

A Study on Quality of Work Life With Special Referance To Santhi Engineering Industries, Thuvakudy Trichy

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I. INTRODUCTION

1.1 ABOUT THE STUDY

QUALITY OF WORK LIFE (QWL)

Quality of work life is a prescriptive concept; it attempts to design Work environment so as to maximize concern for hum welfare. It is a goal, as well as a process. The goal is the creation of more Involving, Satisfying and effective jobs and works environments for People at all Leave of the organizations, as a process, quality of work Life involves efforts to realize this good through active Participation. The while essence of quality of work life may be stated thus:

“The quality of work life is cooperative rather than authoritarian; Evolutionary and open rather than static and rigid; informal rather than Rule-bound; impersonal rather than mechanistic; Mutual Respect and trust Rather than hatred against each other.

According to Lloyd shuttle,” Quality of work life in the Degree to which members of a work organization are able to satisfy Important Personal needs through their experience in the organization”.

It focuses on the problem of creating a human working environment. Where employees work cooperatively and achieve results collectively. Qualities of work life as it is understood today include four essential elements.

- a. The program seeks to promote human dignify and growth.
- b. Employ work collaboratively.
- c. They determine work changed participative.
- d. The programmer assumes compatibility of and organizational goals.

MAJOR ISSUES OF QUALITY OF WORK LIFE

PAY:

Quality of work life is basically built around the concept of equitable pay. In the days ahead, employees, May want to participate in the profit of the firm as well. Employees must be paid their due share in the progress and prosperity of the firm.

BENEFITS:

Workers throughout the globe have raised their expectations over the and now feel entitled to benefits that were once considered a part of the bargaining. A pact from safe and healthy working conditions, they would lone to have benefits of all kinds from the employers.

JOB SECURITY:

Employees want stability of employment. They do not like to be the victims of whimsical personnel policies and stay at the mercy of employers. The workplace should offer security of employment and the question of Layoff is opposed tooth and nail by all categories of employees these days.

ALTERNATIVE WORK SCHEDULES:

Employees demand more freedom at the workplace, especially in Scheduling their work. Among the alternative work schedules capable of enhancing the quality of work life for some employees are:

I. Flextime: A system of flexible working hours.

II. Staggered hours: Groups of employees begin and end work at different intervals.

III. Autonomous Work groups: Here a group of works will be given some control of decision making on production methods distribution of tasks, recruitment of team members etc...

OCCUPATIONAL STRESS:

Occupational Mental-health programmes dealing with stress are beginning to emerge as a new and important aspect of QUALITY OF WORKLIFE. Individual suffering from an uncomfortable amount of job-related Stress cannot enjoy a high quality of work life. Personnel Managers have to look in to the working conditions, nature of work, workers, abilities etc. There must be a conscious attempt to put employers on jobs that are best Suited to their talents all avenues must be kept open so that employees not Only use their talents in the service of organizational goals, but also we such contributions for their career development. In other words, to reduce job Related stress, the organizational requirements and there by ensure continued Development of people at all levels.

II. REVIEW OF LITERATURE

Mulder: 1977

Reorganization of works emphasizing on social change in working life. The extreme division of work causes physical and mental stress and limits the Worker's autonomy and that it should be replaced with the new forms of Co-operation in order to improve quality of work life.

-Andreatta and Rambold: 1974

A significant link between objective conditions of life with sense of happiness or unhappiness at the workplace and link between some objective Conditions and general sense of life satisfaction.

Goodman: 1979

The utility of job environment programmers as remedies to political, economic, psychological and sociological problems faced by human beings in the organization.-

Westley: 1979

The whole task of the individual employees as well as the external work conditions should be designer in such a way that the highest possible motivation and satisfaction are achieved. The interest of the employees and employees should be equally taken into account in such a way that both become as much as possible, of equal importance.

III. RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. The methodology employed for the study was mainly through primary data and secondary data.

QUESTIONNAIRE DESIGN

The questionnaire was prepared after gathering preliminary information about QWL among employees. The main focus was on the objective of study is while preparing questionnaire.

IV. RESEARCH DESIGN

A research design is an arrangement of conditions for collection and analysis for data in manner that aims to combine relevance to the research purpose with economy in procedure.

The Descriptive research design was adopted for this study because the study tried to describe the level of quality of work life among employees in Santhi Engineering Industries.

Descriptive research, also known as statistical research, describes data characteristics about the population or phenomenon being studied. Descriptive research answers the questions who, what, when, and how ...

STATEMENT OF THE PROBLEM:

1. The company does not take any step regarding training and education for improving quality of work life.
2. Lack of coordination among supervisors and workers may also in the company will effect quality of work life
3. Promotional facilities, other benefits given to their employees are low, so the employees are not motivated by job.
4. The existing system followed in the company for constituting quality of work life is not a standard.

V. OBJECTIVE OF THE STUDY

The Objectives of the presents study are as follows:

1. To Study the satisfaction level of employee with the prevailing quality of work life.
2. To find out the most important factors influencing the quality of work life.

3. To offer suitable suggestions to be taken to improve the quality work life.
4. To study the strength of different factors in positively or negatively contributing to quality of work life.
5. To study the impact of quality of work life on individual and organizational effectiveness.

SCOPE OF THE STUDY:

In the present study, an attempt has been made to analyse the satisfaction Level of the employees with the prevailing quality of work life in Santhi Engineering Industries. The quality of work life is a vast subject; therefore more importantly the in-depth study for the 100 employees focused on the most common factors that are influencing the quality of work life. A modest step in the direction of pinpointing the importance and need for examining the quality of work life and constraints facing employees were delimited to study. Regarding the respondents, the study was confined supervisory staff and managerial staff.

SAMPLING DESIGN

Convenient sampling method is used for conducting the study.

A **convenient sample** is a sample where the participants are selected, in part or in whole, based on the convenience of the researcher.

SAMPLE SIZE

The data were collected from the employees of Santhi Engineering Industries Thuvakudy Trichy. Sample size is 100 was used for this study. The information was obtained through well designed questionnaire.

DATA COLLECTION

Data refer to information (or) facts. Often researchers understand data as only numerical figures. But it also includes descriptive facts, non-numerical information and qualitative information. In research, if data are available, the research is half complete.

❖ SOURCES OF DATA

Data could be broadly classified as

- Primary data
- Secondary data

➤ Primary Data

The main aim of this study is to find out the level, dimensions and employees attitude in relation to Quality of Work Life. For this purpose the data which is collected through questionnaire.

➤ Secondary Data

A part of the data required for the study is collected through the journals, books, web-sites and company record.

STATISTICAL TOOLS USED FOR ANALYSIS OF DATA

- Simple Percentage analysis
- χ^2 – (Chi-square test)

Simple Percentage Analysis

The percentage analysis is obtained when ratios when ratios are multiplied by 100. So, one figure is taken as base and it is represented by 100.

$$\text{Percentage} = \frac{\text{No. of respondents}}{\text{Total no. of respondents}} \times 100$$

χ^2 – Chi- square test

- ❖ This test is mostly widely used non-parametric test in statistical work
- ❖ The symbol χ^2 is the Greek word
- ❖ Karl-pearson developed this test in the year 1880's
- ❖ Karl- pearson was born in London (lived 1857-1936)
- ❖ He developed a test for testing the level of discrepancy between experimental
- ❖ Values obtained under Hypothesis
- ❖ This test is also Kholo's " chi- square test of goodness of fit"

Formula

$$\chi^2 = \frac{(O-E)^2}{E}$$

Where,

“O” is the Observed Frequency
“E” is the Expected Frequency

STATISTICAL ANALYSIS

Chi-square -1

Chi-square test to find out the association between respondents

Age & Experience

AGE	EXPERIENCE					Total
	Less than 1	1-2 year	2-4 years	5-7 year	Above 7 year	
25-30 Y's	0	3	2	2	0	12
31-35 Y's	0	2	6	9	8	25
36-40 Y's	0	0	7	18	10	35
41-45 Y's	0	0	8	2	10	20
Above 45	0	0	3	2	3	8
Total	0	10	26	33	31	100

Null Hypothesis (HO)

There is No signification relationship between the age of the respondents with their experience

Alternate Hypothesis (HA)

There is signification relationship between the age of the respondents with their experience

Calculated value of age and experience of the respondents

O	E	O-E	(O-E) ²	(O-E) ² /E
8	1.2	6.8	46.24	38.53
2	2.5	-0.5	0.25	0.1
0	3.5	-3.5	12.25	3.5
2	2	0	0	0
6	0.8	5.2	27.04	33.8
7	3.12	3.88	15.05	4.82
8	6.5	1.5	2.25	0.34
3	9.1	-6.1	37.21	4.08
2	5.2	-3.2	10.24	1.96
9	2.08	6.92	47.88	23.01
18	3.96	14.04	197.12	49.77
2	6.6	-4.6	21.16	3.20
2	2.64	-0.64	0.40	0.15
0	3.72	-3.72	13.83	3.71
8	7.75	0.25	0.062	0.008
10	10.85	-0.85	0.72	0.066
10	6.2	3.8	14.44	2.32
3	2.48	0.52	0.27	0.10
TOTAL				169.464

Calculated value = 169.464

Degree of Freedom = (r-1) (c-1)

(5-1) (5-1)=16

Table value at 5% significant level=26.296

Since calculated value > Table value

169.464 > 26.296

We accept "HA" & reject "HO"

VI. RESULT

ALTERNATE HYPOTHESIS (HA)

There is significant relationship between the experience of the respondents with their age.

SUGGESTIONS

From the study it is found that a good number of respondents are satisfied with the health and welfare facility of the company. From the findings of the study the following suggestions were given

- The housing facilities for the employees can be improved by maintaining it effectively.
- Santhi Engineering Industries should bring changes in job so that the employees learn new things.
- To improve the way of work so that the employees use their skills and abilities to get the job done.
- To make some effective changes in job rotation.
- Employees should be given effective training programme frequently as well as clear direction to get the job done.

VII. CONCLUSION

- In Santhi Engineering Industries there are totally 150 employees are working in various plants.
- At last we can say that quality of work life is measured and there is a level of satisfaction among employees in Santhi Engineering Industries. But even through there are some factors arisen as employees didn't get new things to learn. Employee's are very much satisfied with the team work and relation with the management but if we compare with skills used by employees is less.
- While now if we see the satisfaction level of employees with regard to quality of work life the employees of each department are satisfied.
- When it was asked for any progress in Santhi Engineering Industries it was said to improve the job rotation among employees.
- When it was asked for the most liked feature in Santhi Engineering Industries it was said that the vision aspects and there are fringe benefits, working environment, salary, reward structure, social benefits, infrastructure facility, transport and canteen facility for employee's are very first-rate and to settle down with a good job designation the Santhi Engineering Industries is superior.

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