

## **THE IMPACT OF TEAMWORK, WORKING ATMOSPHERE AND EMPLOYEES STRESS FACTORS TOWARDS QUALITY OF WORK LIFE IN THE BUSINESS INDUSTRY IN TAIPEI, TAIWAN**

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### **Abstract**

Quality of work life (QWL) is an increasingly important issue and atmosphere, QWL both in the enterprise and employees will affect the future development of the company and performance to meet the standard. The QWL also involves the working environment, work content and the relationship between employees.

The research conducted a questionnaire survey on the impact of QWL on the work atmosphere, employee stress and teamwork on the quality of work and life, and collected about 50 people of different age groups to conduct the survey, and found that the above issues do affect the QWL of the employees, which in turn affects the company's achievement of the goals. Therefore, QWL has an impact on employees and the company as a whole. In this paper, we will focus on whether teamwork, work atmosphere and employee stress have an impact on QWL in an organization.

**Keywords:** Quality of life, Teamwork, Working atmosphere, Employees stress

### **Introduction**

The focus of this study is whether employees engaged in business industries in Taipei, Taiwan, teamwork, working atmosphere and employees stress will have an impact on their quality of work life or not. There is some evidence that collecting and reporting measures of the QWL can be beneficial for the management of organizations. Additionally, QWL are favorable working conditions and environments involving employee satisfaction, job security and opportunities for continued training (López-Martínez et al., 2021).

Also previous studies have demonstrated that a good organizational climate can reduce employee burnout and enhance employee performance within an organization (Liu & Yang, 2019) Effective teamwork benefits organizations in several ways: enhancing team members' efficacy, performance and job-related fulfillment; reducing turnover intention; and promoting customer satisfaction (Bradley et al, 2012, Gully et al., 2002, Kim et al., 2022, Kirkman et al., 2006), Therefore, the main research direction of this study will focus on what affects the QWL, also, understanding the working atmosphere, employees stress and teamwork of the organization is also the objective of this study.

### **Research Problem**

1. Does teamwork factor (team connection, listening & trust and respect) have an influence on quality of work life?
2. Does working atmosphere factor (have the same goal, freedom and sincere & clear rights and responsibility) have an influence on quality of work life?
3. Does employees stress factor (superior, colleague & family) have an influence on quality of work life?

### Objective of the study

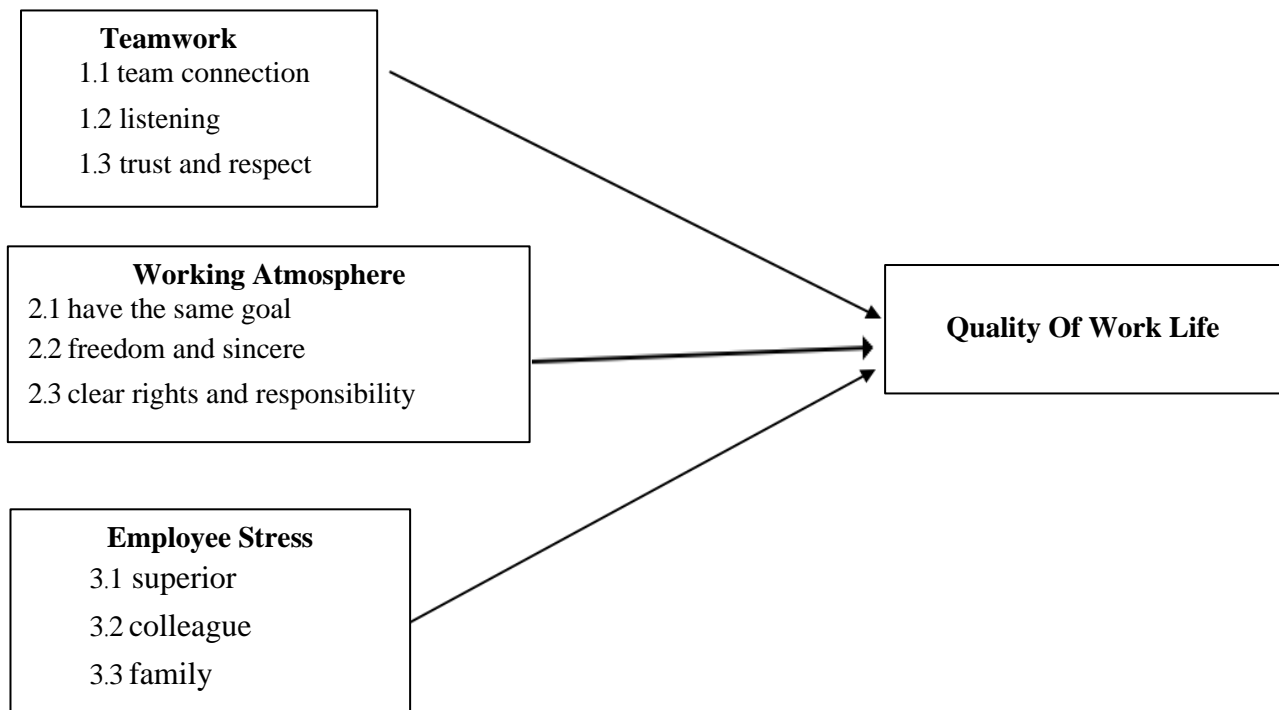
To study the impact of (teamwork factor team connection, listening & trust and respect) on quality of work life.

To study the impact of the working atmosphere factor (have the same goal, freedom and sincere & clear rights and responsibility) on quality of work life.

To study the impact of (employees stress factor superior, colleague & family) on quality of work life.

### Scope of the study

#### Conceptual framework:



### Hypotheses test

H1: Teamwork (team connection, listing and trust and respect), the basically and important thing in the company, also in Taiwan.

H2: Working atmosphere (have the same goal, freedom and sincere and clear rights and responsibility), also the important thing for the companies, it's also affected the employee's emotion.

H3: Employees stress (superior, colleague and family), also the important things that for companies to focus on employees.

### Literature review

Finding that QWL and job satisfaction are related like, physical safety, own value, opportunities to realize one's own potential and job security (Muskat & Reitsamer, 2019).-  
Quality of work life

Finding that high QWL can give a result in better organizational performance, effectiveness, innovativeness, etc. consequently, to contribute better life for all those peoples whom organizational members serve and with whom they deal and interact (Daniel, 2019). -  
Quality of work life

Finding that there is a strong correlation between teamwork and performance.

Successful teamwork is based on professional and effective communication; besides this, effective communication leads to better coordination within the organization to increase productivity (Mayo, 2020). – Teamwork

Empathy not only closes the gap between employees, but also reduces prejudice. It's great for teamwork, and in the long run, empathy promotes high quality team performance (Hyojung “Julie” Jung, 2023) – Teamwork

Finding that the working atmosphere includes the safety of the employees, job security, welfare system, relationship between colleagues, performance and participation in the decision making process of the company (Ashraf, 2019). – Working atmosphere

Finding that the work atmosphere plays an important intermediary role in this, in a good atmosphere through the sharing of knowledge, incentives, procedural fairness and so on different aspects, can encourage employees to generate more ideas (Chih-Hsing Liu, 2022). – Working atmosphere

Found that the greater the amount of stress the higher is the turnover intention of employees. Team culture the team and the culture affects the motivation of employees to leave (Dóra et al., 2019). – Employees stress

High pressure causes loss of comfort and creates tension in the work that triggers stress in employees this has led to an increase in the intention of staff to leave the organization (Kurniawaty et al., 2019). – Employees stress

## **Methodology**

### **Population and Sample**

This study aims to understand which factors positively affect the quality of work life under the teamwork, working atmosphere and employees' stress.

We collected for 402 respondents also the research selected the people who aged 18 years and above and work in Taipei, Taiwan as a sample to illustrate the whole population to study of the quality of life and work are under the business industry in Taipei, Taiwan.

### **Type of research and tool**

The questionnaire collects for 402 respondents and the tool using the questionnaire survey to collect the data from the respondents is the close-ended question (Google Form) to receive the questions in a first-hand manner. The questionnaire is organized around 5 sections: demographic data (6 questions); the factor of teamwork (9 questions); the factor of working atmosphere (9 questions); the factor of employees' stress (9 questions) and the quality of work life (9 questions), total questions are 42.

### **Validity test**

All of the test results and the online questionnaire were checked for validity and approved by the advisor.

### **Reliability test**

For the reliability test we collected for 40 respondents, the data we used Cronbach's Alpha to analyze and for this reliability test that the total reliability is about 0.980.

### **Statistics**

Descriptive statistics consisted of frequency, percentage, mean, and standard deviation. Inferential statistics consisted of multiple regression analysis tests.

## Result

### Demographic data

For the data shows us that most of the respondents age are 18 to 35 (60.7%), gender is men (61.7%) about 248 people, income for one month is NTD 31,000~ NTD 40,000 (39.6%) and the second one is Less then NTD 30,000 (39.1%), about the working total time that shows us that most of them work for up to 5 years (38.8%) and most of them are full-time job (71.4%), for 287 people.

### Mean and standard deviation

Teamwork factor (Mean: 3.574, S.D:1.077), the interpretation is More Agree

Work atmosphere factor (Mean: 3.571, S.D:1.082), the interpretation is More Agree

Employees stress factor (Mean: 3.474, S.D:1.004), the interpretation is More Agree

Quality of work life factor (Mean: 4.545, S.D:1.063), the interpretation is Most Agree

### Multiple linear regression

Teamwork affects to quality of work life: adjusted R-square = 0.831, F = 656.308 and the  $*P \leq 0.05$ , interpretation is Accepted (Team connection: Accepted, Listing: Accepted and Trust and respect: Accepted).

Working atmosphere affect quality of work life: adjusted R-square = 0.851, F = 762.021 and the  $*P \leq 0.05$ , interpretation is Accepted (Having the same goal: Accepted, Freedom and sincere: Accepted and Clear rights and responsibility: Accepted).

Employees stress affect quality of work life: adjusted R-square = 0.843, F = 716.648 and the  $*P \leq 0.05$ , interpretation is Accepted (Superior: Accepted, Colleague: Accepted and Family: Accepted).

## Conclusion

### Demographic data

For this research we found that responders were approximately 18~35 years old and primarily male. Most of the responders are doing the full-time job also working up to five years, besides this their one-month income is about NTD 31,000 to NTD 40,000.

### Attitudes towards variables

Independent Variable 1: Effect of teamwork under the quality of work life.

Most of the respondents are more agreed with team connection, listing and trust & respect. Overall, the respondents agreed with the teamwork factor.

Independent Variable 2: Effect of work atmosphere under the quality of work life.

Most of the respondents are more agreed with having the same goal, freedom and sincere & clear rights and responsibility. Overall, the respondents agreed with this work atmosphere factor.

Independent Variable 3: Effect of employees stress under the quality of work life.

Most of the respondents are more agreed with their superior, colleague and family. Overall, the participants agreed with this employees stress factor.

### Hypotheses

Hypothesis 1: Teamwork (team connection, listing and trust and respect), the basically and important one thing in the company, also in Taiwan.

Hypothesis 2: Working atmosphere (have the same goal, freedom and sincere and clear rights and responsibility), also the important thing for the companies, it's also affected the employee's emotion.

Hypothesis 3: employees stress (superior, colleague and family), also the important things that for companies to focus on employees.

### Recommendation

This study shows that there is a correlation between quality of work life and teamwork, work atmosphere and employee stress. This study will be a meaningful reference for organizations, which shows that there are both internal and external factors that affect the quality of work life of employees, and that organizations must constantly observe the performance of their employees as well as keep an eye on the physical and mental health of their employees. From the results of the study (Hafee et al., 2019), it can be found that the health of employees is a strong predictor of employee productivity and there is a strong positive correlation between them. On one hand, it allows companies to identify and improve their shortcomings in the area of employee welfare, and on the other hand, it can improve the efficiency and performance of employees to make the company profitable. The realization of the company's goals depends to a certain extent on the performance of its employees, so it is very important to create favorable working conditions and working environments to motivate employees to improve their performance (Obrenovic et al., 2020). Also, according to Pedersen, if an employee has a conflict with his family but he is supported by the majority in the department, there is a high chance that the stress that the employee needs to balance between the two can be reduced (Zahoor, 2022). According to Lambert, Hogan and Cheeseman (2013), fairness in the work environment ensures that employees can better manage work-family balance. Summarizing the above findings, it can be shown that the work environment, employee stress, and family aspects of a company can affect the quality of work and life.

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