

AN ANALYSIS OF QUALITY OF WORK LIFE OF AN EMPLOYEES IN THE SPINNING MILLS WITH REFERENCE TO RAJAPALAYAM

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ABSTRACT

QWL is the existence of a certain set of organizational conditions and practices. In modern era, it has been observed that stress management has become one of the most substantial concepts in the professional environment. Quality of work life is a process in an organization which enables its members at all levels to participate actively and effectively in shaping organizational environment, methods and outcomes. This study focuses on the subject of QWL on the textile mills in Rajapalayam. The mills are generally try to instill in employees the feelings of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility. This study has taken an effort to identify the level of satisfaction among the employees, opinion about co-worker, superior, grievance- handling, training programme, health and safety measures adopted by the company

Introduction

Human resource plays an important role for the success of an organization because most of the problems in organizations are human based and social based rather than physical or technical. So, a good quality of work life not only attracts new talent but also retains the existing talent. Quality of work life involves job security, good working conditions, adequate fair and good compensation and equal employment opportunity to all together. Quality of work life aims to meet the twin goals of enhanced effectiveness of organization and also it improves the quality of life at work. In today's environment, many employees work for the salary and they may hop from one company to another company where the salary is more and good working conditions. They never see the intrinsic satisfaction of their mind. Because, they don't believe in the values of work. So, Quality work life is the existence of a certain set of organization condition or practice,. Many definitions related to QWL argues that that a high quality of work life exists when democratic management practices are used, employee's jobs are enriched, employees are treated with dignity and safe working conditions exist. It generally tries to instill in employees the feelings of security, equality, pride, autonomy, responsibility, and flexibility.

The sustainability or the growth of an organization depends upon the Quality of work life environment in which human and natural resources are not consumed but renewed. Work place needs to be humanized by empowering the people which allows releasing the potential of individual to contribute to the common cause. (Praveen Kumar, 2007). So, Quality of work life consists of opportunities for active involvement in group working arrangements or problem solving that are of mutual benefit to employees, based on labour management co-operation.

Definition of Quality of Work Life

Effective Quality of work life practices in organizations makes it impact on employee performance and t of the overall organizations performance. J.Richard and J.Loy define QWL as "the degree to which members of a work organization are able to satisfy important personal needs through their experience in the organization". According to

Robbins, Quality of work life is defined as “a process by which an organization responds to employee needs by developing mechanisms to allow them to share fully in making the decisions that design their lives at work”.

Statement of the problem

QWL is significant in relation to job satisfaction and overall performance in an organization. But now-a-days employees are dissatisfied with the several functions of the job and dealing with social relationship in the organization consequent upon the mechanization and automation of the industry. Poor quality of work life may lead to increased absenteeism, stress and ultimately job dissatisfaction. Therefore, organizations are required to adopt a strategy to improve the employee's quality of work life to satisfy both the organizational objectives and employee needs.

Scope of the study

This study attempts to examine the quality of work life and its impact on various employees. This study is mainly focused on the worklife of employees in spinning mill, Rajapalayam. The worklife of an employee has studied with the help of various factors like Demographic variables of Age group, Gender, Income level, Educational qualification, working experience and the influencing variables like co-worker, job satisfaction, and superior. This study helps to identify the problems exist in the company that affect the quality of work life and take efforts to improve the QWL.

Study Area

Rajapalayam is a town and a special grade municipality. Rajapalayam climate is apt for setting the textile mills and the economy is based on the manufacture of textiles. There are a lot of spinning mills and weaving cotton, as well as a large cotton market.

Objectives of the study

No work so far has been conducted on QWL and work related factors of textile industries at Rajapalayam. Thus, there is a need to conduct research on QWL and job related factors in these industries.

The present study has designed with a view to achieve the following objectives

1. To assess the quality of work life among the employees who are working in various cadre of an employees.
2. To analyse the relationship between the job satisfaction and grievance handling, superior and the likes that may enhance the quality of work life.
3. To determine the work related factors like job satisfaction, motivation, grievance handling mechanisms, training programme, supervisor, stress level that affect the quality of work life.
4. To suggest methods for improving QWL by highlighting the employee's expectations and required changes.

Data Collection

Both primary data and secondary data have been used to analyse the quality of work life. It has been collected through a well designed, pre-tested individual schedule, constructed for those study. Likert five point scales have been used to measure the work related attitude of respondents. Personal data has been collected to identify the relationship between the factors of work related and demographic variables. Attempt is also made to find out if quality of work life has any significant relationship with job related variables. Secondary data has been taken from various books, journal, magazines, and websites and so on.

Sample design

Sample of 100 respondents has been taken from spinning mills located at Rajapalayam from the population of 1000 workers belongs to various textile mills located at Rajapalayam by using random sampling method. Convenient Random Sampling method has been used to collect the data.

Review of Literature

Michael (1997) studied the impact of quality of work life on organizational commitment and concluded that by enhancing the QWL; changes will take place in an organization.

Davoodi (1998) in a research entitled "Study on the impact of quality of work life on job satisfaction among operational staff of Mobarekh Steel Complex" concluded that involvement in decision making related to work and work conditions has a significant relationship with job satisfaction.

Ali Nafafi (2006) concluded that there is a positive and significant relationship between quality of work life and manager's profiting. This means that as the quality of work life increases, the profits of an organisation will also improve.

Maryam Fallah (2006) in her dissertation entitled "Study and analysis of the relationship between quality of work life and performance of Kosar economical organization staff" concluded that there is a significant relationship between quality of work life and performance of staff.

Taghi Shahr Ashoob (2006) concluded that there is a positive and significant relationship between quality of work life and organizational commitment.

Analysis and Interpretation

Quality of work life has been determined by the motivational factors among the employees in an organization

Table 1 Motivational Factor of an employee

S.No	Particulars	No of respondents	Percentage
1.	Increases in salary	48	48
2.	Promotional opportunity	24	24
3.	Motivational talk by superior	18	18
4.	Recognition	10	10
	Total	100	100

It is shown from the above table that monetary benefits motivates the employees on the percentage level of 48, it seems that it is not a fair position of the textile industry in Rajapalayam and at the same time the recognition and motivation talk by superior has secured a lowest percentage of 10 and 18 and the remaining 24 percentage of employee has been motivated due to the promotional opportunity exist in an organization.

Chi-Square Analysis

In order to test the relationship between the age group and stress level of an employee in the company, the chi-square statistical tools has been used to analyse.

Table 2 Relationship between the Age Group and Stress Level

S.No	Variables	Respondents with	D.F	Level of Significance	Table value	Calculated Value	Hypothesis acceptance
1.	Age group	Stress	12	5 %	21.026	14.75	Alternative hypothesis accepted

The above table shows that there is a significant relationship between the age group of an employee and stress level of an employee.

Quality of work life has been assessed with the help of job satisfaction. The job satisfaction can be assessed with the help of individual and organizational determinants. The relationship between the job satisfaction and various organizational determinants of Grievance handling, superior, co-worker, health and safety measures and the likes are taken to assess the correlation between the variables.

Table 3 Correlation between the Variables

S.No	Particulars	Correlation value
1.	JS/GH	-0.157307295
2.	JS/Supe	0.19196706
3.	JS/TP	-0.201098545
4.	JS/HS	-0.075792438
5.	JS/CW	-0.390825294

(JS-Job satisfaction, GH-Grievance Handling, Supe-Superior, TP-Training Programme, HS-Health and Safety measures, CW-Co-worker).

It is understood from the above table that there is a positive relationship between the superior and job satisfaction of an employee (i.e) the superior is having good relationship with their subordinates, so the quality of work life seems to be good. It also shows that there is a negative correlation between the job satisfaction and grievance handling, training programme, health and safety measures, and co-workers. It shows the interpersonal relationship between the employees are lacking in an organization and also many companies has to give more importance in providing health and safety environment to the employees and they should have an ear to hear the worker's problem and take steps to rectify the worker's problem.

The weighted arithmetic mean has also been used to assess the opinion about the co-workers, health and safety, Training programme, Grievance handling, job satisfaction and the superior. The most influential factors of the above said variable with score are given below in the table.

Table 4 High Weighted Average Score of all variables

Factors	SA	A	N	DA	SDA	Weighted Average
Effective communication between the co-worker	22	48	28	1	-	3.9
Health and safety is priority in the work place	30	44	24	2	-	4.02
Opportunity to grow and learn new skills	28	36	30	4	-	3.9
Speak up and voice their opinion	36	34	28	2	-	4.04
Employees feel that they give valuable contribution to the success of an organization	32	30	34	-	4	3.86
Superior provide individual help and support	30	44	20	2	4	3.97

The above table shows that there is an effective communication between the co-workers and the company has given priority to the health and safety measures, there is an opportunity to grow and learn new skills in an organization and so there is a chance to show a very good performance by employees.

Findings

The findings are presented on the basis of different tools of analysis such as Simple Percentage analysis, Chi-Square analysis and weighted average and it is depicted below.

1. It is found from the above table 2 that the table value (21.026) is more than the calculated value (14.75) at 5 % level of significance. So, the alternative hypothesis gets accepted. Therefore, there is a significant relationship between the age group of the respondents and stress level of an employee.
2. It is understood from the table 3 that there is a positive correlation between the superior and job satisfaction of an employee i.e the superior is having good relationship with his/her subordinates.
3. It is understood from the table 3 that there is a negative correlation between the variables of grievance handling mechanism and the job satisfaction, health and safety measures and the job satisfaction, training programme and the job satisfaction, coworker and job satisfaction.
4. It is found from the table 4 that the statement "Effective Communication" in the variable Co-worker secures the weightage of 3.9 and it shows that the company has been conducted training programme to the employees to face the challenges in the environment and also to become more competitive
5. It is found from the above table 4 that the statement Priority in the work place in the variables of health and safety measures has secures more weightage of 4.02 and it shows that the company has given priority in providing the safety to the workers in the work place of the company.
6. It is found from the above table 4 that the statement "Speak up and voice their opinions" secures more weightage of 4.04 in the variable of Grievance Handling and it describes that every employee in an organization is having a freedom to give their suggestions frankly without fear of being punished by the company.
7. It I found from the above table 4 that the statement "Valuable contribution to the success of an organisation" secures more weightage of 3.86 in the variables of job satisfaction and it shows that every employee in an organisation feels that they are giving valuable contribution towards the development of the company.
8. It is understood from the above table 4 that the statement "Individual Help and Support" gains more weightage of 3.97 in the variables of opinion about the Superior and it shows that every employee feels that their superior renders individual help and also support the employees job effectively in the company.

Suggestions

It is understood from this study that none of the selected socio-demographic variables did not have influence over the quality of work life, hence to improve the quality of worklife the following general measures can be of greater use

- 1) Quality of work life are defined as any activity which takes place at every level of an organisation which seeks greater organizational effectiveness through the enhancement of human dignity and growth along with stress free healthy working environment. So, the company takes steps to improve the interpersonal relationship among the employees and encourage the employees to work as a team.
- 2) The safety facilities is one of important determinant factor in quality of work life. Even though the company has given first priority in safeguarding the workers, so some safety devices and equipment has to be fitted in the working environment.
- 3) Training helps the employees to learn the basic skills in the job and it also enhance the productivity of an employee. The offered training programme by the company does not match with the level of productivity. So, the company has to arrange the suitable training programme for their employees.
- 4) The employee has to feel satisfied about their job. But with the help of analysis, it is found that most of the employees do not feel satisfied about their job. So, the firm has to create an involvement among the employees about their job by giving some freedom in decision making, consider their opinion and suggestions.
- 5) Arranging meditation classes and entertainment programmes for an employees can minimize occupational stress.

Conclusions

A cheerful and healthy employee will give better yield, craft good decisions and positively contribute to the organizational goal. An assured good quality of work life not only attracts young and new talent but also retains the existing experienced talent. This study conducted with 100 respondents revealed the impact of quality of work life factors like autonomy, work load, employee engagement, utilizing skills and abilities, occupational stress, career growth etc. The results of the study shows the intensity of working conditions and the behavioural aspects of the respondents in the study area also notified as the basic strategy for improving the quality of work life that results in increase in productivity. This study also recommends the promotional policies to improve the quality of work life in the company.

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