



The Impact of Employee Engagement on the Quality of Work Life in NGOs

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ABSTRACT :

This study examines the effect of employee engagement on the work quality of life (QWL) in non-governmental organizations (NGOs), specifically Magic Bus India Foundation. The study shows higher levels of engagement to be positively correlated with enhanced job satisfaction, work-life balance, and general well-being for employees. Statistical analysis and survey evidence from the study highlight the significance of human resource policies that foster engagement as a way to ultimately enhance organizational performance and employee morale.

1. Introduction

Employee engagement is the new basis for productivity and long-term development in the modern evolving work culture. Organizations like Magic Bus, which are socially mission-driven and not profit-driven, rely on hardworking and committed employees to achieve their mission. The study also emphasizes the importance of emotional and intellectual commitment of the employees and its influence on job satisfaction as well as staff retention.

2. Methodology

A quantitative method was utilized. Data was collected using standardized questionnaires from 50 employees of Magic Bus. The responses were statistically examined to determine the correlation between QWL and engagement.

3. Findings

- 70% of employees had shown job passion.
- 75% would recommend Magic Bus as a good work environment.
- Positive correlation between engagement and QWL was seen.
- Role clarity and supportive leadership were found to be drivers of engagement.
- Field staff experienced work-life balance problems even when there was high engagement.
- The Chi-square test had proven a statistically significant association between engagement and QWL.

Chi-square Test Details

Observed Frequencies:

High Engagement - High QWL: 20, Moderate QWL: 10, Low QWL: 5
Moderate Engagement - High QWL: 10, Moderate QWL: 15, Low QWL: 10
Low Engagement - High QWL: 5, Moderate QWL: 10, Low QWL: 15
Total respondents: 100

The estimated value of Chi-square was greater than the critical value at 0.05 level, and hence the null hypothesis was rejected. This concludes a high link between employee engagement and QWL.

4. Conclusion and Recommendations

The study's conclusion is that employee engagement is critical to enhance quality of work life in NGOs.

Recommendations:

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- To institute systematic feedback programs.
 - To offer leadership development courses.
 - Promoting work-life balance through flexible working patterns.
 - Rewarding employee efforts on a regular basis.

Efforts to improve the efficiency of engagement mechanisms can help NGOs maintain committed staff and ensure better job satisfaction, thus contributing to overall work quality.