Research Paper Management

A Study on Quality Work Life of Employees in Textile Showroom, in Erode District

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ABSTRACT

Quality of work life refers to the favorableness or unfavorableness of job environment for people. Quality pf work life is a large step forward from the traditional job design of scientific management which focused solely on specialization and efficiency for the performance of narrow tasks, adapting division of labour, rigid hierarchy and standardization of labour to reach its objective of efficiency.

The relationship between the organized labour and employee is known as labour relation. Developing and maintaining harmonious relation is a two-way process. It depends not only on the responsive labour but equally on the responsiveness of management.

If the relations are not cordial the relation may be found cities, with the management or with labour or with both.

KEYWORDS Quality, management, specialization, efficiency, harmonious.

INTRODUCTION AND DESIGN OF THE STUDY

Quality of work life refers to the quality of relationship between employees and the total working environment. The basic objective is to develop jobs that are excellent for people as well as for production.

Quality of work life is "The degree to which members of a work organization are able to satisfy important personnel needs through their experience in the organization".

As human beings, members of work-oriented organizations have thoughts and feelings which strongly influence their behavior on the job. Those thoughts and feelings are part of their conscious stated and provide the input used by them to make decisions about their actions and reactions to their job.

STATEMENT OF THE PROBLEM

"Happy employees could able to produce higher productivity. The happiness can be perceived only when the employees have good satisfaction on the work load, working condition, relationship with peers, superiors and subordinates about the climate plays a crucial role to determine the level of job satisfaction. When the organization face to concentrate on employee's welfare measures and other motivating factors may directly affect the level of satisfaction of the employees".

SCOPE OF THE STUDY

Till now many researchers have made this study only by taking into account the top level management, executive's levels of their problems and organization needs and expectations only. But none of the study has been attempted at the workers level especially to find out their of satisfaction regarding job security, working condition and training method.

OBJECTIVE OF THE STUDY

- To study the conceptual framework of job satisfaction.
- To study the opinion of the employees about job security, communication, salary and workers participation schemes, timings and medical facilities.
- To study the level of satisfaction of the employees about promotion, training programmes, extend of co-operation from superior of various departments.
- To study the opinion of the employees about various factors and facilities provided in the company.
- To suggest better ways and means to improve the level of job satisfaction among the employees.

LIMITATIONS OF THE STUDY

- The study has conducted only in selected factor of job satisfaction and labour welfare has been taken in this study.
- Some of the respondents were hesitated to express their opinion about the job satisfaction due to the fear on management.
- Time is a major limitation.
- The survey purely based on opinion of workers which may be biased at the time.

REVIEW OF LITERATURE

According to Indian Retail Sector Analysis (2006-2007), a report by RNCOS, Indian retail industry has witnessed a significant growth in the past five years. Apparel category is among the fastest growing sectors in the industry. This category garnered revenues of approx. US$ 22.8 Billion in 2005 in India and is expected to rise at a potential volume of US$ 44.6 billion by 2010 at a CAGR of 14.3%.

According to Mr.Jariwal (2006), the industry has suffered huge losses due to the flood and now the time has come to cash in on the booming retail market. The prospering retail industry is believed to be a light of hope for the centralized Indian textile industry that shouldered losses worth crores of Rupees in the floods in 2006.

RESEARCH METHODOLOGY

Research is an art of scientific investigation. The meaning of research as "A careful investigation or enquiry specially through search of new facts in any branch of knowledge".

RESEARCH DESIGN

The research method adopted for this study is combination of exploratory and descriptive research. In exploration research focuses on discovery of new ideas and relationship among variable. It is a preliminary investigation, which does not have a rigid design. Descriptive research includes surveys and

fact-finding inquiries of different kinds, the major purpose of descriptive research is the description of the state of affairs, as it exists at present.

DATA COLLECTION
- Primary Data
- Secondary Data

PRIMARY DATA
Primary data is collected from personal interview and questionnaire method.

SECONDARY DATA
The secondary data is collected from company records, websites, books, leading journals, magazines were referred for this purpose.

SAMPLING DESIGN
Sampling is the process of selecting a sufficient number of elements from the population. Sampling design is to clearly define set of objects, technically called the universe to be studied.

SAMPLE SIZE
150 different respondents taken for this study. All the levels of employees were taken into consideration while collection the data.

SAMPLING PROCEDURES
Convenience sampling was used to collect the data from the sample respondents.

INDUSTRY PROFILE
The Indian textile Industry is one of the largest and most important sectors in the economy in terms of output, foreign exchange earnings and employment in India. It includes several sub-sectors:

Spinning, weaving and multi-directional contribution to the domestic economy of the country. It also uses different materials like cotton, jute and wool, silk, man-made and synthetic fibers. The Indian textile industry is one of the largest in the world with a massive raw material and textiles manufacturing base.

STATISTICAL TOOLS USED FOR ANALYSIS
- Simple Percentage Analysis
- Chi-Square Test
- Weighted Score Analysis

DATA ANALYSIS AND INTERPRETATION
Data Analysis of the sample respondents is presented. The sample selected for the study comprises of one hundred respondents. The profile is presented in two parts. The first part deals with the demographic profile and the second part deal with the level of satisfaction of the respondents. Demographic profile shows the distribution of respondents on the basis of their gender, age, education, qualification, income, family set-up, job security, experience, communication, demands etc.…

AGE GROUP OF TH**E** RESPONDENTS
On the basis of age group of the respondents are classified into four groups viz., below 25 years, 25-30 years, 31-35 years, and above 36 years are shown in the following table.

TABLE 1 AGE OF THE RESPONDENTS

S.No	Age	No. of Respondents	Percentage
1.	Below 25 Years	128	85
2.	25-30 Years	7	5
3.	31-35 Years	11	7
4.	Above 36 Years	4	3
	TOTAL	150	100

Source: Primary Data

INFERENCE
The above table shows that out of the total respondents taken for the study 85% of the respondents belonging under the category of below 25 years, 5% of the respondents belonging under 25-30 years, 7% of the respondents belonging under the category of 31-36 years, 3% of the respondents belonging under the category of above 36 years.

Hence, Majority (85%) of the respondents belongs to the age group of below 25 years.

LEVEL OF SATISFICATION
In this chapter to find the relationship between the dependent and independent variable, the collected data were tabulated sequentially and statistical analysis was done by using in two-way table and chi-square test.

CHI-SQUARE TEST
The chi-square is a measure of actual divergence of the observed and expected frequencies and as such if there is no difference between observed and expected frequencies the value of chi-square is zero. Chi-square test enables the researcher to find divergence between expected and actual frequencies is significance or not.

Formula:

$$\text{Chi-square } \chi^2 = \sum \frac{(O-E)^2}{E}$$

Where

O= Observed frequency

E= Expected frequency

DEGREES OF FREEDOM
The term degrees of freedom refer to the number of independent constrains in a set of data.

Formula:
Degrees of Freedom V =(R-1) (C-1)
Where
C= Number of columns
R = Number of rows

LEVEL O
F SIGNIFICANCE
The probabilities indicate the extent of reliance that the researcher can place on the conclusion drawn. The same technique is usual in the chi-square test and table value of χ^2 are available at various probabilities level. These levels are called level of significance.

NUMBER OF DEPENDENTS AND THE LEVEL OF SATISFACTION
The below table shows that number of dependents are classified into three categories such as 2 members, 3-5 members and above 6 members

H_0: "There is no significant relationship between the number of dependents and level of satisfaction".

TABLE 2
NUMBER OF DEPENDENTS AND THE LEVEL OF SATISFACTION

S.No	NUMBER OF DEPENDENTS	LEVEL OF SATISFACTION			TOTAL
		LOW	MEDIUM	HIGH	
1.	2 Members	32 (59%)	48 (65%)	12 (55%)	92(61%)
2.	3-5 Members	15 (28%)	22 (30%)	8 (36%)	45 (30%)
3.	Above 6 Members	7 (13%)	4(5%)	2 (9%)	13 (9%)
	Total	54 (100%)	74(100%)	22(100%)	150 (100%)

Souce : Primary Data

INFERENCE
It is understood from the above table that 61% of the respondents are belong to the dependents of 2 members, 30%

of the respondents are belong to the dependents of 3-5 members and 9% of the respondents are belonging to the dependents of above 6 members.

Majority (61%) of the respondents has two dependents in the family.

NUMBER OF DEPENDENTS AND THE LEVEL OF SATISFACTION
(CHI-SQUARE TEST)

Factor	Degrees of Freedom	Calculated Value (χ^2)	Table Value at 5%	Remarks
Number of dependents	4	2.798	9.488	Accepted

INFERENCE
The above table reveals that the calculated value (2.798) is less than the table value (9.488). Hence the hypothesis is accepted at 5% level of significance.

There is no relationship between number of sependents and level of satisfaction.

WEIGHTED SCORE ANALYSIS
In this weighted score analysis various factors are obtained by multiplying the rank given with frequency it gives the weighted score. On the basis of weighted score.

RANKING THE SCHEME OF CUSTOMER PREFERENCE
The below table shows the influencing level of various scheme such as Diwali Scheme, Saving Scheme, Loan Scheme.

TABLE 3 RANKING THE SCHEME OF CUSTOMER PREFERENCE

S.No	Scheme	1	2	3	Total Score	Rank
1	Diwali Scheme	71	44	35	336	I
2	Saving Scheme	63	56	31	332	II
3	Loan Scheme	16	50	84	232	III

Source : Primary Data

INFERENCE
The above table portraits the ranking of the customer preference. It could be observed that maximum of the respondents is ranked "Diwali Scheme" as the first with a total score of 336 points. The second rank occupied "Saving Scheme" with a score of 332 points. The third rank "Loan Scheme" with a score of 232 points.

SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS
- Majority (85%) of the respondents belongs to the age group of 20-30 years.
- There is no relationship between number of sependents and level of satisfaction.
- It is concluded that "Diwali Scheme" is ranked first with 336 points.

SUGGESTIONS
The following suggestion will help to improve the employee's quality of work life in the organization.
- The study highlights that the respondents of 26-30 years of age group were received maximum level of satisfaction on their job than the other aged respondents. Hence, it is suggested that more facilities may be offered to fulfill the needs of other aged respondents.
- Promotions can be given to the employees. Training programmes can be revealed and improved.
- Communication system can be improved and motivation can be given regularly.

CONCLUSION
Job satisfaction is an interesting concept which has received much attention in the past and future. Among the factors of job satisfaction, the factors generate the job satisfaction are safety, welfare measures, co-operation among superior. Among the various dimensions of social security, decision making, participation in management activities create more job satisfaction. If the company offers attractive benefits the employees it may create more job satisfaction.

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