



QUALITY OF WORK LIFE AMONG EMPLOYEE IN TNSTC (A STUDY WITH SPECIAL REFERENCE TO SALEM BRANCH)

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ABSTRACT

The Quality of Work Life (QWL) the research reveals a certain number of key issues in order to improve the satisfaction of work and transport Drivers are really doing a sensitive job to the society and their life is at heavy risk which they face every day. has assumed increasingly interest and importance in all the countries of the World. It is very significant in the context of commitment to work, motivation and job performance. It is also means to facilitate the gratification of human needs and goal achievement. Work life naturally means the life of workers, physical and intellectual, in their work environment in office or factory or field-working. The basic objective is to develop jobs that are excellent for people as well as for production. So we can see the basic questions of Quality Work Life.

KEYWORDS :

Introduction

A great amount of worldwide wealth occurs in a form of human capital. Therefore managing human resources plays a crucial role in a process of increasing organization effectiveness. The one of the most important functions of HRM is motivation. An institution is made of people who possess skills, ability, aptitudes that create competitive advantage for it. Various functions of an institute is planned, executed and controlled by human resource. This conceptual requirement of re-designing the job gave birth to the term "Quality of Work Life" in 1960s emphasizing the human dimension of work by focusing on the quality of relationship between the worker and the working environment. Quality of Work Life refers to "the favorableness or unfavorableness of a job environment for people". QWL means the sum total of values, both material and nonmaterial, attained by a worker throughout his career life. QWL includes aspects of work-related life such as wages and hours, work environment, benefits and services, career prospects and human relations, which is possibly relevant to worker satisfaction and motivation.

REVIEW OF LITERATURE

Pat Terry (1974), 'the Quality of Working Life'. This paper aroused considerable interest within the Chemical and Allied Products Industry Training Board, as its publication coincided with the completion of two years' work by a board working party on Organization Development. Much of the work of this working party had impinged upon subjects which come under the heading of The Quality of Working Life. The board decided, therefore, to continue the working party so that it could examine the board's possible contribution to an improved quality of working life in the industry. To support the working party, the author, as part of a study tour in the USA, was asked to look at what was being done and said about the quality of working life in the USA. These are the impressions he gathered from a variety of people with different interests in the subject.

Keith Newton et al., (1979), the body of literature in the field now commonly known as the "quality of working life" (QWL) has grown steadily over a period in which the industrialized nations have increasingly come to question the role and status of human beings in the modern technological environment. In recent year's concern with the nature of work, its impact upon people, and their attitudes towards it, seem to have sharpened. Investigation of, and experimentation with, the qualitative aspects of working life-its ability to confer self-fulfillment directly, for example, as opposed to being a means of acquiring goods-has gained momentum under the influence of a unique set of economic, social, political and technological factors. The outpouring of books, reports and articles from a wide variety of sources has, not surprisingly, grown apace.

Ted Mills (1982), the effective and ingenious tapping of people resources has become an important long-range strategic concern. But as we witness company after company and union after union announce its new people-based programs, most often using the quality-of-work-life (QWL) label, we have begun to see alarmingly consistent signs of superficiality in what is being said, urged and done.

Howard C. Carlson (1983), quality of work life (QWL) is both a goal and an on-going process for achieving it. As a goal, QWL is the commitment of any organization to work improvement-the creation of more involving, satisfying and effective jobs and work environment for people at all levels of the organization. As a process, QWL calls for efforts to realize this goal through the active involvement of people throughout the organization.

Frank Kirkman (1984), the discussion on quality of working life begins with job design. This is clearly a field where engineers must be involved: to design the workplace according to the best ergonomic principles and keep the technical options open to facilitate the humanization of work. Ergonomics and social science are essential in training professional engineers to enable them to contribute to the quality of working life.

Statement of the Problem

Today every transport is concentrating on quality of work life to improve the more skills and knowledge, and training methods, and motivating techniques, and work environment and measure of the stress and strain. The various dimension of working environment and work culture of transport polices, working condition, working hours and responsibilities. Quality of Work Life in an organization is essential for the smooth running and success of its employees. The Quality of Work Life can affect such things as employees 'timings', his or her work output, his or her available leaves, etc. An organization's HR department assumes responsibility for the effective running of the Quality of Work Life for their employees. This being the real fact and since there was absenteeism and lack of job satisfaction among the workers in salem branch, the investigator has made an attempt in this regard and has undertaken the current study to analyze the Quality of Work Life among workers with special reference to TNSTC in salem branch to take necessary steps to improve the Quality of Work Life among its Workers.

Importance of the Study

Quality of the work life is the most important fact which directly influences THE JOB satisfaction. Good quality of the work life gives better result to the organization. Employees are feeling comfortable in better working condition. It focuses on the problem of creating a human work environment where employees work co-operating and contribute to organizational objectives. Quality of work life programmers focuses strongly on providing a work environment to the satisfaction on individual needs. The focus of quality of work life programmer must be kept on the joint objective of increasing the quality of work and maintaining organization efficiency. There is no inherent in compatibility between the interest of the worker and the interest of the organization.

Objectives of The Study

- To identify the factors affecting quality of work life.
- To assess the quality of work life among workers.
- To analyze the measures adopted by the organization to improve

the quality of work life among workers.

- To suggest suitable measures to improve the quality of work life among workers.

Research Methodology

Research

Research is a common parlance refers to a search for knowledge. Research methodology is a systematically solve the research problem. Research refers to the systematically method consisting of enunciation the problem, formulation a hypothesis collecting the facts or data, analyzing the facts and reaching certain generalization for some theoretical formulating. It may be understood as a science of studying now research is done scientifically. It is necessary for the research for the researcher to know not only the research methods and techniques but also methodology.

Area of The Study

The research study was conducted in Tamil Nadu State Transport Corporation in Salem district.

Sample Size

Sample size refers to the number of item to be selected from the population to constitute the sample .it is typically denoted 'N'a positive integer. The sample size is 150

Sampling Method

A simple random sampling technique was used. The population being small and project time is limited. Hence, this study was decided to choose the lottery method technique.

Data Collection

The collection of data is considered to be one of the important aspects in research methodology.

- Primary Data
- Secondary data

Primary Data

Primary data are those are collected a fresh and for the first time and thus happen to be original in character, for collecting primary data, Personal Interview Questionnaires method are used.

Secondary Data

Secondary data consists of information that already exists some where collected for some other purpose. In this study the secondary data collected from company manuals, catalogue, websites and magazines etc.,

Statistical Tools Used

Simple Percentage Analysis, Chi-Square Test, ANOVA and 'T' test.

Limitations of The Study

- Time period of the study is short.
- Personal bias of the respondents might have crept in while answering a few questions in the structured interview schedule.
- Results of the study may not be generalized.

Designation

The analysis shows that the highly influencing factor relating to designation of worker in TNSTC in Salem district. Therefore workers related to Driver, Technical staff, Administration staff, and others. Thus, the researcher wants to out of the designation.

Table No 4.6 Designation Wise Classification of the Respondents

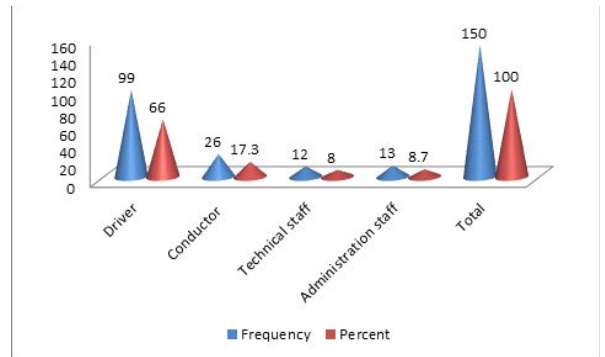
Designation	Frequency	Percent
Driver	99	66.0
Conductor	26	17.3
Technical staff	12	8.0
Administration staff	13	8.7
Total	150	100.0

(Source: Primary data)

Interpretation

From the above table examined that designation level of the 150 respondents. It clearly stated that 66.0% of the respondents are driver, 17.3% of the respondents were cleaner category, 8.0% of the respondents were under technical staff category, and 8.7% level of the respondents are administration staff. The majority of the respondents are driver in out of 99 respondents.

Chart



One Sample T Test

A t-test is any statistical hypothesis test; compare the one or two group of variables. It can be used to determine if two sets of data are significantly different from each other, and is most commonly applied when the test statistic would follow a normal distribution if the value of a scaling term in the test statistic were known. When the scaling term is unknown and is replaced by an estimate based on the data, the test statistic (under certain conditions) follows distribution.

Level of arrangement the Welfare Facilities of quality work life among transport workers in TNSTC.

s One-Sample Test for Welfare facilities

T-test	N	Mean	Std. Deviation	Std. Error Mean	t	Sig. (2-tailed)
Medical Facilities	150	1.49	.784	.064	-23.655	.000
Health insurance	150	1.81	.748	.061	-19.536	.000
Transportation facilities	150	3.35	.912	.074	4.655	.000
Canteen Facilities	150	3.43	.772	.063	6.773	.000
Housing facilities	150	3.57	.754	.062	9.314	.000
Entertainments	150	3.63	.814	.066	9.524	.000
Leave Facilities	150	3.33	1.000	.082	4.001	.000

(Source: primary data)

From the above table, it is found that Welfare facilities of transport workers in Medical Facilities (P=.000), Health insurance (P=.000), Transportation facilities (P=.000), Canteen Facilities (P=.000), Housing facilities (P=.000), Entertainments (P=.000), Leave Facilities (P=.000) are the P value is less than 0.05 significant level. Hence, the research concluded that there is significant difference between the Welfare facilities of transport workers and level of variables.

Null Hypothesis:

There is no significant difference between the Welfare Facilities of transport workers.

Findings

- Majority 33.3 percentage of the respondents are between in the age group of 26-35 years, and minimum level 13.3 percentage of the respondents are above 56 years of age.
- Majority 83.3 percentage of the respondents is up to highly secondary education, and minimum level 8.0 percentage of the respondents are post graduate.
- Majority 66.0 percentage of the respondents is driver, and minimum level 8.0 percentage of the respondents were under technical staff category.
- Majority 62.0 percentage of the respondents is experience in below 10 years, and minimum level 13.3 percentages of the respondents are experience 11-20 years.
- There is a significant relationship between the Welfare facilities of the transport workers. So the researcher concluded that the majority of the respondents are dissatisfied with Welfare facilities of the transport workers.

Suggestions

- Drivers should be taught how to be on a friendly note with their workers.
- The driver peaceful condition during driver and leads to safety of the driver.
- The worker safety measures and risk, allowance has to be provided along with all work benefits.
- Relationship with the superiors should be increased.

Conclusion

The research reveals a certain number of key issues in order to improve the satisfaction of work transport sector. The clearly communicate the goals and strategies to his worker and to improve the working conditions. The study also reveals the allowance provided to the work satisfaction. The major factor related to this type of meager growth is that the transport authorities and the state government are not willing to sanction more funds to the smooth growth of this department. Human resource management function today is much integrated and involved. The most important task of the human resource department to make sure that the people working in the organization sector. Quality of work life need for HR practices, technological training development, performance appraisal, developmental programmers, counseling, motivational programs, medical facilities, health insurance, goals and policy, rules & regulation, work schedule, labor union, wage & salary, other allowance, safety requirements, the workers relations are important aspects which are known by the workers response and analysis of the available information. Quality of work life on the basic of practices followed has been a widely researched topic since the beginning of 20th century. Many researchers defined the quality of work life by their different approach to the work. Human resource is the asset of the organization. The identified the findings relating to motivated techniques.

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