

A Study on Quality of Work Life and its Impact on Employees in it Industry



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The study was made on the quality of work life and its impact on employees. The objective of the study is to identify the quality of work life among the employees. QWL basic purpose is to develop jobs having good supervision, good benefits, and challenging and rewarding job. The research design used in this study is descriptive research. The sample size determined for the study is 130 through pilot study. The collected data is been analyzed using various statistical tool. The findings reveal that employees are aware of all the employee benefits.

Keywords: Quality of Work Life, Challenging and Rewarding Job, Employee Benefits

1. Introduction

‘Quality of Work Life’ is the part of overall quality of life that is influenced by work. Quality of life is the product of the interplay among social, health, economic and environmental conditions which affect human and social development. Quality of Work Life (QWL) – management activities that promote such values as fairness, meaningful work, employee empowerment, and balance between family and work life. Quality of Work Life (QWL) has become one of the most important issues these days in every organization. Employees are the force that is behind every successful organization. No organization can become successful with technology only because for the use of technology also, organizations need to have strong work force. Quality of Work Life was the term actually introduced in the late 1960’s. From that period till now the term is gaining more and more importance everywhere, at every workplace.

Objectives

- To assess the benefits given to the employees.
- To analyse the various factors enhancing employees performance on the job.
- To identify the extent of occupational stress to the employees.
- To assess the Satisfaction level of employees towards their Job.

2. Review of Literature

Dr. S. Usha and Dr. V. Rohini (2018) Says that QWL had an significant impact on various work outcomes like job satisfaction, job performance, organizational commitment, etc. The purpose of there study is to explore the various aspects of QWL and its impact on work outcomes The study was descriptive and explorative in nature. There study was descriptive and explorative in nature. They conducted and combination of qualitative and quantitative study was conducted in Automobile Industry in Chennai. As a Sample of 120 employees working in various Automobile Companies in Chennai District were selected and surveyed through structured questionnaire. They employed and Simple Random Sampling Method of Probability.

Shanmugapriya. I and Vijayadurai . J (2018) they expressed that today roles of the women have changed a lot depending upon their profession throughout the world. They states the financial demands, economical status, education effective usage all are major role for women lecturers. Their study concludes the performance, satisfaction, stress relief all could be main outcomes in quality of work life (QWL) for an working women lecturer in colleges.

Abdulkadir Mohamud Dahie (2017) He conducted an research using an convenient sampling method and he collect 95 questionnaires from University of Somalia in Mogadishu, Somalia. His respondents were provided a questionnaire with an three main construct which measuring general well- being, career and job satisfaction and working conditions. The result of this shows that general well-being, career and job satisfaction as well as good working condition workplace have significant impact on quality of work life.

Malarkodi. K, Prasanna. S and Renukadevi .R (2017) their aim of the study is to critically envisages the various parameters determining Quality of work life among the faculties. They adopted Descriptive research Design and convenient sampling method for this study. They chosen sampling size 200 from the total population for there study. From the study the Faculty members had expressed their opinion that the management needs to take necessary steps for structuring proper work load models to be offered to their faculties.

Madhuri Sitaram Ban and U.V.Panchal (2017) they had observed that emotional intelligence will help an employee to experience an better work life balance and also an high self awareness helps an individual to monitor their actions and try to rectify it if required, self-awareness guides an individual to fine tune their job performance, style and become more acceptable and socially networked. And that emotional intelligence further helps to use their emotions to facilitate performance by directing them toward Constructive activities and improving their personal performance. This study also concludes that any

person highly capable in this dimension would be able to encourage him or herself to do better continuously and direct his or her emotions in positive and productive directions.

Dr. Yogesh Jain and Renil Thomas (2016) they informs that the quality of work life had always gained attention of the researchers all time, as both the words 'quality' and 'work life' are necessary in the world and share a greater value to the institution and it is believed that they have a positive correlation but at times they are questioned because many factors affect their correlativity.

3. Research Methodology

Research Design: "Descriptive Research Design" is used for testing.

Primary Data: The primary data is collected by conducting survey with the respondents

Secondary Data: The data which have already been collected and analyzed by someone else is called a secondary data.

Sample Designa: simple random sampling is the simplest of probability sampling techniques. SAMPLE SIZE= 130

Analysis and Interpretation

	Variables	no	%
Gender	Male	95	73
	Female	35	27
Age	< 25	38	29
	25-35	51	39
	36-45	22	17
	>45	19	15
Marital status	Single	51	39
	Married	79	61
Department	Finance	24	18
	Hr	10	7
	MIS& Recon	23	18
	It & Erp	46	35
	Operations	27	21
Designation	Executive	83	64
	Senior Executive	37	28
	Assistant Manager	6	4
	Manager	4	4
Educational qualification	Graduate	50	38
	Post Graduate	55	42
	Diploma	15	12
	Others	10	8
Monthly Income	Below – 15,000	45	35
	15,000 – 30,000	40	31
	30,001 – 45,000	35	27
	Above 45,000	10	37
Awareness of benefits	Yes	90	69
	No	40	31
Current employee benefits meet their demands	Strongly Agree	36	28
	Agree	33	25
	Neutral	24	18
	Disagree	17	13
	Strongly Disagree	20	15
Respondents opinion about the performance appraisal method	Very good	44	34
	Good	37	28
	Average	28	22
	Bad	11	8
	Very bad	10	8

The medical benefits provided by the company is ranked first, food and snack given by the organization is ranked second, company remembers birthday and anniversary is ranked third followed by housing allowances scheme is ranked fourth and finally transportation provided by the company is ranked last. 28% of respondents strongly agree about the employee benefits meet their demands, 25% of respondents agree, 18% of respondents are neutral, 14% of respondents disagree and 15% of respondents strongly disagree about the employee benefits meet their demands. 34% of respondents are having very good performance appraisal method, 28% of respondents are having good, 22% of respondents are having average, 8% of respondents are having bad and 8% of respondents are having very bad performance appraisal method in the organization.

Respondents Opinion about Medical Related Employee Benefits are Adequate

Kolmogorov Smirnov Test

Ho: There is a no significance difference in the medical related employee benefits.

H1: There is significance difference in the medical related employee benefits

G= 130, N= 5, Ei= 130/5 = 26

O _i	Cum O _i	P _i = Cum/G	E _i	Cum E _i	q _i = Cum E _i /G	P _i -q _i	P _i -q _i
12	12	0.092	26	26	0.2	-0.108	0.108
19	31	0.238	26	52	0.4	-0.162	0.162
48	79	0.607	26	78	0.6	-0.007	0.007
46	125	0.961	26	104	0.8	0.161	0.161
5	130	1	26	130	1	0	0

Calculated value > Table value 0.162 > 0.56

Rejected Ho Hence the medical related employee benefits provided in the organization follows normal distribution.

ANOVA

Ho: There is no significance difference between the respondent’s opinion about benefits provided in the organization.

H1: There is a significance difference between the respondent’s opinion about benefits provided in the organization.

Showing One Way Annovatable

Source of variance	Sum of squares	Degree of freedom	Mean sum of squares	F= ratio variance ratio = greater value/small value
Variance between columns	CSS= 4896.4	(c-1) (5-1) = 4	M= CSS/C-1 = 1224.1	F= M/E = 1224.1/208.78 =5.863
Residuals	ESS= 4175.6	(N-C) (25-5) = 20	E= ESS/N-C = 208.78	

5.62 < 5.80

Ho is accepted. There is no significance difference between the benefits of a company and respondent's opinion towards HR practices

Rank Correlation

To find out the correlation between the reason for satisfaction in the training and development and satisfaction in the quality of work life.

Factor	R1	Factor	R2	d= (R1 -R2)	d ²
Highly satisfied	1	Highly satisfied	1	0	0
Satisfied	3	Satisfied	2	1	1
Neither satisfied nor dissatisfied	2	Neither satisfied nor dissatisfied	3	-1	1
Dissatisfied	5	Dissatisfied	5	0	0
Highly dissatisfied	4	Highly dissatisfied	4	0	0
Total $\sum d^2 =$					2

$$R=1 - \frac{6(\sum d^2)}{n(n^2 - 1)}$$

Result: The Result for Spearman’s Rank Correlation is Positively Correlated

4. Findings

1. The majority of the respondents are male and they belong to the 25-35 years age group .majority of the respondents are married. Most of the respondents designation are executive and they belongs to IT& ERP departments 42% of the

respondents were Post graduate qualified. Most of the respondents were earning below 15,000 as their monthly income. The majority of employees are aware of all the employee benefits. Most of the respondents feel that they are neutral about their medical related employee benefits.

2. Majority of the employees say that their employer shared detailed information about the employee benefits offered to them. 28% of the respondents strongly agree about that employee benefits meet their demands. Most of the respondents feel performance appraisal is very good. It is found that majority of the employees say that performance appraisal improves motivation and job satisfaction.
3. It is very clear that 31% of respondents are highly satisfied with their career path.
4. It is inferred that most of the respondents are strongly agree about the career development enhances the QWL. Half of the respondents feel that they are Neutral with their training and development in the organization. It is found that majority of the employees say that training sessions enhances their skills towards work the majority of the employees feel that they have heavy work load in the organization. It is very clear that half of the respondents says that they have High work load in the organization.
5. The management has to give more importance to improve the quality circle.

5. Conclusion

The responses of the respondent are good and encouraging. Quality of work life as a major role in any of its activities This greatly enhances the employees to work in a tension free environment, which motivates them to achieve their target easily. Also, Quality of Work Life leads to retain the employees in the organization. According to the study of quality of Work Life of employees, it is observed through a proper analysis of the questionnaire employees are satisfied while working under the present conditions.

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