2013).

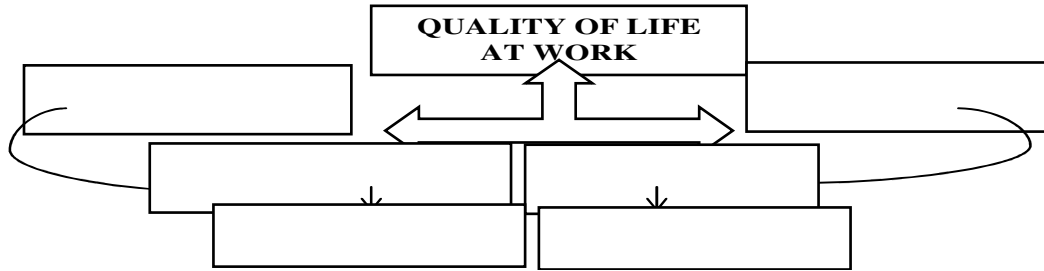


Figure 1. Quality of life at work and the factors that influence
Source: Self made

According to Alves (2013): "Quality of life at work is to treat the emotional experience we develop with a productive activity, is to address the effects of that reality on our well-being by focusing its consequences on our existence and the results of organizations ", The search for job satisfaction is the goal of organizations, so they must carry out restructurings of positions, reorganization of jobs, formation of teams that contribute and participate in the achievement of organizational objectives (Werther, 1983). Where charges are analyzed from three organizational levels (related to efficiency); Environmental (refers to the capacity and availability of workers and social expectations) and behavior (autonomy, variety, task identity and feedback).

For Walton cited by Sultan Admarshad (2015) he mentions the importance of quality of working life based on eight indicators such as fair and adequate compensation, safety and health conditions at work, opportunity for use and development of human capacity, opportunity for continuous growth and security, social integration in the organization, constitutionalism in the organization, work and total space of life, relevance of work in social life with which it rescues human and environmental values that improve productivity and business results.

Quality of life at work explains the relationship between individuals and the perception of life in the work environment, which can be evaluated under a basic three-dimensional model; Dimensions of the task, critical psychological states, personal and professional results, identifying important attributes in relation to perception, responsibility, and results on work (Hackman & Oldman, 1975).

The goal of organizations to invest in programs that improve the quality of life of their workers humanizes the work environment, increases satisfaction, improves productivity and links social responsibility to meet the needs and aspirations of individuals. (Silva & Matos, 2003) consider that the adoption of quality of life programs allow individuals to reduce their stress levels, decrease the number of accidents, absenteeism and turnover; Achieving personal and professional growth by increasing their motivation, improving their emotional stability, efficiency at work, raising self-image and developing a better capacity to relate.

Intention to resign

For both men and women in the labor area it is worrisome to enter or perform in companies that do not offer quality of life, on the other hand those organizations that offer quality of life at work have a great advantage over others in relation to recruitment and retention of the labor force (Sidhu, 2011). Quality of life at work impacts on the commitment to organizations as a decisive factor for those who try to resign and migrate to other places (Jee & Kudang, 2013). In addition, other factors such as attractive pay, professional development, optimization of skills, and type of activities to be developed increase the number of people who wish to participate or be recruited in companies that give importance to the quality of work life (Liza, 2011).

According to Kumar & Singh (2012), the level of quality of work life should be part of a strategy plan with great challenges and minor stressors in order to satisfy needs and develop actions that derive results for the benefit of the members of the organization without differentiation of charges.

Positive changes in work environments create loyalty and sense of belonging, trust in people and their performance reduces costs related to resignations because companies should not re-select and retrain staff, according to change quoted in the Surity & others publication (2013), however, the organizational commitment to Biswas (2010) is manifested when employees perceive that they are supported and that the working conditions in which they develop are in accordance with their expectations, and it can be predicted that there is an intention to resign when employees reduce their productivity, utility, performance and interest.

Different viewpoints by some researchers summarize that the quality of working life includes working conditions and equitable compensation, work opportunities (Martel & Dupuis, 2006), as well as autonomous involvement, achievements, challenges, personal responsibility, opportunity in decision making , Development of interests and capacities, accessing this quality is prioritizing their expectations (Huang & Lawler, 2007).

The adaptation of certain items to represent four dimensions of quality of life and intention to resign are

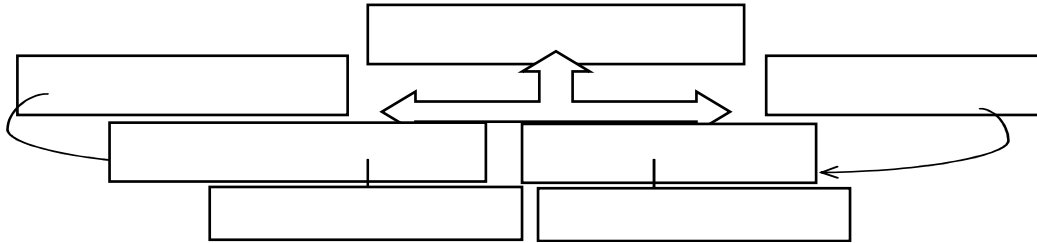


Figure 2. Intent of renunciation and influencing factors
Source: Self made

cited by Huang et al. (2007) being support of their immediate bosses or supervisors, labor characteristics, compensation-benefits and work-life balance.

Support from your immediate bosses

In studies conducted by (Celik & Oz, 2011) the perception of quality of life has an effect on the intention to resign because the support that the employee receives from his immediate bosses through the promotion within the organization creates commitment and adhesion. In such a way that it diminishes its intention to resign as well as to maintain open systems of communication establishes a route of harmonization and congruence of objectives (Biswas, 2010) generates the desire to remain.

Compensation and Benefits

The performance of the contributors may be influenced by monetary and non-monetary compensations, the payment taken as a factor of affectation and motivation in the intention to resign is related to the fair and equitable (Arnolds & Bosshoff, 2000). The benefits that the people of an organization aspire to are the professional growth and concern that their organization demonstrates in creating a work environment in which they are able to meet their needs (Weng & McElroy, 2012). So it will be reflected in the intention to remain. If the employees are satisfied with the benefits that the organization gives them then they will decide to continue (Dulebohn, Molly & Pichler, 2009).

Job Characteristics

For Biswas (2010) employees when familiarizing themselves with the functions they must develop do not think of giving up because breaking a work routine is not easy, in addition to changing their current job for one with new challenges becomes stressful and presses to resign. According to the type of profession, the characteristics of the work encourage workers to resign (Huang et al., 2007).

Life-work balance

Loyalty to an organization is uncommon because of the

mobility opportunities and career changes that a worker can choose for Russean who is mentioned by (Surienty & others, 2013) for an employee to achieve success must be able to balance life relationships -work, their professional development and the desire to maintain good relations with the family generates a conflict for which it requires attitude, discipline, support and desire to progress (Weng & McElroy, 2012).

HYPOTHESIS

HA: Quality of life at work influences the intention to resign

H0: Quality of life at work does not influence the intention to resign

RESEARCH OBJECTIVES

General objective

To analyze the factors of the quality of life in the work that influence in the intention of resignation

Specific objectives

- Investigate the level of income that workers obtain, in order to relate them to the intention to quit the job.
- Identify the quality of life factors that affect the workers' work performance
- Determine the quality of work life through employee satisfaction

METHODOLOGY

The research was based on documentation and bibliographic information, through the study and analysis of relevant aspects of intense form with scientific validity. The bibliographical scope will be the indispensable reference for elaborating and sustaining the research, in order to formulate new research in relation to the proposed topic.

The type of study is correlational, because the behavior of the variable quality of life is measured by having the

Table 1. Monthly income and hours of workers

		Correlations	
		Your monthly income is:	According to the working hours you have
Your monthly income is:	Pearson's Correlation	1	,826**
	Sig. (bilateral)		,000
	N	250	250
According to the working hours you have	Pearson's Correlation	,826**	1
	Sig. (bilateral)	,000	
	N	250	250

*Correlation is significant at the 0.01 level (bilateral).
Source: Self made

Table 2. Business Scope and activities performed at work

		Which of the following areas are present in your company?	The activities he carries out in his work are:
Which of the following areas are present in your company?	Pearson's Correlation	1	,861**
	Sig. (bilateral)		,000
	N	250	250
The activities he carries out in his work are:	Pearson's Correlation	,861**	1
	Sig. (bilateral)	,000	
	N	250	250

**Correlation is significant at the 0.01 level (bilateral).
Source: Self made

influence of the implicit factors in the renunciation, it is bibliographical-descriptive, the direct observation method was applied to the workers of the public and private companies, detecting the causes that motivate workers towards an intention to resign, which is related to the quality of work life.

The target population for this research work corresponds to the economically active population of the province of Tungurahua of 244,893 people, male and female, between 18 and 35 years of age with a baccalaureate and university education level, agreement to the private and public sector in the year 2015. This population was chosen because they develop business activities and the factors of quality of life can be analyzed in this objective group of the same the behavior, income, perception of support, motivation, exhaustion and intention of resignation.

Field research was carried out where measuring instruments (surveys) were applied to a segment of workers from private and public sector companies.

For the calculation of the sample the infinite population formula is used with an error of 6% and a confidence level of 95% calculated that generates a number of 250 surveys the same ones that are designed with thirteen questions related to the study variables with Likert scales with five items, the participants answered the survey voluntarily without any compensation and consciously

what took them to answer in an average time of eight minutes.

With the help of the SPSS statistical program, the tabulation of the surveys was carried out, in order to determine the causes of the intention to resign in the workers for lack of a business quality of life, and their respective correlations.

RESULTS

Table 1 show variables that are analyzed as monthly income of workers and schedules, can determine a level of ratio of 0.826 this means that the variable monthly income does not influence the hours of workers.

As can be seen in Table 2, with the analyzed variables: Employee scopes and workers' performance, a relation level of 0.861 can be determined, there is therefore a high significance, because the worker's performance in his daily activities is directly related to your work environment.

Based on the values presented in Table 3, on the analyzed variables of worker priority setting and behavior in the home, a level of relation of 0.880 is determined, which is originated by the poor vision of establishing an order of needs to long term by the worker, in addition to being related to their behavior in the home, determined

Table 3. Priority of the worker and behavior in the home

			Establece usted prioridades	La conducta en su hogar se encuentra afectada por su trabajo
Establece usted prioridades	Correlación de Pearson		1	,880**
	Sig. (bilateral)			,000
	N		250	250
La conducta en su hogar se ve encuentra afectada por su trabajo	Correlación de Pearson		,880**	1
	Sig. (bilateral)		,000	
	N		250	250

**Correlation is significant at the 0.01 level (bilateral).
Source: Self made

Table 4. Quality of life and work performance

			¿Cómo percibe la calidad de vida laboral en base a?	Las actividades que diariamente ejecuta en su lugar de trabajo influyen en su estado de ánimo
¿Cómo percibe la calidad de vida laboral en base a?	Correlación de Pearson		1	,906**
	Sig. (bilateral)			,000
	N		250	250
Las actividades que diariamente ejecuta en su lugar de trabajo influyen en su estado de ánimo	Correlación de Pearson		,906**	1
	Sig. (bilateral)		,000	
	N		250	250

**Correlation is significant at the 0.01 level (bilateral).
Source: Self made

by the level of stress and pressure on work performance, it is interesting to note that companies must insert policies or strategies that help workers to improve their acceptance to certain frustrations because this will result in greater productivity in their functions.

When analyzing the variables of quality of life and work performance a level of relation of 0.906 is determined, which means that the quality of life of the workers have a degree of importance in the employee's state of mind, since it can be determined that the conditions and attentions received by workers can be affected by the work climate generated by the company, influencing the performance of workers, the result is motivation to work and the feeling of persistence and desire to remain in their work despite to face labor pressure.

DISCUSSION OF RESULTS

In the statistical analysis it can be detected that the monthly income received by workers does not influence working hours, is an essential point in the performance of companies, since it is related to the variables studied, emphasizing that the economic aspect is one of the motivational factors valuable to the workers' performance.

It is interesting to note that companies must adopt clear policies regarding the implementation of corrective actions on the workload of workers, as there are certain

factors that affect the completion of the tasks, because these can be concluded or simply not specified.

As for the tasks or activities carried out in the company, the adoption of equitable processes will provide better results in the productivity and efficiency of workers, must be equipped for a better development of human talent.

A significant number of workers have had the idea of giving up work, but are detained by the need and the lack of employment sources, a thorough analysis must be carried out within each company and observe the reality regarding quality of work in the organization, that is to make a previous evaluation to know where we are and to have a starting point for better the development of the worker within the company.

According to the hypothesis raised can be determined that the quality of life at work if they influence the desertion of workers, either because the worker sets priorities in relation to the behavior in his home or the worker's perception of quality of work life in relation to daily activities performed in their workplace.

CONCLUSIONS

The intention of resignation presented by employees at the corporate level is not only related to the quality of life that the organization provides (Marta & Singhapakdi, 2013) but also strongly influenced by the support of their

immediate bosses, the characteristics of work is closely linked to time and certain stressors, because according to the type of work or task there is greater stress and the time consumed in the daily tasks does not allow him to enjoy his family and friends.

It is pertinent that the organizations' strategy becomes a concrete action in providing support to its employees, so that they become a valuable resource to achieve competitive advantage.

The quality of life at work is also linked to the perception of well-being that employees have, thus generating commitment to the organization.

The quality of life at work refers not only to the physical conditions of the workplace but also to the subjectivity of a collective of workers, but is defined and materialized in the dialectic relationship that the individual maintains with his work environment. As a result of this interaction, the individual constructs and modifies his place of work and it is this interactive character that allows him to play his role as a worker that will affect his role and status as a social agent.

Work life is affected not only by factors intrinsic to the work environment, but also by everything that happens in other areas of work that make up the daily lives of individuals such as family, friends, the network of contacts, leisure and free time. This interdependence leads to a close link between the work and the extra work that, in addition to conditioning the quality of work life, also determines the ways of life and the social status of individuals.

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