

A STUDY ON QUALITY OF WORKLIFE

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ABSTRACT

The research is on the basis of A STUDY ON "QUALITY OF WORK LIFE". Due to changes in technology and to meet various demands of the employees and to withstand the place in the Global market the company has to focus on employees satisfaction on major areas like job security, job satisfaction, medical facilities, canteen facilities, rewards, ESI, etc. Quality of work life(QWL) is a shared responsibility of management and workers and recently it represents significant dimension in industrial relations. Work is an integral part of everyday life, as it is our livelihood or career or business. On an average we spent twelve hours daily life and it is the one third of our entire life. Research on quality of work life is considered to be more important at the individual and organization level. Quality of work life is considered for both the employees and organization and it is involved with job satisfaction, productivity, job involvement, job enrichment etc. The success of any organization is highly dependent on how it attracts recruits, motivates, and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their workforce and enjoy their commitment. The study was based on the descriptive research design. Convenience sampling method is used to collect data, the sample size 50. This report seeks to utilize primary research, through structured questionnaires and secondary method involves data collection through magazines and websites. The findings revealed that the organization is providing good working conditions and the overall job satisfaction was found to be good and overall quality of work life is good. The organization can improve infrastructure facilities so as to improve the performance of employees. This study highlighted only some of the small gaps in employees satisfaction towards the quality of work life.

Keywords: Quality of Work Life (QWL), Employees, Job Satisfaction, Performance.

Introduction

Quality of work life (QWL), improvements are defined as any activity, which takes place at every level of and organization, which seeks greater organizational effectiveness through enhancement of human degree and growth. A process through which the stake holders in the organization- Management, unions and employees-learn how to work together better, To determine for themselves what actions, changes and improvements are desirable and workable in order to achieve the twin and simultaneously goals of an improved quality of life at work for all members of the organization and greater effectiveness for both the company and the unions.

Scope of the Study

The study with the prime objectives of ascertaining the employers towards the quality of work life program which are required to perform their jobs effectively. The studies include managers and programmers.

Importance of QWL

Quality of work life programs has become important in the workplace for the following reasons:

- Increased women in the workforce
- Increased male involvement in dependent care (child and elder) activities

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- Increased responsibility for elders
- Increased demands at work
- Loss of long term employment guarantees
- The need for enhanced workplace skills
- Increased competition for the best students and talent for education and research environments
- Greater competition for talent
- QWL programs have been found to:
 - Improve workplace morale
 - Encourage employee commitment
 - Support recruitment
 - Encourage retention
 - Enhance productivity
 - Reduce absenteeism; and
 - Maximize staff resources
- The programs, policies and services offered through **QWL** programs:
 - support faculty and staff efforts to manage the competing demands of work and personal life,
 - support health promotion and wellness, and
 - Express appreciation for faculty and staff contribution to the University, highlight outstanding individual contributions, and recognize long term commitment.

Limitations of the Study

- Firstly, the respondents were not available readily and the data were collected as per the convenience of the respondents.
- Secondly, the sample of 50 respondents was given by the organization hence appropriate sample techniques were not applied for selecting the respondents.

Research Methodology

Objective of Study

The study was totally a fact-finding study. The main aim of this is to identify and evaluate the training and development program given to the employees working in Engineering Staff College of India, Hyderabad.

Study Area

The study has been conducted in Engineering Staff College of India, Hyderabad.

Objectives of the Study

Before embarking on actual research objectives of study have to be ascertained. The main Objectives of this study are as follows:

- To identify the present practices of Quality of work life in the organization.
- To know the Quality of work life program was in accordance with the companies objectives.
- To know the Quality of work life program contributed for the employees, personal development.
- To see if the Quality of work life program was effective or not.
- To see if the Quality of work life program was effectively evaluated or not.
- To suggest measures to improve quality of work life techniques if necessary.

Research Design

A sample design is definite plan determined before data was actually collected for obtaining a sample from given population in this study random sampling is used. This sampling method involves purposive or deliberate selection of particular units of the population for constituting a sample, which represents the population.

Sample Size

The sample size taken for survey includes 50 employees. The sample takes into consideration/constitute all the managers and programmers in the organization.

Collecting the Data

In dealing with any problem it is often found that data at hand are inadequate and therefore it becomes necessary to collect data that are appropriate. These are several ways of collecting the appropriate data, which defer considerably in context of time and other resources. Here for the purpose of study two kinds of data has been used:

- Primary data
- Secondary data.

Primary Data

The Primary data are those, which are collected afresh for the first Time, and thus happens to be original in character. With reference to this study, data is collected through:

- Questionnaire
- Interview method.

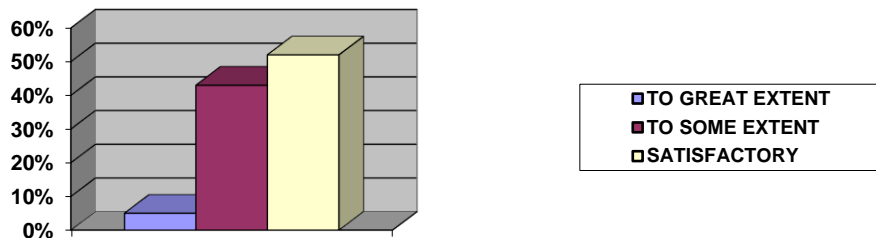
Secondary Data: from books, journals and internet

Data Analysis and Interpretation

Data analysis and interpretation is done with the help of graphs:

- To what extend are you comfortable is done with the benefits that are aimed towards your self-improvement.

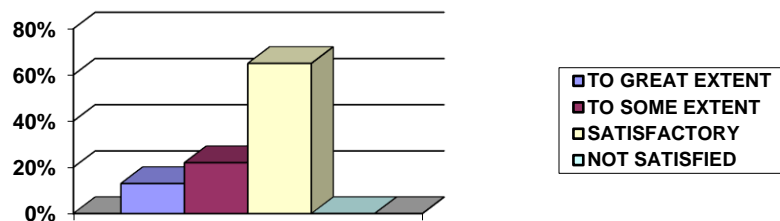
To great extent	5%
To some extent	43%
Satisfactory	52%



Interpretation

- 5% of employees say that they are satisfied to great extent with the provision of benefits at the work place.
- 43% of the employees say that they are satisfied with the Provision of benefits to some extent.
- And 52% say that they are just satisfied and 0 say that not satisfied.
- To what extent is your performance justified with adequate and fair compensation?

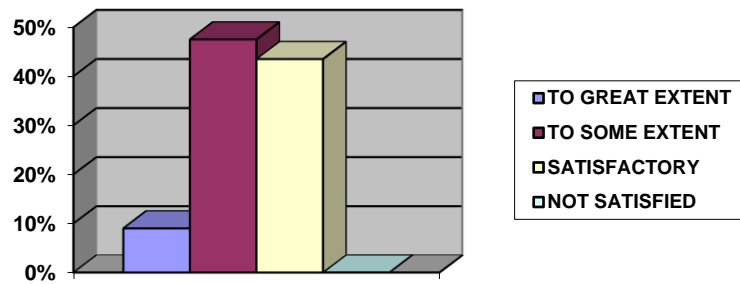
To great extent	13%
To some extent	22%
Satisfactory	65%
Not satisfied	0%



Interpretation

- 13% of the employees say that their performance is justified with adequate and fair compensation.
- 22% of the employees say that their performance is justified only to some extent.
- 65% of the employees are just satisfied regarding this.
- To what extent your organization is maintaining the appropriate balance of work?

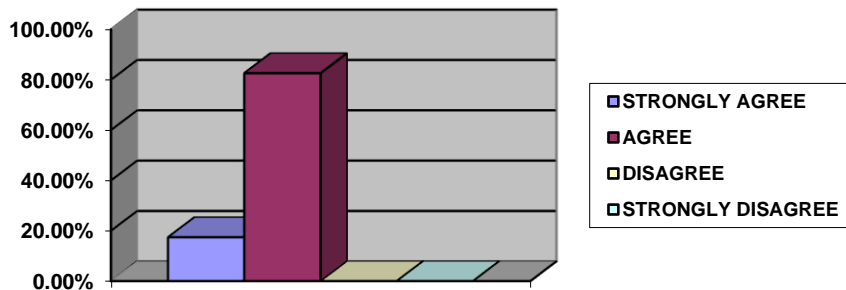
To great extent	9%
To some extent	47.50%
Satisfactory	43.50%
Not satisfied	0%



Interpretation

- 9% of the employees say to great extent that the Organization maintaining appropriate balance of work..
- 47.5% of the employees say to some extent the Organization maintaining appropriate balance of work and.
- 43.5% of the employees are satisfied.
- Your organization provides an opportunity for growth and continued security?

Strongly agree	17.40%
Agree	82.6%
Disagree	0%
Strongly disagree	0%

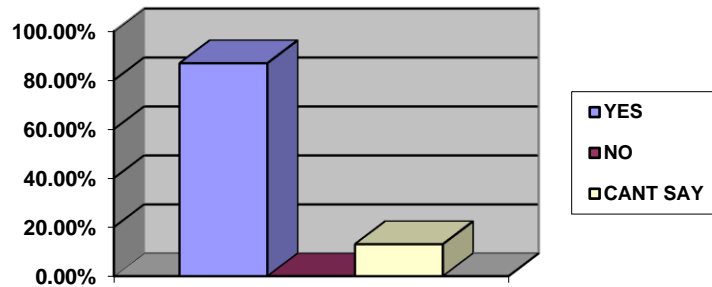


Interpretation

- 17.4% of the employees strongly agree that the organization
- Provides an excellent opportunity for growth and continued security.
- 86.4% of the employees agree that the organization Provides opportunities for growth and continued security.

- Do the benefits provide by the organization suites your needs?

Yes	86.95%
No	0%
Can't say	13.05%

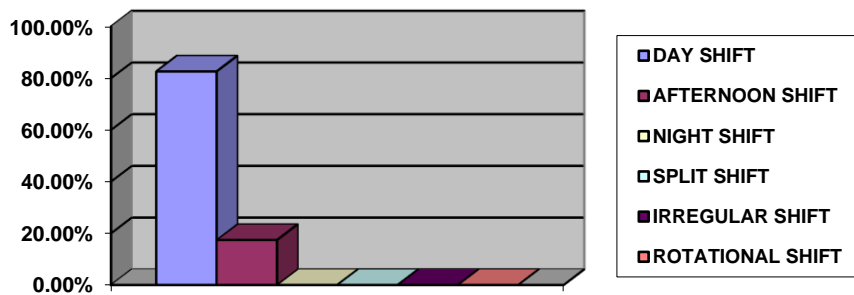


Interpretation

- 86.95% of the employees say yes that the benefits Provided by the organization suites their needs.
- 13.5% of the employees can't say.

- Which of the following best describes your usual work schedule?

Day shift	82.60%
Afternoon shift	17.40%
Night shift	0%
Split shift	0%
Irregular shift	0%
Rotational shift	0%

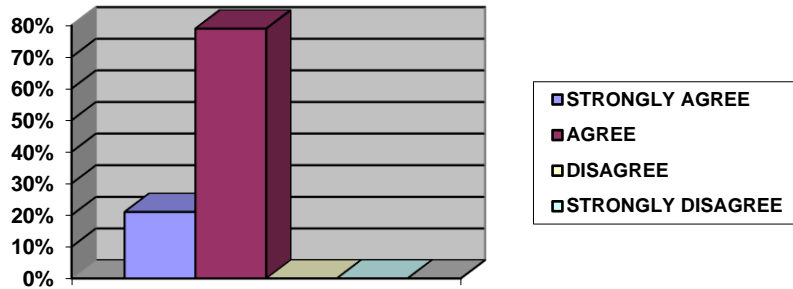


Interpretation

- 82.6% of the employees say that they are comfort with the Day shifts.
- And 17.4% of the employees comfort with the afternoon Shift.

- Does your job let you to use your skills and abilities?

Strongly agree	21%
Agree	79%
Disagree	0%
Strongly disagree	0%

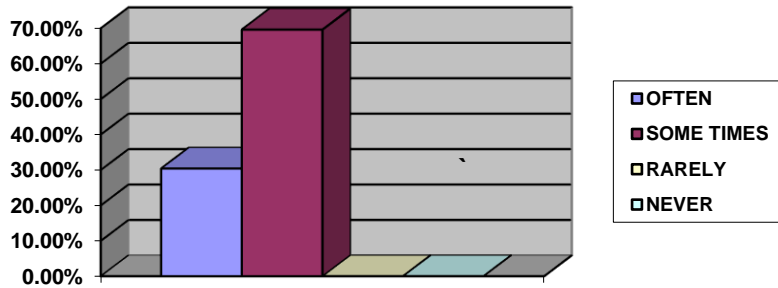


Interpretation

- 21% of the employees strongly agree that the job let them to use their skills and abilities.
- 79% of the employees only agree that the job let them to Use their skills and abilities.

• In your job, how often do you take part with others in marking decisions that affect you?

Often	30.40%
Some times	69.60%
Rarely	0%
Never	0%

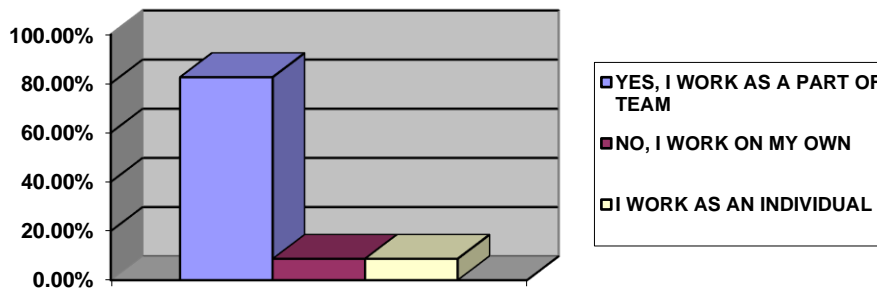


Interpretation

- 30.40% of the employees say often they discuss with others in marking decisions.
- And 69.6% of the employees say only some times they discuss with others regarding the decision making

• In your job, do you normally work as part of a team, or do you work Mostly on your own?

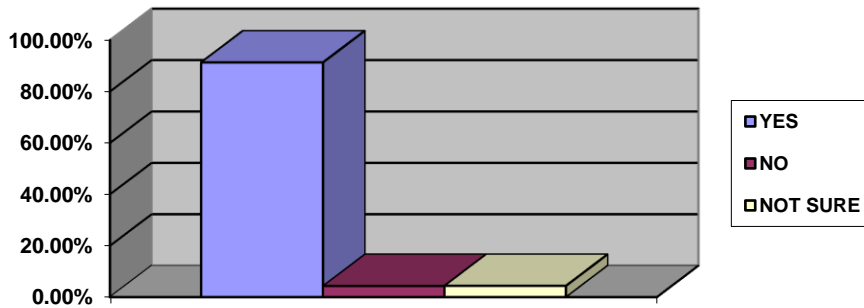
Yes, I work as a part of team	82.60%
No, I work on my own	8.70%
I work as an individual	8.70%



Interpretation

- 82.6% of the employees say that they are working as part of a team
- And 8.7% of the employees say that they work on their own and 8.7% of the employees work as an individual.
- Is the current promotion policy at your organization promotion its employees to grow up in the organizational level?

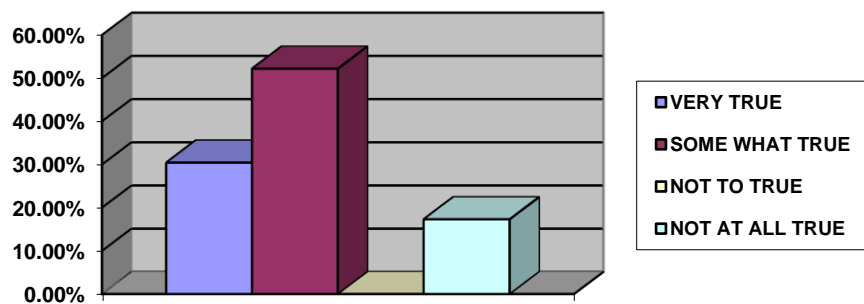
Yes	91.32%
No	4.34%
Not sure	4.36%



Interpretation

- 91.32% of the employees say yes that the promotion Policy enables them to grow up in organizational level.
- And 4.34% say no and 4.36% of the employees can't say.
- You have the training opportunity in order to perform your job safely and competently.

Very true	30.43%
Some what true	52.17%
Not to true	0%
Not at all true	17.30%

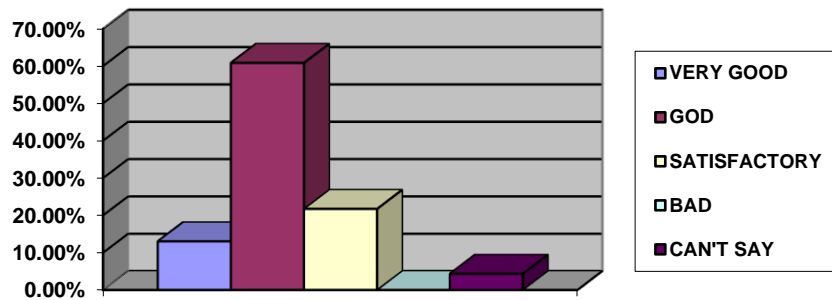


Interpretation

- 30.43% of the employees say very true that the organization providing training sessions.
- And 52.17% of the employees say some what true.
- And 17.3% say not at all true.

- In general, how would you describe relations at your work place between management and employees?

Very good	13.04%
Good	60.86%
Satisfactory	21.73%
Bad	0%
Can't say	4.34%

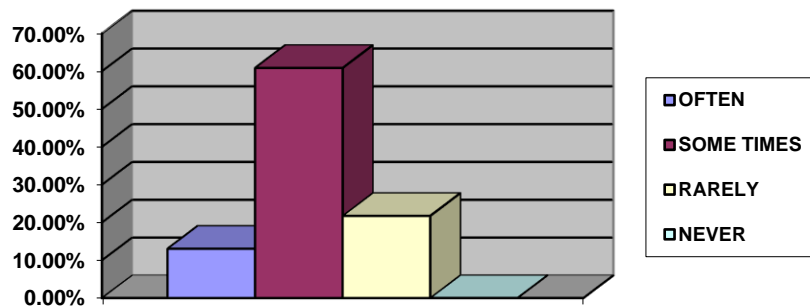


Interpretation

- 13.04% of the employees say they have very good relations with the management.
- And 60.86% employees say they have good relations with the management.
- 21.73% of the employees say they are satisfied relations with the management and 4.34% can't say.

- How often do you find your work stressful?

Often	13.04%
Some times	60.86%
Rarely	21.73%
Never	0%

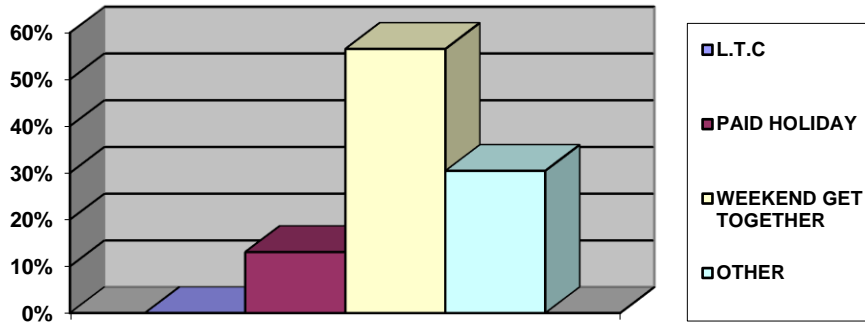


Interpretation

- 13.04% of the employees often find their work is stressful.
- 60.86% of the employees find sometimes their work is stressful
- 21.73% of the employees find rarely their work is stressful.

- What are the recreational programs under taken by your Organizations?

L.T.C	0%
Paid holiday	13.04%
Weekend get together	56.52%
Other	30.43%

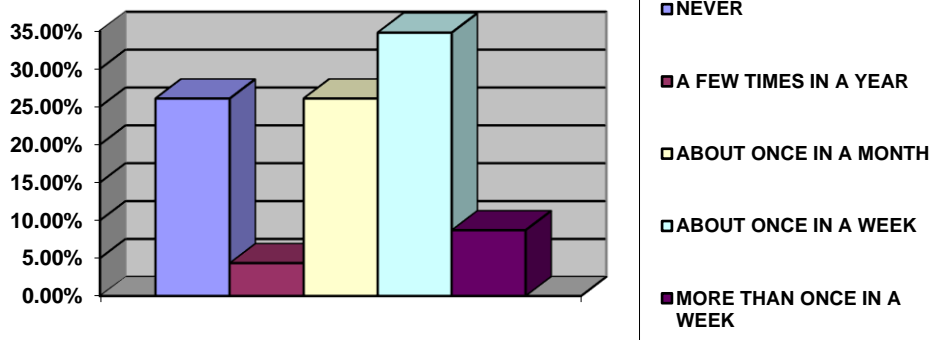


Interpretation

- 13.04% say paid hloyday.
- 56.52% say weekend get together.
- 30.43% say other programs as the recreational programs

- How often do your work at home as part of your job?

Never	26.08%
A few times in a year	4.34%
About once in a month	26.08%
About once in a week	34.78%
More than once in a week	8.69%

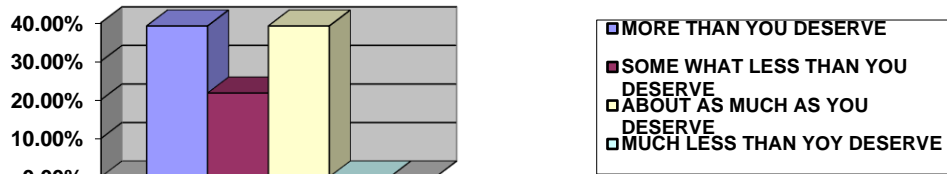


Interpretation

- 26.08% Say never they work at home as part of the job.
- 4.34% say few times in a year.
- 26.08% say once in a month.
- 34.78% say once in a week.
- And 8.69% say more than once in a week that they work at home as part of the job.

- How fare is what you earn on your job in comparison to others doing the same type of work you do?

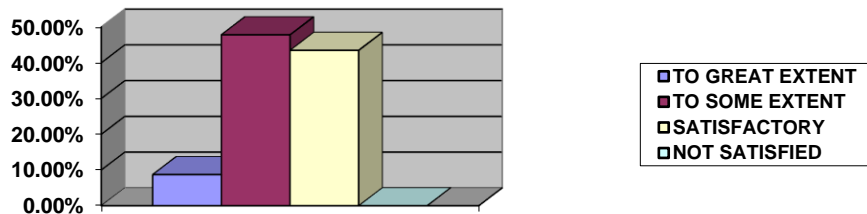
More than you deserve	39.13%
Some what less than you deserve	21.74%
About as much as you deserve	39.13%
Much less than you deserve	0%



Interpretation

- 39.13% of the employees say that they are earning more than they deserve.
 - 21.74% say less than they deserve.
 - And 39.13 say as much as they deserve.
- To what extent has the organization provides scope for the Employee development?

a) To great extent	8.70%
b) To some extent	47.82%
c) Satisfactory	43.48%
d) Not satisfied	0%

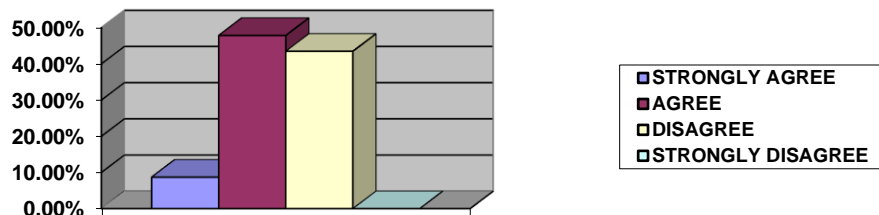


Interpretation

- 8.7% of the employees say to great extent that the organization provides scope for the employee development
 - 47.82% say to some extent the organization provides scope for the employee development.
 - 43.48% say satisfactory.

- There are no discriminations and there is high degree of social Integration at the work place?

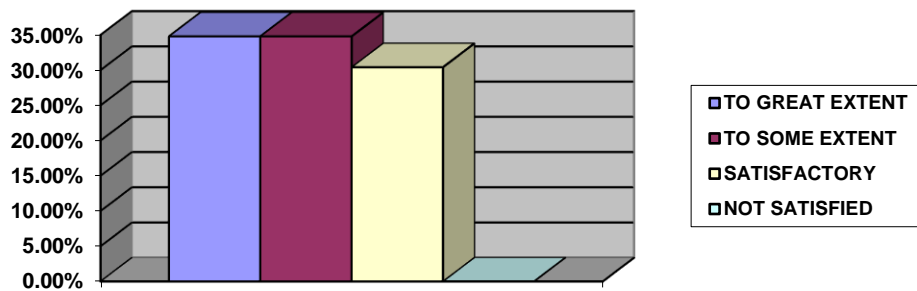
Strongly agree	8.69%
Agree	47.84%
Disagree	43.47%
Strongly disagree	0%



Interpretation

- 8.69% of the employees strongly agree there are no discriminations and there is high degree of social integration at the work place.
- 47.84% of the employees agree there are no discriminations and there is high degree of social integration at the work place.
- 43.47% of the employees disagree regarding this.
- To what extent do you think that you are best suited for the job?

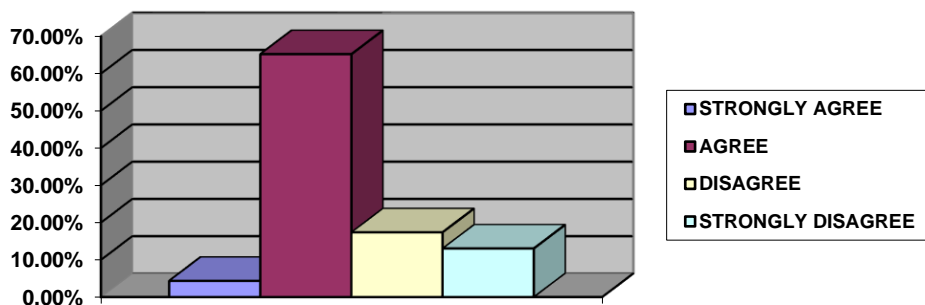
To great extent	34.78%
To some extent	34.78%
Satisfactory	30.4%
Not satisfied	0%



Interpretation

- 34.78% of the employees say to great extent they are Suited for the job.
- 34.78 say to some extent they are suited for the job.
- And 30.44% said satisfactory.
- Workers need strong trade unions to protect their interests.

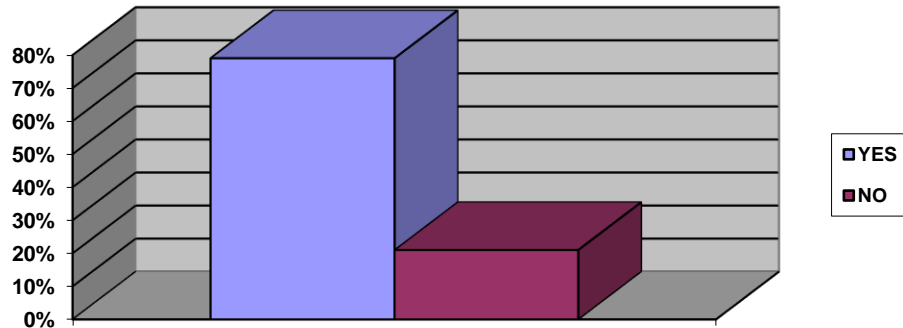
a. Strongly agree	4.34%
b. Agree	65.21%
c. Disagree	17.39%
d. Strongly disagree	13.04%



Interpretation

- 4.34% of the employees strongly agree that they need Strong trade unions to protect their interests.
- 65.21% agree that they need strong trade unions to Protect their interests.
- 17.39% disagree that they need strong trade unions to Protect their interests.
- And 13.04% strongly disagree regarding this.

- Can you quote more valuable suggestions in order to improve the System of “QUALITY OF WORK LIFE”?
 - a. Yes 79%
 - b. No 21%



Interpretation

- 79% of the employees say yes they can quote more Valuable suggestions in order to improve the system of “QUALITY OF WORK LIFE”.
- And 21% of the employees say no regarding this.

Findings

From the Study

- 50% of employees are satisfied with the salary package.
- 59% of employees are satisfied with the current job.
- 41% of employees are satisfied with casual leave with pay.
- 39% of employees are satisfied with the medical facilities.
- 45% of employees are satisfied with the bonus.
- 43.5% of employees are satisfied with the canteen facility.
- 44% of employees are satisfied with the ESI & PF.
- 50% of employees are satisfied with the healthy and safety working conditions.
- 63% of employees are satisfied with the job security.
- 43.5% of employees are satisfied with the promotion policy.
- 44% of employees are neutral with quality of work life.
- 39% of employees are satisfied with the attention of changes.
- 54% of employees are satisfied cordial relationship among employees.
- 45% of employees are satisfied with training.
- 52% of employees are satisfied with performance appraisal.
- 50% of employees are satisfied with grievance redressal.
- 59% of employees are highly dissatisfied with reward recognition.
- 41% of employees are satisfied with the career development.
- 48% of employees are satisfied with the freedom given to the employee for doing their own work.

Suggestions

The study deals with the particular viewpoint on quality of work life and analysis of their viewpoint on the training program. Many of the Respondents agree that the department is manned with competent Personnel and has adequate facilities, fully equipped with required Teaching aids and congenial climate.

Most of the employees attended the quality of work life program to Gain knowledge on their self-interest. But some of the respondents gave their suggestions so that the program can be more effective. Some of the suggestions are as follows:

- Work should be distributed among employees uniformly.
- job rotation
- objective appraisal
- transparent in communication both ways (top level to low level & vice versa)
- Qualification Vs service at the time of appraisal to employees needs more transparency and effective strategies.
- More motivational classes on the attitudinal change of the employee towards the job.
- Appraisal system needs changes before and after appraisal of employee there should be pre and post counseling for employees.
- Work allotment should be made as per the performance
- More social get together should be planned by official to meet The family members of the employee's

Conclusion

After conducting an intense study on quality of work life program in Engineering Staff College of India the following conclusions were derived.

- Organization should focus on the benefits that are aimed towards Self-improvement of the employees
- Organization needs to maintain the appropriate balance of work.
- Opportunity for the career growth is very good.
- Benefits provided by the Organization are very good to satisfy the Employee personal needs.
- Team work in the organization is very good.
- Organization should focus on training sessions in order to motivate the employees.
- Work stress on the employees is somewhat high.
- Organization needs to provide scope for the employee development.
- There is some discrimination at the work place.
- On the whole the quality of work life program in Engineering Staff College of India is good.

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