

A STUDY ON “QUALITY OF WORK LIFE” WITH SPECIAL REFERENCE TO LEOPOLE APPARELS AT COIMBATORE

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ABSTRACT

QWL is more concerned with the overall climate of work has on people as well as organizational effectiveness. Quality is no more a specialized word but has become a necessary and greatest asset to any organization. Maintaining the quality of such human inputs rises from maintaining the quality of work life perfectly. A perfect quality of work life would help the organization. This is an attempt to capitalize the human assets of the organization the traditional approach to HRD is through training of employee. But training has a limit rate in developing the people. People develop not only through training but also through the organization workers the job a person has in the organization also determine his development. HRD include both firm and job environment Employees in general expect and demand more from their employment. In simple terms QWL refers to the extent which the members of an organization find the work environment conducive. It is concerned with improving labour – management co – operation to solve many organizational problems, achieving the desired level of performance and securing greater employee satisfaction. The success of any organization depends on the efficiency of labour are increasing the efficiency. A man happy and a happy working atmosphere makes a happy man to contribute more.

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INTRODUCTION

**“One cannot do right in one area of life, whilst he is occupied in doing wrong in another.
Life is one indivisible whole”**

In simple terms QWL refers to the extent which the members of an organization find the work environment conducive. It is concerned with improving labour – management co – operation to solve many organizational problems, achieving the desired level of performance and securing greater employee satisfaction. QWL means “The degree to which members of a work organization are able to satisfy important personal needs through their experience in the organization”. QWL has gained deserved prominence in the Organizational Behavior as an indicator of the overall of human experience in the work place. It plays a key role in any organization and has an effect on the people, their work, performance and self development as well as organization’s development. It basically refers to relationship between the employees and the ecosystem in which he works. It focuses on creating a working environment where employees work co – operatively and achieve results collectively. QWL refers to the degree of which work provides an opportunity for individuals to satisfy the need to survive with some security to the need to interact with others, to have a sense of personal usefulness, to be recognize for achievement and to have an opportunity to improve one’s skill and knowledge.

MEANING:

Quality of work life refers to the favorableness (or) unfavourableness of job enrichment for people. It refers to the quality of relationship between employees and the total working environment.

DEFINITION:

Sharmirand Soloman: 1985 has defined the QWL in the following way “QWL is comprehensive construct that assess an individual’s job relation well being and the extent to which work experiences are rewarding fulfilling and devoid of stress and other negative personal consequences “.

CONCEPT OF QUALITY OF WORK LIFE:

The concept of QWL is based on the assumption that a job is more than just a job. It is the centre of a person's life and a worker has a whole individual rather than a half human and half machine personality of Jekyll Hyde type.

- 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

DIMENSION OF QUALITY OF WORK LIFE:

Quality of work life is a multi - dimension concept implying a concern for members of an organization. The basis underlying QWL is the humanization of work which means developing a work environment that ensures dignity to the employees

- Adequate and fair compensation
- Safe and healthy working conditions
- Opportunity to use and develop human capacities
- Opportunity for career growth
- Social integration in work force
- Constitution in the work organization
- Work and personal life
- Social relevance of work

PRINCIPLES OF QUALITY OF WORK LIFE:

Herrick and Maccobu identified four basic principles which humanize that the work there principles are as follows

- The principles of Security
- The principles of Equity
- The principles of Individualism
- The principles of Democracy

MEASURE AND QUALITY OF WORK LIFE:

- Job Involvement
- Job design
- Job satisfaction
- Sense of competence
- Job performance
- Productivity

TECHNIQUES FOR IMPROVING QUALITY OF WORK LIFE:

- ✚ Job Redesign
- ✚ Career development
- ✚ Autonomous work groups
- ✚ Flexible work schedules
- ✚ Participative management
- ✚ Job security
- ✚ Administrative justice

FACTORS OF QUALITY OF WORK LIFE:

There are many factors which can contribute to quality of work life

- Adequate and fair compensation
- A safe and healthy environment
- Jobs aimed at developing and using employees capabilities rather than leading to their Obsolesce
- An environment in which employee's develop self – esteem and a sense of identify
- Protection of respect for employee's right to privacy dissents equity and so for
- A sensible integration of job family life and leisure time

FUNCTIONS OF QUALITY OF WORK LIFE:

- Quality of work life concerned with overall climate of works situation
- Quality of work life programs are desirable for both human and performance need
- It act as best motivates factor for bettor working

- Comprehends condition at employment
- Includes work environment and social integration
- Quality of work life leads to the favorable and unfavorable quality of family and life satisfaction
- Quality of work life seeks to employees the higher skills (or) work and to provide an environment that encourages that to improve skills

RESEARCH METHODOLOGY

MEANING

Research is a careful investigation of especially through search for new fact in any branch of knowledge. Methodology is a systematically to solve the research problem. It may be understand as a science of studying how research is done logically. The various steps that are generally adopted by a research in studying researcher problem are the main function of research methodology.

TITLE OF THE STUDY

A Study on “Quality of Work Life” with special reference to Leo pole Apparels – at Coimbatore

PERIOD OF THE STUDY

The data were collected in the month of (Jan 2014 – Feb 2014)

SCOPE OF THE STUDY

The project has been undertaken in (Leo pole Apparels) – at Coimbatore. It is identify the quality of work life in Leopole Apparels for employees

OBJECTIVES:

- To Study socio - demographic factors of the respondent
- To Analysis the favorableness (or) unfavourableness of the environment by the organization

- To Identify the Quality of Work Life by the employees
- To Study the working conditions that are excellent for people as well as for economic health of the organization
- To Suggest suitable measure for the improving Quality of working condition

UNIVERSE:

To researcher collected the data from manufacturing garments (Leo pole Apparels) the total number of employees in organizations 200 workers are the universe of the study

SAMPLE SIZE:

The sample size of the study is 90 handed over to the various respondents are the purpose of the study was explain to them

PRE TESTING:

The research before conducting the study had discussion with the Sr. Asst. General Manager (HRD) of “Leo pole Apparels” the feasibility of conducting the study

PILOT STUDY:

After deciding the scaling to test the suitability and validity the questionnaire was pre test. The pre test was 10 respondents which helped the researcher to make some modification and alternation in the questionnaires from the respondents

RESEARCH DESIGN:

The design (or) blue prints an essential part of the research. The study is carried out by adopting a exploratory, descriptive and cum diagnostics

- **Exploratory Design:** To discover the ideas and insights
- **Descriptive Design:** To descriptive the characteristics (or) certain groups
- **Diagnostics Design:** To set the hypothesis and analysis the problem

SAMPLING/TECHNIQUES:

Sampling design is to clearly define set of objects, technically called the universe and the sampling design used in the study is probability sampling. The sampling technique is “Simple random sampling” of probability sampling method

COLLECTION OF DATA: Primary data & Secondary data

PRIMARY DATA

The primary data are these which collected a fresh and for the first times and thus happen to be original character in primary data do no already exist in publications. The primary data is collected by questionnaire. The questionnaire was handed over to the various respondents and the purpose of the study was explain to them

SECONDARY DATA

The secondary data are collected from the company records and magazines, Journals, Internet etc.,

TOOLS OF DATA COLLECTION

In this study the researcher has used questionnaire as a tool the questionnaire consist of 25 items with 4 dimension

STATISTICAL ANALYSIS

The data collected were careful analysis and processed statistical chi – square test were applied to draw meaningful inferences

▪ PERCENTAGE ANALYSIS

This method is used as making comparison between two (or) source of data percentage can also be used to compare the distribution of two (or) more sources of data

▪ CHI – SQUARE TEST

Chi – square test in the simplest and most widely used non probability test in statistical work. Chi – square represent the magnitude of discreminance between theory and observation

Formula for Chi – square: $(O - E)^2/E$ With $(n - 1)$ degree of freedom

SCORING PROCEDURE

The scoring is four point scale and two point scale ranging from 1,2,3,4 & 1,2 each of positive question where given weight are age as Satisfied, Highly satisfied Dis satisfied, Highly dissatisfied

HYPOTHESIS

A hypothesis is nothing more than a statement about the relationship between two (or) more variables – A good hypothesis carries clear implication for testing the stated relationship between the variables

RESEARCH HYPOTHESIS:

- ✓ There is no significant association between Age of the Respondents and working Schedule
- ✓ There is a significant association between Experience of the Respondents and Promotion procedure
- ✓ There is a significant association between Education of the Respondents and Develop special abilities
- ✓ There is a one way analysis of variance association between Designation and Company workplace environment

ANOVA:

Anova is essentially a procedure for testing the difference among and different group data homogeneous

- ✓ **SS = Sum of Sample**
- ✓ **MS = Mean of Sample**

LIMITATIONS OF THE STUDY:

- i. The study has been limited to only a sample of 90
- ii. Time was one of the big constraints

- iii. To undue delaying returning the skilled up questionnaire was Yet another important samples

TABLE – 1
DISTRIBUTION OF THE RESPONDENTS BY THEIR AGE

| S.NO | AGE | NO. OF RESPONDENTS | PERCENTAGE |
|------|--------------|--------------------|------------|
| 1 | 25 - 30 | 33 | 37 |
| 2 | 30 - 35 | 30 | 33 |
| 3 | 35 - 40 | 16 | 18 |
| 4 | Above - 40 | 11 | 12 |
| | TOTAL | 90 | 100 |

Source: Primary data

INFERENCE: The table shows that 37% of the respondents are belongs to be in the age group of 25 – 30 year, 33% of the respondents are in the age group of 30 – 35 year, 18% of the respondents are in the age group of 35 – 40 year, and the remaining 12% of the respondents belongs to the age group of above 40 year

TABLE – 2
DISTRIBUTIONS OF THE RESPONDENTS BY THEIR GENDER

| S.NO | GENDER | NO. OF RESPONDENTS | PERCENTAGE |
|------|--------|--------------------|------------|
| 1 | Male | 70 | 78 |
| 2 | Female | 20 | 22 |
| | | 90 | 100 |

Source: Primary data

INFERENCE: From the table its found that 78% of the respondents are Male, and the remaining 22% of the respondents are Female

TABLE – 3
ASSOCIATIONS BETWEEN AGE AND WORKING SCHEDULE

Null Hypothesis (Ho): There is no significant association between Age and Working schedule

Alternative Hypothesis (Ha): There is significant association between Age and Working schedule

| S.NO | Age | Working Schedule | | | | Statistical Inference |
|------|------------|------------------|-----------|---------------|---------------------|-----------------------|
| | | Highly Satisfied | Satisfied | Dis satisfied | Highly dissatisfied | |
| | 25 -30 | 3 | 22 | 5 | 5 | C.V.= 8.27 |
| | 30 - 35 | 10 | 13 | 5 | 2 | T.V.=16.91 |
| | 35 - 40 | 6 | 8 | 4 | 2 | C.V < T.V |
| | Above - 40 | 2 | 5 | 2 | 0 | No Significant |

Degree of freedom:

$$= (r-1) \times (c-1) = (4-1) \times (4-1)$$

$$= 3 \times 3 = 9 \text{ (At the significant level of 5\%)}$$

INFERENCE: There is a significant association between Age and working schedule. Hence the Null hypothesis is accepted.

TABLE – 4

ASSOCIATIONS BETWEEN EXPERIENCE AND PROMOTION PROCEDURE

Null Hypothesis (Ho): There is no significant association between Experience and promotion procedure

Alternative Hypothesis (Ha): There is significant association between Experience and promotion procedure

| S.NO | Experience | Promotion procedure | | | | Statistical Inference |
|------|-------------|---------------------|-------|----------|-------------------|--------------------------|
| | | Strongly Agree | Agree | Disagree | Strongly Disagree | |
| | Up to 5yrs | 13 | 12 | 5 | 4 | C.V. = 62.1 |
| | 5 to 10yrs | 13 | 18 | 10 | 3 | T.V.=12.592 |
| | Above 10yrs | 4 | 7 | 1 | 1 | C.V > T.V Significant |

Degree of freedom:

$$= (r-1) \times (c-1) = (3-1) \times (4-1)$$

$$= 2 \times 3 = 6 \text{ (At the significant level of 5\%)}$$

INFERENCE: There is a significant association between Experience and promotion procedure.
 Hence the Null hypothesis is rejected

TABLE – 5

ASSOCIATION BETWEEN EDUCATIONAL QUALIFICATION AND DEVELOP OUR SPECIAL ABILITIES

Null Hypothesis (Ho): There is no significant association between Educational qualification and develop our special abilities

Alternative Hypothesis (Ha): There is significant association between Educational qualification and develop our special abilities

| S.NO | EDUCATIONAL QUALIFICATION | Develop our special abilities | | | | Statistical Inference |
|------|---------------------------|-------------------------------|--------|------|-----------|-----------------------|
| | | Very Little | Little | Good | Very Good | |
| | SSLC | 3 | 22 | 5 | 5 | C.V.= 23.5 |
| | H.Sc | 10 | 13 | 5 | 2 | T.V.=16.91 |
| | Diploma holder | 6 | 8 | 4 | 0 | C.V > T.V |
| | Degree holder | 2 | 5 | 0 | 0 | Significant |

Degree of freedom:

$$= (r-1) \times (c-1) = (4-1) \times (4-1)$$

$$= 3 \times 3 = 9 \text{ (At the significant level of 5\%)}$$

INFERENCE: There is a significant association between Educational qualification and develop our special abilities. Hence the Null hypothesis is rejected.

TABLE – 6 ONE WAY ANALYSIS OF VARIANCE AMONG DESIGNATION AND COMPANY WORKING ENVIRONMENT

| S.NO | Source of variance | Sum of sample | Degrees of Freedom | SS/DF | F - Ratio | S% Limit (From F Table) |
|------|--------------------|---------------|--------------------|--------|-----------|---|
| 1 | Between Sample | 236.68 | 2 | 118.34 | 118.34 | T.V. = 4.26 |
| 2 | Within Sample | 569.25 | 9 | 63.25 | 1.870 | Degrees of Freedom= (2,9) P > 0.05 C.V. = 1.870 No Significant |

INFERENCE

The table shows that there is significant association between Designations and Working Environment Hence the Null hypothesis is accepted

FINDINGS

FINDINGS RELATED TO SOCIO – DEMOGRAPHIC CHARACTERISTICS

- Majority of the respondents are belongs to the age group of 25 – 30 years (37%)
- Majority of the respondents are Male (78%)
- Majority of the respondents are Diploma holder (32%)
- Majority of the respondents having 5 – 10yrs (50%)
- Majority of the respondents have received Rs. 5000 – 10000 (47%)
- Majority of the respondents are Married (69%)
- Majority of the respondents are Workers (65%)

FINDINGS RELATED TO THE TOPIC

- ❖ Majority of the respondents are satisfied that their Working environment (52%)
- ❖ Majority of the respondents are satisfied that their Physical structure of an organization (41%)
- ❖ Majority of the respondents are accepted that their the company provided standard precautionary (91%)
- ❖ Majority of the respondents are expected modification in your working environment (72%)
- ❖ Majority of the respondents are accepted the company followed to promotion procedure (42%)
- ❖ Majority of the respondents are satisfied present salary (61%)
- ❖ Majority of the respondents are accepted that their purpose of working in Income (54%)
- ❖ Majority of the respondents are accepted the organization providing safety working condition (40%)
- ❖ Majority of the respondents are accepted the company followed effective rules and regulation (41%)
- ❖ Majority of the respondents are the company working schedule at highly satisfied (48%)

- ❖ Majority of the respondents are Satisfied the Welfare measure (51%)
- ❖ Majority of the respondents are stressfulness in our work at Sometimes (41%)
- ❖ Majority of the respondents are accepted the company given opportunity to develop your own special abilities at good (35%)
- ❖ Majority of the respondents are the relationship between management and employees at very good (52%)
- ❖ Majority of the respondents are expect training have help to perform job effectively at agreed (46%)
- ❖ Majority of the respondents are repetitive of forceful hand movements at accepted (74%)
- ❖ Majority of the respondents are the company followed effective Total Quality management system at agreed (45%)
- ❖ Majority of the respondents are satisfaction towards the motivational program in our organization at satisfied (52%)

FINDING RELATED TO THE HYPOTHESIS

- ✓ There is no significant association between the Age and work schedule
- ✓ There is no significant association between the Experience and promotion procedure
- ✓ There is no significant association between the Qualification and Develop our special abilities

SUGGESTIONS

- The organization can be providing training program for the employees
- The organization can be improving Infrastructure facilities
- It is recommend that a complaint box should be kept in the organization. It help to become aware of the employee grievance
- The organization can be concentrate incentives schemes for employees
- The company providing mask of an employees to avoid the dust
- The organization can be provide the better transfer and promotional policy to the workers
- Quality of work performance is affected by Quality of life. sothe management the Quality of work life contribute
- Organization has to contribute to its positive efforts to make their employee satisfaction

CONCLUSION

The success of any organization depends on the efficiency of labour are increasing the efficiency. The organization promote of Quality of work life in the employee. The project indicates the management has taken the job environment into the concern and has done the best to keep their employees happy. A man happy and a happy working atmosphere make a happy man to contribute more.

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