

A Study on Quality of Work Life Among Food Delivery Workers With Sepecial Reference to Thanjavur City

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Abstract- *The study covers the following variables with respect to Quality of work life work environment, work condition, job satisfaction, job security, reward, benefits, compensation, career development, facilities and organization culture. This study covers the thanjavur city and this city divided into two zones namely old bus stand zone and new bus stand zone. In this study various analysis is made with demographic profile of the workers and variables affecting quality of work life.*

Keywords- Quality of work life, Job satisfaction, Job security.

I. INTRODUCTION

The level of which an employee's personal and working needs are met when engaging in the workplace and achieving the organization's goals is related to as Quality of Work Life (QWL), the favorable or unfavorable of a workplace climate for employees of a company is referred to as Quality of Work Life. It refers to the overall consistency of employee-to-employee relationships. Those who are happy and fulfilled with their jobs have a higher Quality of Work Life, while those who are dissatisfied or unfulfilled have a lower Quality of Work Life.

Carlson (1981) described QWL as "a target organization commitment to job progress, a mechanism involving people within the organization for the realization of these goals through the use of individual and organizational growth approaches, and a philosophy that recognizes the dignity of people within the organization."

The system process in which employees are able to meet their essential personal needs when working in the company is known as Quality of Work Life. The company is interested in improving its employee's quality of life at work, and it aims to instill feelings of stability, equity, pride, internal democracy, ownership, autonomy, and accountability in their minds. The company continues to treat workers fairly and supportively, maintain open lines of communication at all levels, provide

employees with opportunities to engage in decisions that concern them, and inspire them to complete their tasks. It's also been linked to organizational improvements aimed at growing job diversity and enrichment. Significantly, the aim is to achieve higher levels of commitment and as a result motivation to employees.

II. RESEARCH METHODOLOGY

2.1 RESEARCH DESIGN

The research design is the arrangement of conditions for gathering and investigation of information in a way that intends to consolidate pertinence to the exploration reason with economy in technique. The examination configuration is the reasonable structure inside which inquire about is conducted; it establishes the plan for the gathering, estimation, and investigation of information.

2.2 TYPE OF STUDY

The study falls under the category of descriptive study. The structured questionnaire was given to the food delivery workers and the data was collected through questionnaire. The questionnaires were given and explained clearly for their best understanding.

2.3 SAMPLING DESIGN

The study covers the food delivery workers in Thanjavur district. In this study convenient sampling technique is used

2.4 Sample Size

The sample size taken for the main study is 125.

2.5 Sampling Technique

To obtain the representative sample, Convenience sampling method was used in this study. Sampling help a lot in research, Non-probability sampling techniques include convenience sampling.

2.6 Survey Design

For the proposed study, structured questionnaire was used as a research instrument. A structured questionnaire was prepared based on the variables of the study. Then the questionnaire was given to the food delivery workers and then the data was collected by the survey.

III. STATISTICAL TOOLS

For the purpose of analysis and interpretation, the data collected from the questionnaires were taken into consideration and analyzed using the following.

3.1 Percentage Analysis

Percentage analysis is the method to represent raw streams of data as a percentage (a part in 100 - percent) for better understanding of collected data. Percentage Analysis is applied to create a contingency table from the frequency distribution and represent the collected data for better understanding, and to determine the percentage usually for data on profile (example: level of education, age, gender, etc.)

$\% = f/n * 100$

Where,

% = percentage

F = frequency

n = number of cases

3.2 Chi -Square

The Chi-Square Test is the widely used non-parametric statistical test that describes the magnitude of discrepancy between the observed data and the data expected to be obtained with a specific hypothesis. The observed and expected frequencies are said to be completely coinciding when the $\chi^2 = 0$ and as the value of χ^2 increases the discrepancy between the observed and expected data becomes significant. The following formula is used to calculate Chi-square

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

Where:

χ^2 = Chi Square obtained

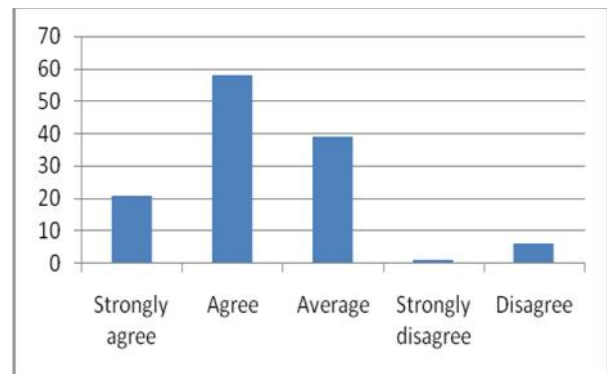
\sum = the sum of

O = observed score

E = expected score

3.1.1 Are you satisfied with the current job

S.No	Factors	No of respondents	Percentage
1	Strongly agree	21	16.8
2	Agree	58	46.4
3	Average	39	31.2
4	Strongly disagree	1	.8
5	Disagree	6	4.8
	Total	125	100.0

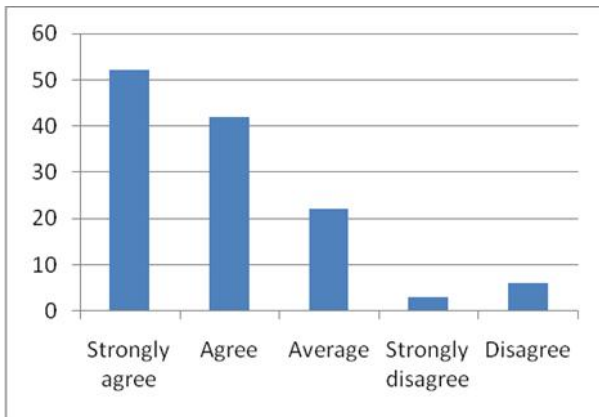


Interpretation

From the above table, it shows that 46.4% of the respondents are Agree with the current job, 31.2% of the respondents are current job is average, 16.8% of the respondents are say strongly agree with the current job and 4.8% of the respondents are disagree with the current job, 0.8% of the respondents are strongly disagree with the current job It inferred that Majority (46.4%) of the respondents are agreeing with the current job provided by the management.

3.1.2A quality of work life improves your life style

S.No	Factors	No of respondents	Percentage
1	Strongly agree	52	41.6
2	Agree	42	33.6
3	Average	22	17.6
4	Strongly disagree	3	2.4
5	Disagree	6	4.8
	Total	125	100.0



Interpretation

From the above table, it shows that 41.6% of the respondents are says strongly agree quality of work life improves life style, 33.6% of the respondents are says agree the quality of work life improves life style, 17.6% of the respondents say average quality of work life improves life style, 4.8% of the respondents say disagree with the quality of work life improves life style, 2.4% quality of work life improves life style. It inferred that Majority (41.6%) of the respondents are strongly agreed the quality of work life improves life style.

3.2 CHI – SQUARE

Chi square test for testing goodness of fits used to decide whether there is any difference between the observed (experimental) value and the expected (theoretical) value.

3.2.1 EDUCATION & JOBSATISFACTION

Hypothesis (H0): Education and Job satisfaction are not depend on each other

Hypothesis (H1): Education and Job satisfaction are depend each other

Scale	Strongly agree	Agree	Average	Strongly disagree	Disag
Sslc	2	10	6	0	
Hsc	9	29	20	1	
Ug	9	16	13	0	
Pg	1	1	0	0	
Others	0	2	0	0	
Total	21	58	39	1	

Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	12.166 ^a	16	.732
Likelihood Ratio	12.345	16	.720
Linear-by-Linear Association	3.984	1	.046
N of Valid Cases	125		

Tabulated Value (T.V) (0.05, 16) = 26.30

Chi square value: 12.166

C.V < T.V

Result:

Hence H0 is accepted there is no significant between education and satisfaction with current job.

3.2.2 EXPERIENCE & PROMOTION

Hypothesis (H0): Experience and Promotion not depend on each other

Hypothesis (H1): Experience and Promotion depend each other

Factors	Strongl y agree	Agre e	Averag e	Strongly disagree	Disagre e
4-3yrs	0	1	1	1	1
3-2yrs	2	9	15	0	4
2-1yrs	5	25	24	4	18
less than 6months	1	5	5	2	2
Total	8	40	45	7	25

Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Pearson	10.152 ^a	12	.603
Chi-Square			
Likelihood	10.353	12	.585
Ratio			
Linear-by- Linear	.000	1	.984
Association			
N of Valid Cases	125		

Tabulated Value (T.V) (0.05, 12) = 21.03

Chi square value: 10.152

C.V < T.V

Result:

Hence H₀ is accepted there is no significant between how long are you working here and promotion opportunity is provided by the management

IV. FINDINGS

1. Majority of the respondent's from food delivery workers belong to the age group of (31-40) (40%) & (21 – 30) (39.2%).
2. Majority of the respondent's from food delivery workers are Unmarried (56.8%).
3. Majority of the respondent's from food delivery workers are complete HSC (48.8%).
4. Majority of the respondents are working (2 – 1) year in the food delivery job (60.8%).
5. Majority of the respondents are agreed with the environment is good (55.2%).
6. Majority of the respondent's from food delivery workers are agreed with the working conditions (50.4%).
7. Majority of the respondent's from food delivery workers are agreed with the working hours (47.2%).
8. Majority of the respondent's from food delivery workers are agreed with the food delivery job (46.4%).
9. Majority of the respondent's from food delivery workers are agreed with the recognized for the hard work and success by management (44.8%).
10. Majority of the respondent's of the food delivery workers are agreed with the remuneration provided by the management (55.2%).

11. Majority of the respondent's of the food delivery workers are says average for the work load is evenly distributed (43.2%).
12. Majority of respondent's of the food delivery workers are agreed with the incentives (55.2%).
13. Majority of respondent's of the food delivery workers are agreed with the compensation (41.6%).
14. Majority of respondent's of the food delivery workers are agreed for the reward system (43.2%).
15. Majority of respondent's of the food delivery workers are says average for the personal growth (40%).
16. Majority of respondent's of the food delivery workers are says average for the promotion opportunity (36%).
17. Majority of respondent's of the food delivery workers are agreed with the job security (52.8%).
18. Majority of respondent's of the food delivery workers are strongly agreed for the leave application (40%).
19. Majority of respondent's of the food delivery workers are strongly agreed for the flexible working hour (48%).
20. Majority of respondent's of the food delivery workers are agreed with the good relationship between the workers and management (44%).
21. Majority of respondent's of the food delivery workers are says average for the working policies (47.2%).
22. Majority of respondent's of the food delivery workers are agreed with the treated respectfully in the work environment (40%).
23. Majority of respondent's of the food delivery workers are strongly agreed with the quality of work life improves the life style (41.6%)

Chi – square:

1. There is no relationship between education and job satisfaction.
2. There is no relationship between age and work environment.
3. There is no relationship between experience and promotion.
4. There is no relationship between experience and reward.

V. GET PEER REVIEWED

1. **Vijaya Sankari A, (2020)**, entitled “Quality of life among food delivery workers in southern Chennai” is the title of the study. According to his research, the majority of unemployed graduates work in the food distribution industry. They are happy to do this work because they are paid better than their professional counterparts. We may detect some tension when working as a result of quick delivery, traffic, and other factors, which can cause stress in their lives.

2. Nitesh Sharma, (2013), the state of QWL in small businesses was assessed using seven dimensions, including good working conditions, advancement opportunities, fair compensation, job satisfaction, employee motivation, communication flow, and flexible or reasonable working hours.

3. Elamparuthi, (2014), Working climate, protection, job security, stress, and other QWL variables were used by to assess the level of QWL of SSI employees. Superior motivation requires me to use my skills, offers opportunities for development, and pays well. Valued by colleagues, flexible working hours, a career that helps you to be creative, educational programmed that are advantageous, wage satisfaction, employee motivation, and pride in the industry. The questionnaires used a five-point scale ranging from extremely satisfied to extremely dissatisfy.

4. Reddy,(2014),Emoluments, safe and healthy working conditions, social inclusion, social importance of jobs, constitutionalism, opportunities to improve human skills, career preparation, growth and development, work with job enrichment, and organization structure were among the nine dimensions used by to calculate QWL in public and private banks.

5. Subhashini and Ramani Gopal, (2013),Relationship with coworker, opinion about workload, health and safety initiatives, satisfaction with feedback given, opinion about working hours, training program offered by the organization, and opinion about respect were the eight dimensions that used to assess the status of QWL of women employees working in selected garment factories in the Coimbatore district of Tamilnadu. To assess the QWL among employees, respondents were asked to rate their satisfaction on a 5-point scale ranging from "Highly Satisfied" to "Highly Dissatisfied," as well as "Strongly Agree to Strongly Disagree."

6. Anwar,(2013),The most frequently used QWL drivers are incentive, rewards, and compensation, followed by career growth, communication, and safety and protection in that order. Other significant QWL drivers include top management engagement, work-life balance, job satisfaction, and employee motivation, which are not taken into account in many studies.

7. Behnam Talebi, (2012), investigated the connection between employee QWL and effectiveness in service organizations such as the banking sector. Seven QWL variables are considered in the analysis to assess the current status of employee QWL. They are a safe and stable work atmosphere, pay and benefits, job stability, work autonomy,

providing a base for skill education, and deciding the job development course.

8. Martel and Dupuis, (2006), Organizational, individual, and social dimensions of the job must all be considered when measuring QWL.

9. Yeo and Li, (2011), there are eight factors that influence QWL and have implications for HRM and career growth. The following factors have an impact on career development and human resource management (I) organizational culture, (ii) leadership, (iii) communication, (IV) teamwork, (v) role recognition, (VI) performance, (vii) motivation, and (viii) training and growth.

10. Yadav & Naim, (2017), The QWL of employees in the Indian power sector was measured. Supervisory support, stress relief, reward and benefits, job satisfaction, collegial relationships, work commitment and responsibility and job security are among the seven dimensions of QWL he identified.

VI. SUGGESTION

1. The food delivery companies may concentrate with the personal growth of the food delivery workers.
2. The food delivery companies may concentrate with the better promotional policy to the food delivery workers.

VII. CONCLUSION

The employees working in the food delivery sector are found to have a moderate level of satisfaction with the respect to personal growth and promotion policy the affect the work life quality. The organizations are required to adopt adequate strategies to enhance the satisfaction level of their employees, thereby making them committed towards their organization. Only if the work life quality of the employees is enhanced, the employees will stay committed and loyal towards their industries.

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