

# A Study on Effect of Quality of Worklife on Employee Performance With Special Reference To Steel Industrials, Kerala Limited

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**Abstract-** This study explores the critical relationship between employees' work-life quality and their performance levels within an organization. The primary objective is to assess how various factors such as work environment, job satisfaction, work-life balance, and organizational culture influence employee productivity, motivation, and overall performance. The study employs a mixed-methods approach, combining quantitative surveys and qualitative interviews with employees across different departments. Key metrics evaluated include job satisfaction scores, employee turnover rates, absenteeism, and performance evaluations. The research also considers demographic variables such as age, gender, and tenure to understand their moderating effects on the quality of work life and performance relationship. Findings from the study indicate a strong positive correlation between high-quality work life and enhanced employee performance. Employees who experience a supportive work environment, adequate work-life balance, and high job satisfaction tend to exhibit higher levels of productivity, engagement, and loyalty to the organization. Conversely, poor quality of work life is linked to decreased performance, higher absenteeism, and increased turnover intentions. The report concludes with actionable recommendations for organizations to improve the quality of work life, thereby boosting employee performance and fostering a more productive, satisfied, and stable workforce.

**Keywords-** Quality of work life, Employee performance, Steel industry, Job satisfaction

## I. INTRODUCTION

The study on the impact of quality of work life (QWL) on employee performance delves into the interconnectedness between workplace environment, employee well-being, and productivity. QWLen compasses various factors such as job satisfaction, work-life balance, organizational culture, and employee development opportunities. Understanding how these elements influence employee performance is essential for organizational success and employee satisfaction. By investigating this relationship, the study aims to provide insights into strategies that can

enhance both the quality of work life and performance outcomes. Through comprehensive analysis and empirical evidence, the study seeks to contribute to existing literature on human resource management and organizational behavior, aiding businesses in creating conducive work environments that foster employee engagement, motivation, and ultimately, enhanced performance.

## INDUSTRYPROFILE

STEEL. INDUSTRIALS KERALA LIMITED is situated in Kerala state. The company is fully owned by the Government of Kerala. SILKS corporate office is Situated at Athani Thrissur, which is 12 kilometre away from the town. The Government of Kerala seru in 1975: if is a multifaceted company, with a povertil combination of products. Profeels and engineering services. The main activities of the company are manufactured of steel and structural fabrication hydroelectric project, Cast iron products, ship breaking and building of small Ocean vessels and barges.

SILK has as single board of directors and chairman who executes the functions of all the units under the single umbrella of SILK. SILK internals to absorb, the moss modern technologies practices and the latest cost-effective development in the field of small, minior micro hydras turbine power plant systems from 10 KW to 10 MW range covering all types of turbines. Pelton fancies Kaplan, turbo impulse. Initially a few turbines/subassemblies /components may the excellent infrastructure existing the company manufacturing will be taken up with designing and technical support of such collaborator transfer of technologies and technical knowhow is anticipated in due course. Suitable compensation package, terms and conditions can be worked out on mutual discussion and agreement can be made.

It is a multi-faceted company, with a powerful combination of products, projects and engineering services for customers who are stringent with the quality standards. It includes integrated consortium of engineers, professionals' technicians and employees who are bound to ensure quality

delivery on product and services. Set up in 1974 by the Government of Kerala, India, to develop steel based industries and services in Kerala, SILK today is a multimillion asset based organization.

SILK form a powerful combination of Products, Projects and Engineering services for various customers like Heavy Engineering Industries. Power generation and transmission in and outside Kerala. SILK through its facilities for Industrial /Engineering Fabrication, Sheet Metal Fabrication, Machining, Casting. Boat Building. Ship Breaking and Commercial & Trading activities is on a continuous growth path to fulfil its vision and shape the dreams into reality. SILK an integrated consortium of peonies and fireflies, crowing from strength to strength and aniongetsthurst areas and services into seneration of pollution frco energy, environmental engineering, manufacture of Hydraulic furbines and equipments, Smallsea Vessels, Industrial castings. Radial games, thus moving beyond steel.

## II. REVIEW OF LITERATURE

**KhaledAdnan Bataineh (2019)** The purpose of this research is to investigate the Relation of work-life balance, happiness, and employee performance, Accordingly, a questionnaire-based survey was designed to test the aforementioned model based on dataset of 289 employees' from the (Med Pharma), Pharmaceutical industries in Jordan, Multiple regression was conducted to examined the research hypotheses. The results indicated that work-life balance and happiness positively and significantly affect employee performance. However, job satisfaction non-impact in employee performance. The results have enormous implication for the Pharmaceutical industries sector in Jordan.

**Abdul Kadir Mohamad Denie (2017)** utilized convenient sampling to collect as questionnaires from universe of Somalia in Mogadishu, Somalia. These respondents were provided a questionnaire with three main construct with measuring general well-being, canoes and job satisfaction and working conditions. However, the study found that general well- being, working conditions work place have and significant impact onquality of work life. The Prime objective of Malaskodi of ai (2017), research is to anticallly envisages the various parameters determining Quality of work life among the faculties Descriptive Research Design and convenient sampling method adopted for this study. 200 sample size fromthetotalpopulationchosenforthisstudy.Facultymembershav eexpressedtheiropinion that the management needs to take nesser steps for Structuring proper work load models to be offered to the faculties.

**MAarthy& Dr.M Nandhini, (2016)** influence of the Do mographic factors on Quality of work life of the Engineering College Faculty members in Combatore District in their study. The impact of the quality of work life of the faculty members is highly notable and it influences not only the institutions but also the students who are the future building blocks of the nation. The Present study concludes that there is a moderate level of Quality of work life is found among the faculty members.

**O. P Swami, (2015)** conducted a survey about quality of work life among the employees working in the mechanical manufacturing small and medium sized enterprises(SMFs) in Karnataka. The main objective was to develop a valid and reliable scale using the significant dimensions of quality life 1992 employees participated in the survey. The data was analysed using the principal Component factor analysis with Varimax rotation the results indicated that nine most important components of quality of work life, which together explained 82241. of do id variance, were identified out the of the 27 components studied.

**Noushin kamalisajad, (2014)** studied about the relationship between quality of work life and organizational commitment among the customs, employees of Iran/Guitan Province walton's eight dimensions of quality of work life and Alen and Megals, three facets of organisational commitment were used in the study. A conceptual model of the quality of work life and organisational commitment was examined using the SEM analysis. The dimensions quality or work life except growth and security are correlated. To the organizational commitment. A regression analysis was also done to confirm the relationship between quality of work life and organizational commitment among the customs employees.

## OBJECTIVE OF THE STUDY

A study on effect of quality of work life on employee performance

## III. RESEARCH METHODOLOGY

### RESEARCHDESIGN

Research design refers to the overall strategy or plan that outlines how you will answer your research questions. It includes the methods, procedures, and techniques used to gather and analyze data. A well-designed research study ensures that the data collected is reliable and valid, and that the study effectively addresses the research objectives.

### DESCRIPTIVE RESEARCH DESIGN

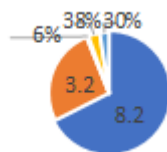
Descriptive research design focuses on describing the characteristics of a population or phenomenon being studied. It aims to provide a comprehensive overview without influencing or manipulating the variables. Common methods include surveys, observational studies, and case studies. This design is valuable for understanding the current state of affairs, identifying patterns, and generating hypotheses for further investigation. Population refers to the entire group of individuals, objects, or events that meet the criteria for inclusion in a research study. Population used is 50.

Sample design refers to the process of selecting a subset of individuals, objects, or events from a larger population to participate in a research study. A well-designed sample is representative of the population of interest and allows researchers to draw valid conclusions based on the sample data. Sampling method is selected on convenience, here simple random is taken. Simple random sampling randomly selects individuals or items from a population, ensuring every member has an equal chance of being chosen. This method is straightforward and effective for obtaining representative samples in research studies.

**IV. DATA ANALYSIS**

How often do you feel that your work interferes with your personal life?

SLNO	PARTICULARS	NUMBER OF RESPONDENTS	% OF RESPONDENTS
1	STRONGLY AGREE	3	6%
2	AGREE	19	38%
3	NEUTRAL	15	30%
4	DISAGREE	11	22%
5	STRONGLY DISAGREE	2	4%



- STRONGLY AGREE ■ AGREE
- NEUTRAL ■ DISAGREE
- STRONGLY DISAGREE

**INTERPRETATION**

The above data shows that 52.3% of the respondents are highly satisfied with the product and 47.61% of the respondents are satisfied with the products offered by the company

**CORRELATION**

**#HYPOTHESIS1:** To explore the working period of employees in the company and basic income.

**Null hypothesis:** There is no significant difference in the working period of employees in the company and basic income.

**Alternative hypothesis:** There is a significant difference in the working period of employees in the company and basic income.

**The relation between the working periods of employees in the company and basic income.**

X	Y
2	10
22	23
18	13
8	4
total	50

X <sup>2</sup>	Y <sup>2</sup>	XY
4	100	20
484	529	506
324	169	234
64	16	32
876	814	792

r= 0.23

Since h1 is positive, accept h1. There is a significant difference in the working period of employees in the company and basic income.

**WEIGHTEDAVERAGE**

RANK1,2,3,4,5,6,...,16

WEIGHT16,15,14,13,12,11,,10...1

X6	Wx	X7	Wx	X8	Wx	X9	Wx	X1	Wx
6	4	7	4	8	15	9	10	0	10
4	20	4	4	3	15	2	10	6	30
12	48	14	56	17	68	18	72	14	56
18	54	19	57	18	54	18	54	15	45
11	22	11	22	9	18	7	14	11	22
5	2	2	2	3	3	5	5	4	4
	<b>149</b>		<b>141</b>		<b>158</b>		<b>155</b>		<b>157</b>

X	W	X	W	X	W	X	W	X	W	X	W
1	1	1	2	1	3	1	4	1	5	1	6
1	1	2	2	3	3	4	4	5	5	6	6
2	10	4	20	5	25	1	5	5	25	1	5
1	56	1	76	1	56	1	72	1	56	1	68
4	9	4	4	4	8	4	4	4	7	4	51
2	63	1	48	1	57	1	57	1	45	1	51
1	20	1	20	8	16	9	16	1	26	1	22
0	3	3	4	4	4	3	4	3	3	4	4
	<b>15</b>		<b>16</b>		<b>15</b>		<b>15</b>		<b>15</b>		<b>15</b>
	<b>2</b>		<b>8</b>		<b>8</b>		<b>5</b>		<b>5</b>		<b>0</b>

WEIGHTEDAVERAGE=({WX1})/({W})

WEIGHTEDAVERAGE	RANK
36.4	1
30.8	12
32.6	3
31	11
32	4
29.8	15
28.2	16
31.6	6
31	10
31.4	7
30.4	13
33.6	2
31.6	5

31	8
31	9
30	14

**Anova: Single Factor**

**SUMMARY**

Groups	Count	Sum	Average	Variance
1TO5	5	10	2	4
5TO10	5	23	4.6	27.3
10TO 15	5	13	2.6	8.3
ABOVE15	5	5	1	1.5

**V. FINDINGS**

- A significant majority of respondents (76%) acknowledged experiencing work-related stress, indicating a prevalent issue among employees 10.
- Half of the respondents expressed neutral or negative feelings towards giving their best effort at work, suggesting potential room for improvement in motivation levels within the workforce 12.
- The majority of respondents (76%) agreed that their work interferes with their personal life to some extent, highlighting a challenge in maintaining a healthy work-life balance 8.
- While a majority of respondents (66%) believed in effective team collaboration, a notable portion (24%) expressed neutral or negative views, indicating a need for enhancing teamwork and communication within the organization 9.
- A significant number of respondents (26%) disagreed with the effectiveness of leadership support in addressing work-related concerns, suggesting areas for improvement in leadership practices 16.
- The high satisfaction rate (90.5%) with the delivery time and accuracy of the company's products or services reflects positively on the company's operational efficiency 10.
- A majority of respondents (47.61%) expressed satisfaction with the products offered by the company, indicating a positive perception among customers towards the company's offerings .

## VI. SUGGESTIONS

- Implement stress management programs to help employees cope with work-related stress effectively.
- Enhance motivational strategies to boost employee engagement and productivity.
- Introduce flexible work arrangements to promote a better work-life balance for employees.
- Provide team-building activities and training to improve collaboration and communication among teams.
- Offer leadership training programs to enhance leadership support and address employee concerns effectively.
- Maintain the high standards of delivery time and accuracy to sustain customer satisfaction.
- Continuously gather feedback from customers to ensure product offerings meet their expectations and make necessary improvements.

## VII. CONCLUSION

In conclusion, the findings from the study shed light on various aspects of employee satisfaction, work-related stress, motivation levels, work-life balance, teamwork, leadership support, and customer satisfaction within the organization. The results indicate areas of strength as well as opportunities for improvement. It is evident that work-related stress is a prevalent issue among employees, highlighting the importance of implementing stress management programs. Additionally, the neutral or negative feelings towards giving their best effort at work emphasize the need for enhancing motivational strategies to boost employee engagement. Improving work-life balance, promoting effective teamwork, and providing better leadership support are crucial for creating a positive work environment. Furthermore, maintaining high standards of product delivery and continuously seeking customer feedback are essential for ensuring customer satisfaction and loyalty. By addressing these areas and implementing the suggested strategies, the organization can foster a more supportive and productive workplace culture, leading to increased employee satisfaction, improved teamwork, enhanced leadership effectiveness, and ultimately, greater customer satisfaction and business success.

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