



## A Study on Quality of Work Life of Employees in Adith Apparels At Tirupur

### KEYWORDS

Compensation, Job Satisfaction, Quality Work life

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### ABSTRACT

*This research makes a critical analysis about performance evaluation of employees in ADITH APPARELS AT TIRUPUR. Due to changes in work environment i.e. technological, high competition, rise of employee unions etc, employers are not only offering pay as compensation, but are considering other benefits both intrinsic & extrinsic to create a quality working environment that will attract and retain the best brains in the industry. With focus on recruitment, compensation, training & development, supervision and motivation, this paper seeks to clarify the extent of quality of work life in organizations. The secondary data is collected from the company Profiles, Magazines, Journals and Publications the sampling data technique adopted for the study was random sampling. A sample of 100 respondents from various employees was used for data collection. The data collected was classified for the purpose of analysis by using tools like simple percentage, charts and chi square from the analysis.*

### INTRODUCTION

India is now a fast emerging market inching to reach half a billion middle income population by 2030. All these factors are good for the Indian textile industry in a long run. Even though the global economic crisis seems to be worsening day-by-day, as long as economics are emerging and growing as those in South and South East Asia, textile industry is here to grow provided it takes competition and innovation seriously.

The values that quality of work life (QWL) has brought to the workplace are in danger of being lost, say authors Nadler and Lawler; to avert this danger, they debunk several 'definitions' of the concept that miss the point, give it a precise definition, and spell out ways to use it successfully. They delineate six factors that they believe separate more successful from less successful QWL efforts.

With these factors in mind, the authors conclude that three major components of QWL efforts must be managed will if they are to succeed: (1) development of projects at different levels; (2) changes in management systems and structure; and (3) changes in senior management behaviour – that is, if the QWL effort is to be credible to organization members, there must be some specific, tangible QWL activity in which senior managers participate.

### PROBLEM OF THE STUDY:

- ❖ In the present every person will expect some quality work in their job, if that is satisfied employees work with involvement automatically it is benefit for both the employer and employees. But if they not satisfy the employees, it will effect negatively of the employers work.
- ❖ The profit of the organization purely depends on employees involvement in their work. If the employees work with free mind that may helps to achieving organization goals.

### OBJECTIVES:

1. To study the quality of work life of employees in Adith Apparels at Tirupur.

2. To assess the various dimensions of quality of work life in Adith Apparels at Tirupur
3. To find out the satisfaction level of employees regarding the welfare facilities that is provided by the Company.
4. To suggest better ways and means for effective quality of work life in Adith Apparels at Tirupur.

### HYPOTHESIS

1. There is no significance difference between the Educational Qualification and Experience.

### REVIEW OF LITERATURE:

- According to Glacer, QWL requires an Organisational climate and structure that really encourages, facilitates, rewards, questions, challenges or suggest ways to improve the existing modes operating anyway.
- According to Luthans (1973) QWL is more concerned with overall climate of work. It is a concern about the impact of work on people as organisational effectiveness and an idea of participation in organisational problem solving and decision making.
- Robbins (1989) defined QWL as "a process by which an organization responds to employees needs by developing mechanisms to allow them to share fully in making the decisions their design their lives at work". QWL has been well recognized as a multi-dimensional construct and it may not be universal or eternal. The key concepts captured and discussed in the existing literature include job security, better reward system, higher pay and opportunity for growth, participate groups, and increased organizational productivity among others.
- According to J. Lloyd Suttle, "Quality of work life is the degree to which members of a work organization are able to satisfy important personal needs through their experiences in the organization." More specifically, QWL may be set into operation in terms of employees perceptions of their physical and psychological well-being at work. It includes virtually every major issue that labor has fought for during the last two decades. Quality of Working Life is a term that had been used

to describe the broader job-related experience an individual has. Whilst there has, for many years, been much research into job satisfaction, and, more recently, an interest has arisen into the broader concepts of stress and subjective

**RESEARCH METHODOLOGY:**

The main aim of the research is to study about the quality of work life in Adith Apparel in Tirupur, This Quality of Work life study among the employee of Adith Apparel, Tirupur, is descriptive study. The data consist of both primary and secondary data. The primary data is collected from the first time and are original in character. It is collected through personal interview schedule with questionnaire

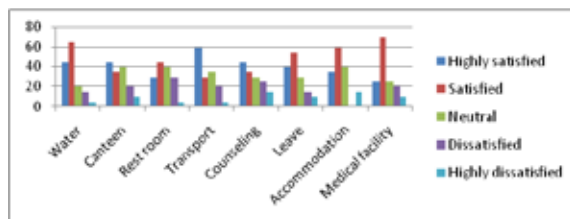
The questionnaire was distributed among 150 respondents. Secondary data was collected from company profile, annual reports etc. The important Statistical Tools used is Simple Percentage Analysis and Chi - square.

**ANALYSIS:**

**TABLE NO: 1 SATISFACTION LEVEL OF EMPLOYEE TOWARDS VARIOUS FACILITIES**

S.No	Description	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Total
1	Water	45	65	20	15	5	150
2	Canteen	45	35	40	20	10	150
3	Rest room	30	45	40	30	5	150
4	Transport	60	30	35	20	5	150
5	Counseling	45	35	30	25	15	150
6	Leave	40	55	30	15	10	150
7	Accommodation	35	60	40	-----	15	150
8	Medical facility	25	70	25	20	10	150

**CHART - 1**



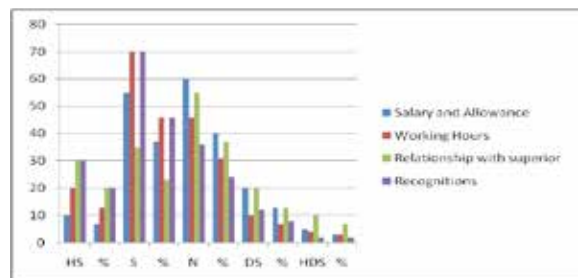
**INTERPRETATION**

The above table shows that majority of the employees are satisfied about the various facilities provided by the company, and minimum level of dissatisfaction shown by the employee towards water (20%), canteen (30%), transports (25%), Rest room (35%), counseling (40%), leave (25%), accommodation (15%) & medical facility (30%).

**TABLE - 2 ATTRIBUTE:**

ATTRIBUTES	HS	%	S	%	N	%	DS	%	HDS	%
Salary and Allowance	10	7	55	37	60	40	20	13	5	3
Working Hours	20	13	70	46	46	31	10	7	4	3
Relationship with superior	30	20	35	23	55	37	20	13	10	7
Recognitions	30	20	70	46	36	24	12	8	2	2

**CHART - 3**



**INTREPRETATION:**

The above table shows that 37% of the respondent satisfied with salary and allowance, 46% of the respondents are satisfied with working hours, 55% are neutral with the relationship with the superior and Recognition

**TABLE - 2 CHI-SQUARE TEST**

**TABLE SHOWING THE RELATIONSHIP BETWEEN EDUCATIONAL QUALIFICATION AND EXPERIENCE USING CHI-SQUARE TEST**

**HYPOTHESIS:**

**Null hypothesis (h<sub>0</sub>)**

There is no significance difference between the Educational Qualification and experience.

**Alternative hypothesis (h<sub>1</sub>)**

There is significance difference between the Educational Qualification and Experience

Experience/ Education	Below 2 years	2-5 years	5-10 years	10-15 years	More than 15 years	Total
Diploma	24	5	16	23	9	77
UG	13	3	0	17	6	39
PG	9	2	4	6	3	24
Others	4	0	0	4	2	10
Total	50	10	20	50	20	150

Calculation:

O	E	(O-E)	(O-E) <sup>2</sup>	(O-E/E) <sup>2</sup>
24	25.67	-1.67	2.79	0.11
5	5.13	-0.13	0.02	3.90
16	10.27	5.73	32.83	3.19
23	25.67	-2.67	7.13	0.28
9	10.27	-1.27	1.61	1.27
13	13	0	0	0
3	2.6	0.4	0.16	0.06
0	5.2	5.2	27.04	5.2
17	13	4	16	0.23
6	5.2	0.8	0.64	0.12
9	8	1	1	0.13
2	1.6	0.4	0.16	0.1
4	3.2	0.8	0.64	0.2
6	8	-2	4	0.5
3	3.2	-0.2	0.04	0.01
4	3.33	0.67	0.45	0.14
0	0.67	0.67	0.45	0.47
0	1.33	1.33	1.77	1.33
4	3.33	0.67	0.45	0.14
2	1.33	0.67	0.45	0.34
			CALCULATED VALUE	18.78

FORMULA:

O= observed frequency  
 E= expected frequency  
 R= row total  
 C= column total  
 Chi-square test

Degree of freedom  $-(R-1) \times (c-1)$   
 $=(4-1) \times (5-1)$   
 $=12$

Level of significance =5%

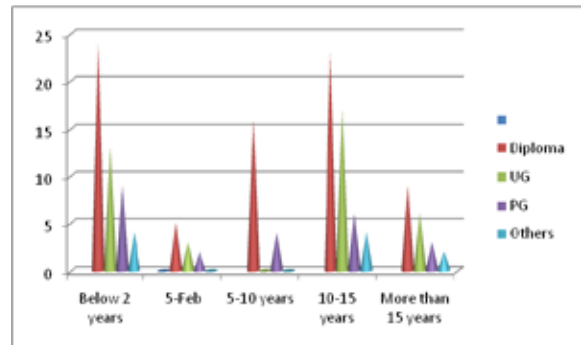
Calculated value =18.78

Tabulated value at 5% level of significance for 12 degree of freedom is 11.34.

INTERPRETATION

The tabulated value 11.34 is less than the calculated value 18.78. So the null hypothesis is rejected and the alternative hypothesis is accepted. From the chi-square test it is proven that there is significance difference between Educational and Years of Experience.

CHART - 2



SUGGESTIONS FOR FURTHER RESEARCH

The findings of the present study are reasonably limited in its scope with regard to many aspects. The results can be made more elaborate if a number of future scientific enquiries are conducted in this area. Hence the following research areas are identified and suggested for further research on the Quality of Work Life.

Individual in the organization wants to satisfy his needs while working. Depending on the nature of the individual, he may want equitable financial package, employment benefits, job security, and interesting work, involvement in decision-making process affecting him and his work, and getting proper feedback about his performance. If these factors are favorable, the individual will feel job involvement and sense of competence, consequently job satisfaction and contribute positively. Therefore, in improving Quality of Work Life, all these factors have to be taken into account though there may not be any universal phenomenon. The Human Resource manager has to take the following steps for improving Quality of Work Life;

- Flexibility in Work Schedule.**  
 Employees want flexibility in work schedule. There may be three aspects of flexibility, viz., flexi time – a system of flexible working hours, staggered working hours – different time intervals for beginning and end of working hours and compressed work-week – more working hours per day with lesser number of working days per week.
- Autonomous Work Group.**  
 Creation of autonomous work group helps in creating positive feelings among employees. They may be given freedom to choose their own teams; there should be freedom of decision making regarding the choice of methods for work distribution of tasks among group members and designing of work schedules.
- Job Enrichment.**  
 Job enrichment attempts to design a job in such a way that it becomes more interesting and challenging so that the worker makes meaning out of that. The degree of job enrichment determines the degree of QWL.
- Opportunity for Growth.**  
 An employee, particularly the achievement oriented one, seeks growth through his work. If the work provides him opportunity for personal growth and to develop his personality, he will feel committed to the-job and the organization.
- Providing stability of employment:**  
 Good pay and different alternative ways of providing better wages and stability of employment will help the work force to function better

- **Participation.**  
Participation in decision making, particularly on the matters directly concerned with an individual's working, has an important bearing on his satisfaction and performance. Higher degree of participation increases the QWL and overall organizational climate.
- **Recognition:**  
Awarding and rewarding for their achievement, job enrichment, providing well furnished and decent work places, offering membership in associations and in clubs, offering vacation trips etc., are the ways to recognize the employees.
- **Congenial relationship:**  
Harmonious worker-manager relationship makes the worker feel a sense of association and belongingness.
- **Grievance procedure:**  
when the organization allows the employees to express their grievances and represent their problems, their confidence in the management improves.
- **Occupational stress:**  
Stress is a condition of strain on one's emotion. It adversely affects employee's productivity. The HR manager has to identify and minimize the stress.
- **Organizational health programme:**  
These programmes educate the employees about health problems, means to maintain and improve health. This programme should also suggest physical exercise, diet control etc. Effective implementation of these programmes result in reduction of hospitalization, absenteeism, excessive job turnover, disability etc.
- **Adequacy of resources:**  
The enterprise must see that sufficient resources are allocated towards achieving the objectives of QWL.
- **Seniority and merit promotion.**  
Seniority is to be taken for promotion for operating employees and merit is to be considered for advancement of managerial personnel. The promotional policies and activities should be fair and Just for maintaining high order of QWL.
- **Communication.**  
To make QWL effective two-way communication is necessary. Through the downward communication employees would receive information about the various aspects of the organization, instructions about job performance and other specific communication which may be relevant for them. Through upward communication, employees can share their views, grievances and how to overcome these and suggestions for improving the work performance.

## CONCLUSION

Success of any organization is highly dependent on how it recruits, motivates and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their work force and enjoy their commitment. Therefore, the Adith Apparels at Tirupur is required to adopt a strategy to improve the employees 'quality of work life' to satisfy both the organizational objectives and employees' needs.

Therefore, more concentration may be given to improve the quality of work life of the employees in order to attain a successful position. Hence the findings may be taken into consideration and suggestions may be followed to improve the quality of work life of employees in Adith Apparels at Tirpur.. Certainly this leads to improve the quality of work life which is beneficial both on employee side and organizational side.

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