

A Study on Quality of Work Life of Employees in Arumugam Spinning Mills (P) Ltd, Chatrapatti

S. Umamaheswari¹, R. Thirumalai Kumar², Dr. Marimuthu. KN³

^{1,2} Doctoral Scholar, Management Studies, Manonmaniam Sundaranar University, India

³ Assistant Professor, Department of Management Studies, Manonmaniam Sundaranar University, Tirunelveli – 627012

ABSTRACT

This study entitled “A Quality of Work Life of employees’ in Arumugam Spinning mills (p) ltd, Chatrapatti”. The extrinsic determinants of QWL such as pay, benefits. QWL play a major role for job satisfaction. It automatically improves organizational and operational productivity. It also can develop working conditions that are excellent for employees as well as for the economic health of the organization. Quality of Work Life has direct impact on human outcomes and it significantly needed to reduce absenteeism, minor accidents, and grievances and quits. This study is to analyse the various factor influencing the quality of work life such as Adequate and fair compensation, working environment, development of human capacities, flexible work schedule. In this study to analyse the relationship between Quality of work life and overall satisfaction among male & female employees’ in Arumugam spinning mills (p) ltd, Chatrapatti.

Keywords: Absenteeism, Job Satisfaction, Working Environment. Compensation, Grievances

I. INTRODUCTION

The term quality of work life was introduced by Louis Davis. The first International QWL conference was held in Toronto in 1972. The international council for quality of work life was established in 1972. From 1980 onwards QWL was increasingly placed on employee centered productivity programs. In this era, Quality of human inputs is the greatest asset to any organization. Maintaining the quality of such human inputs raises farm maintaining the quality of work life perfectly. A perfect quality of work life would help the organization. Rise in the quality of work life would help employees’ well being thereby the well being of the whole organization. This is an attempt to capitalize the human assets of the organization. The monitoring of employees views about the quality of their work and the quality of their work life helps the employers get an idea of where improvements in an organization can be made.

There are different objectives for different organizations, but the overriding elements seem to be; the impact of work on the employee, worker participation in problem solving and decision-making, and a structure which rewards an employee for input into the work process. It is necessary that employees’ perception of quality of work life varies based on variables such as demographic and organizational ones. Understanding this perception would help the leaders of the industries to work on strengthening the quality of work life.

Work experiences and outcomes can affect person’s general quality of life, both directly and indirectly through their impacts on family interactions, leisure activities and levels of health and energy (Rice, 1985). Lack of opportunity to perform meaningful work is at the root of frustration among engineers and who have more autonomy at workplace feel more satisfied with their work life. Underutilization of worker’s skill and expertise cause low quality of work life and suggested job enrichment programme to correct the problems of worker’s skill and expertise. There should be optimum level of autonomy according to requirements of technology system. Quality of Working Life is not a unitary concept, but has been seen as incorporating a hierarchy of perspectives that not only include work-based factors such as job satisfaction, satisfaction with pay and relationships with work colleagues, but also factors that broadly reflect life satisfaction and general feelings of well-being. More recently, work-related stress and the relationship between work and non-work life domains have also been identified as factors that should conceptually be included in Quality of Working Life.

Meaning

Quality of Work Life Means, “The relationship between the employees and the total working environment”. QWL is concerned with the overall climate of work and the impact on work and people as well as on organization effectiveness.

Quality of Work Life is a process by which an organization responds to employee needs. It is varying from industry to industry.

Definition

According to Robbins (1989) defined QWL as “a process by which an organization responds to employees needs by developing mechanisms to allow them to share fully in making the decisions their design their lives at work”.

QWL has been well recognized as a multi-dimensional construct and it may not be universal or eternal. The key concepts captured and discussed in the existing literature include job security, better reward system, higher pay and opportunity for growth, participate groups, and increased organizational productivity among others.

According to J. Lloyd Suttle, “Quality of work life is the degree to which members of a work organization are able to satisfy important personal needs through their experiences in the organization.” More specifically, QWL may be set into operation in terms of employees perceptions of their physical and psychological well-being at work.

According to Mirvis and Lawler (1984) suggested that quality of working life was associated with satisfaction with wages, hours and working conditions, describing the “basic elements of a good quality of work life” as - Safe work environment, Equitable wages, Equal employment opportunities and, Opportunities for advancement.

According to Casio (1998) quality of work life comprises both the mental and objective aspects of work life. The objective ones emphasize the circumstances and procedures relating to promotion policies, participatory supervision, and safe working conditions, whereas the subjective relate to supervision, communication, leadership etc.

Concept of QWL

- ❖ Increase in education level and consequently job aspirations of employees;
- ❖ Association of workers;
- ❖ Significance of human resource management;
- ❖ Widespread industrial unrest;
- ❖ Growing of knowledge in human behaviour, etc.

Importance of QWL

- ❖ QWL stimulates the employee job satisfaction and is essential for improving organizational and operational productivity.
- ❖ QWL programs can improve employee morale and organizational effectiveness. Pay, benefits, supervisory style - these extrinsic determinants of QWL play a major role for job satisfaction.
- ❖ QWL has direct impact on human outcomes and it significantly reduces absenteeism, minor accidents, grievances, and quits.
- ❖ It is found that employee turnover can be minimized with better QWL.
- ❖ It can be said that QWL can develop jobs and working conditions that are excellent for people as well as for the economic health of the organization.
- ❖ Individual's quality of working life directly influences the quality of life value as the factors of QWL could be defined as physical and psychological results of the work which affect the employee.

Objectives of QWL

The main objectives of the QWL programmes are to:

- ❖ Improve employee satisfaction;
- ❖ Improve physical and psychological health of employees which creates positive feelings;
- ❖ Enhance productivity of employees;
- ❖ Reinforce workplace learning;
- ❖ Improved management of the ongoing change and transition; and
- ❖ Build the image of the company as best in recruitment, retention, and in general motivation of employees

Characteristics of QWL Improvement Programmes

Quality of work life improvement programmes some common charecteristics are;

1. Persistent commitment from management to the open no defensive modus operandi of sincerely inviting collaborative inputs from the workforce regarding problem identification and suggestions for improving any aspect of the organization or the policies, practices and structure of work with incentives provided for such participation.
2. Invited involvement of members of tasks groups in recommending resolution of identified problem.
3. Training of supervisors to prepare them to function effectively in a less authoritative style.
4. Implementation of practicable suggestion and explanations for rejected ideas.
5. Feedback and recognition for good results achieved.
6. Selection of personnel who can be motivated under appropriate conditions to strive for excellence in task performance.
7. Evaluation and analysis of results, including failures, leading to renewed effort towards continual improvement in modus operandi.

II. OBJECTIVES OF THE STUDY

Primary Objectives

To study the quality of work life of employees' in Arumugam Spinning mills private limited, Chatrapatti

Secondary Objectives

To Identify the factors influencing QWL of employees' in Arumugam (p) ltd, Chatrapatti

- To analyse the level of employees' satisfaction of QWL in Arumugam (p) ltd, Chatrapatti
- To Investigate the expectation of employees' to improve the QWL in Arumugam (p) ltd, Chatrapatti
- To identify the relationship between the QWL and overall satisfaction among male and female employees' in Arumugam (p) ltd, Chatrapatti

III. SCOPE OF THE STUDY

In this study attempt to covers the Quality of Work Life of employees' in Arumugam Spinning mills (p) ltd, Chatrapatti. This study to analyse the various factor influencing the quality of work life such as Adequate and fair compensation, working environment, development of human capacities, flexible work schedule. This study will helps to know whether the employees are satisfied or not towards quality of work life in Arumugam Spinning mills (p) ltd, Chatrapatti. In this study to analyse the relationship between Quality of work life and overall satisfaction among male & female employees' in Arumugam spinning mills (p) ltd, Chatrapatti.

IV. NEED FOR THE STUDY

This study entitled "A Quality of Work Life of employees' in Arumugam Spinning mills (p) ltd, Chatrapatti". The extrinsic determinants of QWL such as pay, benefits. QWL play a major role for job satisfaction. It automatically improves organizational and operational productivity. It also can develop working conditions that are excellent for employees as well as for the economic health of the organization. Quality of Work Life has direct impact on human outcomes and it significantly needed to reduce absenteeism, minor accidents, and grievances and quits.

V. LIMITATIONS OF THE STUDY

This study only applied to Arumugam spinning mills (p) ltd located in Chatrapatti.

- This study totally depends on respondents' view which may be biased in nature.

VI. REVIEW OF LITERATURE

International Journal of Business and Management Invention, Quality of Work Life – Linkage with Job Satisfaction and Performance, R.Gayathiri, Dr. Lalitha Ramakrishnan, Volume 2 Issue 1 || January. 2013| PP.01-08

The increased complexity of today's environment poses several challenges to hospital management during the next decade. Trends such as changing organizational structures, increased knowledge and specialisation, interdisciplinary collaboration, advancement of technology, new health problems and health care policy, and sophistication in medical education have a part to play. All these affect the nursing profession and skill requirements as well as their commitment to performance in hospitals. In view of this, hospital management has to ensure quality of life for nurses that can provide satisfaction and enhance job performance. In this paper, an attempt is made to review the literature on quality of life to identify the concept and measurement variables as well its linkage with satisfaction and performance.

Factor Credentials Boosting Quality of Work Life of BSNL Employees in Jammu Region, Dr. Meenakshi Gupta, Ms. Parul Sharma, APJRB volume 2, issue 1 (january 2011), ISSN 2229-4104

The focus of this paper concerns a study of the quality of work life for the employees of telecom sector. The aim of the paper is to determine whether and how the quality of work life affects the satisfaction level of employees of telecom employees and the implications of these findings suggest that quality of work life in BSNL can be enhanced by these factors as “Adequate Income & Fair Compensation”, “Safe & healthy working conditions”, “Opportunities to use & develop human capacity”, “Opportunity for career growth”, “Social integration in the work force”, “Constitutionalism in work organization”, “Eminence of Work Life” and “ Social relevance of work”.

Asian Journal of Management Research, Online Open Access publishing platform for Management Research, Quality of Work Life of employees: emerging dimensions, Lokanadha Reddy , Mohan Reddy, ISSN 2229 – 3795

Many factors determine the meaning of Quality of Work Life (QWL), one of which is work environment. QWL consists of opportunities for active involvement in group working arrangements or problem solving that are of mutual benefit to employees or employers, based on labor management co-operation. This article reviews the meaning of QWL, analyses dimensions of QWL, practices of QWL, techniques for improving QWL and judgment methods of QWL in an organisation. The dimensions of QWL include health and wellbeing, job security, job satisfaction, competence development and the balance between work and non-work life.

Quality of work life and organizational performance: Empirical evidence from Dhaka Export Processing Zone, Md. Zohurul Islam and Sununta Siengthai

Dhaka Export Processing Zone manufacturing enterprises are playing an important role in term of investment, employment generation and export. We, therefore, have undertaken this exploratory study on the influence of workers quality of work life (QWL) on job satisfaction and organizational performance. QWL is hypothesized to directly or indirectly influence organizational performance. A questionnaire survey was undertaken within the EPZ enterprises with non-managerial employees who are mainly involved in the production process. A simple random sampling method was used and about 216 sample responses were returned and usable. Data were analyzed using descriptive statistics, chi-square test and regression analysis to test the formulated hypotheses and the significance and reliability of the findings. The findings suggest QWL although is positively related to organizational performance but it is not significant as hypothesized. However, there is a positive and significant relationship between QWL and employees’ job satisfaction. Finally, conclusion and policy implications are given.

VII. RESEARCH METHODOLOGY

RESEARCH DESIGN: Descriptive research.

SOURCES OF DATA:

- Primary Data
- Secondary Data

SAMPLING DESIGN: Census Inquiry

POPULATION UNIT: 342 respondents

METHOD OF DATA COLLECTION: The data is collected through questionnaires.

TOOLS USED FOR THE ANALYSIS OF THE DATA:

- Percentage Analysis.
- Weighted Average Method.
- Chi-square Analysis.

VIII. DATA ANALYSIS AND INTERPRETATION

8.1 AGE WISE CLASSIFICATIONS OF THE RESPONDENTS

S. No	Particulars	No. of Respondents	Percentage
1.	Below 20	36	11
2.	21 -40	139	41
3.	41 -60	144	42
4.	Above 60	23	7
Total		342	100

Source: Primary data

Inference:

The above table shows that, 42% of the respondents’ are belongs to the age group between 41 – 60 years, 41% of the respondents’ are belongs to the age group between 21 – 40 years, 11% of the respondents’ are belongs to the age group of below 20 years and the remaining, 7% of the respondents’ are belongs to the age group of above 60 years.

8.2 RESPONDENTS OPINION TOWARDS THE SALARY PROVISION

S. No	Particulars	No. of Respondents	Percentage
1.	Strongly Agree	19	6
2.	Agree	137	40
3.	Neutrally Agree	172	50
4.	Disagree	8	2
5.	Strongly Disagree	6	2
Total		342	100

Source: Primary data

Inference:

From the above table the researcher upshots that, 50% of the respondents' are neutrally agree with the salary, 40 % of the respondents' are agree with the salary, 6% of the respondents are strongly agree with the salary, 2% of the respondents' are disagree with the salary and the remaining 2% of the respondents' are strongly disagree with the salary in the organization.

8.3 RESPONDENTS' OPINION WITH REGARDING LEVEL OF SATISFACTION

S. no	Particulars	5	4	3	2	1	Total	Average
1	Safety of employees is considered as the highest priority in the organization	245	508	381	42	18	1194	3.49
2	Priority for health	330	380	402	52	21	1185	3.46
3	Organization is running in smooth & an effective manner	295	492	447	14	4	1252	3.66
4	Opportunity to use the abilities at work	170	384	591	18	6	1169	3.42
5	Encouragement prevailing in the work environment to develop new skills	210	372	507	48	14	1151	3.37

8.4 RESPONDENTS OPINION TOWARDS TRAINING PROVIDED BY THE ORGANIZATION

S. No	Particulars	No. of Respondents	Percentage
1.	Strongly Agree	104	30
2.	Agree	82	24
3.	Neutrally Agree	148	43
4.	Disagree	3	1
5.	Strongly Disagree	5	2
Total		342	100

Source: Primary data

Inference:

From the above table it is identified that, 43% of the respondents' neutrally agreed with the training provided by the organization, 30% of the respondents' strongly agreed with the training provided by the organization, 24% of the respondents' agreed with the training provided by the organization, 2% of the respondents' strongly disagreed with the training provided by the organization and the remaining, 1% of the respondents' are disagreed with the training provided by the organization.

IX. FINDINGS

- 48% of the respondents' are neutrally satisfied with the physical working condition.
- 38% of the respondents' are agree with the facilities provided by the organization that motivates to improve productivity.
- 43% of the respondents' neutrally agreed with the training provided by the organization.
- 37% of the respondents' are strongly agree with the training provided by the organization for improving productivity and skills.
- 65% of the respondents' freedom to perform duties in the organization.
- 52% of the respondents' said that they are neutrally satisfied with the working hours in the organization.
- 61% of the respondents' said that they are agree with the caring of employees working in night shift in the organization.
- 68% of the respondents' are saying not mandatory to work overtime in the organization.
- 47 % of the employees' prefer the day shift provided by the organization.

- Most of the respondents are satisfied with the Ventilation facilities provided by the organization.
- Most of the respondents are satisfied in the washing facilities provided by the organization.
- There is relationship between physical working condition in the organization and overall satisfaction of quality of work life in the organization.
- There is relationship between the facilities provided in the organization and overall satisfaction of quality of work life in the organization.

X. SUGGESTIONS

1. In the organization the most of the employees' feel that the organization may concentrate the development of individual skills, knowledge and abilities through training programme.
2. The organization may improve their facilities in order to increase the employees' productivity. So that the organization can achieve the basic objectives like profit maximization, sales maximization.
3. Cleanliness can be imposed by means of disposing the wastages regularly, so that the organization can make their employees feel good towards the working environment.

CONCLUSION

From this study the researcher concludes that employees are satisfied towards the overall quality of work life in the organization but some of the employees are not satisfied with the canteen facility, Leave rules and salary increments so the organization concentrates those areas, the quality of work life will improve.

Quality of work life is the degree of which members of organization are able to satisfy their personal needs through their experience in the organization. From the perspective of organization this research identified that QWL of employees like adequate and fair compensation, work environment, developing employees' capacities, it will enhance the employee involvement and commitment towards their work.

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