A STUDY ON QUALITY OF WORK LIFE AMONG THE EMPLOYEES OF GK INDUSTRIES (P) LTD, HOSUR

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Meaning
Quality of work life (QWL) refers to the favorableness or unfavourableness of a job environment for the people working in an organisation. The period of scientific management which focused solely on specialisation and efficiency, has undergone a revolutionary change.

The traditional management (like scientific management) gave inadequate attention to human values. In the present scenario, needs and aspirations of the employees are changing. Employers are now redesigning jobs for better QWL.

Definition
The QWL as strategy of Human Resource Management has assumed increasing interest and importance. Many other terms have come to be used interchangeably with QWL such as ‘humanisations of work’ ‘quality of working life, ‘industrial democracy’ and ‘participative work’. Quality of work life is a process in an organization, which enables its members at all levels top, anticipates actively and effectively in shaping organizational environment, methods and outcomes. This study focuses on the subjective matter of QWL i.e. its key elements like job security, job performance, employee satisfaction etc.

Q - Quest of excellence
U - Understanding
A - Action
L - Leadership
I - Involvement of the people
T - Team Sprit
Y - Yardstick to measure progress

Factors Affecting Quality of Work Life
14 key factors affect the quality of work life. These factors are:
1. Fair and reasonable pay compared to others doing similar work.
2. Concern over losing one’s job in the next months and years.
3. Sexual harassment or discrimination at the workplace.
4. Interesting and satisfying work.
5. Trust in senior management.
6. People at the workplace wish to get on together.
7. Recognition of efforts by intermediate manager/supervisor
8. Career prospects
9. Amount of control over the way in which work is done.
10. Health and safety standards at work.
11. Balance between the time spent at work and the time spent with family and friends.
12. Intermediate manager/supervisor’s treatment of staff.
13. Amount of work to be done.
14. Level of stress experienced at work.

**Approaches to Improve QWL**

- Flexibility in Work Schedules
- Freedom in forming Workgroup
- Opportunity for Growth
- Participation of Employees
- Implementing Suggestion Systems

**Quality of Work Life and Techniques for Improving**

Quality of Work Life in an organization is essential for the smooth running and success of its employees. The work-life balance must be maintained effectively to ensure that all employees are running at their peak potential and free from stress. The Quality of Work Life can affect such things as employee’s timings, his or her work output, his or her available leaves, etc.

Quality of Work Life helps the employees to feel secure and as if they are being thought of and cared for by the organization, in which they work. An organization’s HR department assumes responsibility for the effective running of the Quality of Work Life for their employees. This being the real fact and since there was absenteeism and lack of job satisfaction among the workers in, the investigator has made an attempt in this regard and has undertaken the current study to analyze the Quality of Work Life among workers.

The present era is an era of knowledge workers and the society in which we are living has come, to be known as knowledge society. The intellectual pursuits have taken precedence over the physical efforts.

Some knowledge workers work for more than 60 hours a week. As a result of this, their personal hobbies and interests clash with their work. Life is a bundle that contains all the strands together and hence the need to balance work life with other related issues."

One must have both love and work in one’s life to make it healthy. Gone are the days when the priority of employees used to be for physical and material needs. With the increasing shift of the economy towards knowledge economy, the meaning and quality of work life has undergone a drastic change.

1. Job Redesign
2. Career Development
3. Autonomous
4. Flexible Work Schedules
5. Participative Management
6. Job Security
7. AdministrativeJustice

According to the American Society of Training and Development, “QWL Is a process of work organization which enables its members at all levels to participate actively and effectively in shaping the organization’s environment, methods and outcome”. Richard E Walton, states a much
broader concept of QWL proposing eight conceptual categories viz. adequate and fair compensation, safe and healthy working conditions, opportunity to use and develop human capacities, future opportunity for continued growth and security, social integration in the work place, social relevance of work, balanced role of work in the total life space and Constitutionalism in the Work Organization etc. it is rare to find work-life situations that satisfy all eight criteria.

OBJECTIVES OF THE STUDY

➢ To study the Quality of Work Life among the employees at G.K.INDUSTRIES (P) LTD.

➢ To identify the labour welfare measures of employees.

➢ To know the employees training & development programmes of the G.K.INDUSTRIES (P) LTD.

➢ To know the satisfaction & motivational level of employees.

➢ To know the interpersonal relationship among the employees and employers.

➢ To know the various functions of the organisation.

SCOPE OF THE STUDY

➢ Today the responding of human resource is highly playing a vital role QWL in the growth or the welfare of the organisation.

➢ To know in-depth knowledge of employee performance appraisal and motivation level of employee in the organisation.

➢ This study will help to identify the strength & weakness of G.K.INDUSTRIES (P) LTD.

➢ The period of study regarding the information given by G.K.INDUSTRIES (P) LTD.

DATA ANALYSIS AND INTERPRETATION

AGE OF THE RESPONDENTS

![Age Distribution Chart]

- 20-30: 43 - 57.3%
- 31-40: 26 - 34.7%
- Above 40: 6 - 8.0%
Majority of the respondents (57.3%) are belongs to 20-30 age group and 8% of the respondents shows 40 and above Years ages groups.

**OPINION TOWARDS WORK LOAD**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>No. of Respondent</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly Satisfied</td>
<td>21</td>
<td>28.0%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>26</td>
<td>34.7%</td>
</tr>
<tr>
<td>Neutral</td>
<td>12</td>
<td>16.0%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>7</td>
<td>9.3%</td>
</tr>
<tr>
<td>Highly Dissatisfied</td>
<td>2</td>
<td>2.0%</td>
</tr>
</tbody>
</table>

Majority of the respondents are Satisfied (34.7%) and 9.3% of the respondents are dissatisfied about the workload allotted by the organisation.

**SAFETY TO THE WORKERS**

<table>
<thead>
<tr>
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<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly Satisfied</td>
<td>21</td>
<td>28.0%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>28</td>
<td>37.3%</td>
</tr>
<tr>
<td>Neutral</td>
<td>22</td>
<td>29.3%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2</td>
<td>22.7%</td>
</tr>
<tr>
<td>Highly Dissatisfied</td>
<td>2</td>
<td>22.7%</td>
</tr>
</tbody>
</table>

Majority of the respondents are Satisfied (37.3%) about the Safety measures provided to the workers.

29.3% of the respondents are Neutral of the Safety to the workers.
MOTIVATION FACTORS OF THE EMPLOYEES

Majority of the respondents (38.7%) are expecting Promotion based on the employees performance.

Are came to know that 30.7% of the respondents are expecting Increased Salary

OPINION TOWARDS HEALTH SARE AND MEDICAL FACILITIES

CORRELATION:

The relationship between motivation factors & work environment

<table>
<thead>
<tr>
<th></th>
<th>Motivation factors</th>
<th>29</th>
<th>23</th>
<th>9</th>
<th>8</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>Work Environment</td>
<td>37</td>
<td>13</td>
<td>13</td>
<td>10</td>
<td>2</td>
</tr>
</tbody>
</table>

Karl Pearson Correlation Co-efficient
The relationship between motivation factors & work environment is called positive correlation.

**CHI-SQUARE TEST:**

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

\[
\chi^2 = \frac{456}{426 \times 686}
\]

0.843

Result:

The relationship between motivation factors & work environment is called positive correlation.

Degree of freedom \( v = (r-1) (c-1) \)

\( = (2-1) (2-1) \)

\( V= 1 \)

\[
\phi^2 = \frac{\sum (O - E)^2}{E}
\]

Result:

Calculated \( \phi^2 \) 1.42 value <table \( \phi^2 \) 3.84 value

The null hypothesis is accepted

There is a significant difference between married & unmarried and sex (male and female)
CONCLUSION

This study is concluded by Quality of Work Life in GK INDUSTRIES (P) LTD., HOSUR. The employee’s performance is satisfied in the organization. The activities and motivated throughout rewards or some awards. It makes to smoothening working environment will be created. The higher level employee to take care of their workers and maintain cardinal relationship among them. The employer to allowed the motivational terms in the form of bonus, profit sharing, medical facilities, etc., QWL is not a concept, that deals with one area but it has been observed as incorporating a hierarchy of concept that not only include wok based factor such as job satisfaction, satisfaction with pay and relationship with work colleagues, but also factors that broadly focuses on life satisfaction and general feeling of well-being. To retain a good talent in the organisation it is important for the organisation that he should have low stress level and high quality of work life.

Reference Books;

1. HRM - S.S Khank, Sultan Chand & Sons, New Delhi
2. Research Methodology - C.R. Kothari,
5. Self-Employment & Job Satisfaction - Bradley, Don E, Roberts, James A.
6. Quality Of Work Life As HR “Strategy” - An Analysis CBSN Seshu