



ORIGINAL RESEARCH PAPER

Management

QUALITY OF WORK LIFE: AN FIELD WORK AT PIMS PRIVATE HOSPITAL, KALAPET, PUDUCHERRY

KEY WORDS:

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ABSTRACT

This project work entitled **"AN FIELD WORKS ON QUALITY OF WORK LIFE AT PIMS PRIVATE HOSPITAL KALAPET, PUDUCHERRY** is taken up with the objective to study various factors influencing Quality of work life.

Review of literature has been collect from various journals about what various authors describe about Quality of work life with their research thought. The variables such as Rewards & Safety, Work related factor, Supervision, Authority & Relationship, Compensation & Rewards, Job satisfaction are involved in Quality of work life. Using these variables questionnaire was constructed and Descriptive research is using.

The analysis has been made mainly used on the primary data was collected from the employees through well-structured questionnaire. Respondent has filled the questionnaire and secondary data was used mainly to support primary data. The simple random sampling without replacement methods were used to collect samples.

The tools used for data analysis are factor analysis, cluster analysis and regression. Percentage analysis is used for demographic factor such as age, gender, marital status, designation, experience and income. The data collected are analyzed using the statistical software SPSS 16.0 and the study reveals that there is Quality of work life, then factors has been divided into six factors such as Rewards & Safety, Work related factor, Supervision, Authority & Relationship, Compensation & Rewards, and Job Satisfaction and the factors has been ranked as based on variables such as Quality of work life.

This study reveals at the quality of work life is mostly significant with the organization, Quality of work life is more important for the organization. Quality of work life programs when implemented lead to greater growth and development of the individual as a person as a productive employee of an Organization, develop trust between managers and employees, attract and keep talented staff, build strong employee commitment, strengthen work place learning and improve overall effectiveness of an Organization

OBJECTIVES OF THE STUDY:

- The following are the objectives of the study.
- RTo study the Quality of Work life atPIMS Private Hospital.
- To identify the factors that influences quality of work life.
- To know the most affecting factorthat influences quality of work life.

INTRODUCTION:

Definition

Quality of work life refers to the favorableness or unfavorableness of the work environment.

Suttle defines "Quality of work life as the degree to which members of a work organization are able to satisfy important personal needs through their experiences in the organization."

Shamir and Soloman defines "Quality of work life as a comprehension construct that assesses an individual's, job related wellbeing and the extent to which work experiences are rewarding, fulfilling and devoid of stress and other negative personal consequences."

According to Walton, (2005) He proposed eight major conceptual categories relating to Quality of work life as (1) adequate and fair compensation, (2) safe and healthy working conditions, (3) immediately opportunity for continued growth and security, (4) Opportunity to use and develop human capacities, (5) Social integration in the work organization, (6), Constitutionalism in the work organization, (7), Work and total life space and (8), Social relevance of work life. Several published works have addressed the constructs that make up the Quality of work lifedomain and key elements of Quality of work life programs.

Bertrand and Scott (1992) in their study:Designing Quality of Work Life found that improvements in the quality of work life are achieved not only through external or structural modifications, but more importantly through improved relations between supervisors and subordinates.

Cunningham, J.B. and T. Eberle, (1990) described that, the

elements that are relevant to an individual's quality of work life include the task, the physical work environment, social environment within the organization, administrative system and relationship between life on and off the job.

Chan, C.H. and W.O. Einstein, (1990) pointed out Quality of work life reflects a concern for people's experience at work, their relationship with other people, their work setting and their effectiveness on the job .

RaduanChe Rose(2006) says Quality of work life programs will benefit both faculty and management, by mutually solving work-related problems, building cooperation, improving work environments, restructuring tasks carefully and fairly managing human resource outcomes and payoffs. The result indicates that three exogenous variables are significant: career satisfaction, career achievement and career balance in quality of work life.

J. Richard and J. Loy define Quality of work life as "the degree to which members of a work organization are able to satisfy important personnel needs through their experience in the organization."

3.3.1 Primary data:

The data which is collected afresh for the first time and thus happen to be original in character is called primary data. These data are collected directly from the employees of Nikita Containers Private Limited, Puducherry.

3.3.2 Secondary data:

The secondary data on the other hand are those which have already been collected by someone else and which have already been passed through the statistical process. Secondary data has

been collected from the Company websites, Profiles magazines, articles were used.

3.4 POPULATION:

A well-chosen sample will contain most of the information about a particular parameter but the relation between the sample and the particular population parameter but the relation between the sample and the population must be such as to allow true inferences to be made about a population from the sample (John Wiley, 1993).

The Population or Universe can be Finite or infinite. The population is said to be finite if it consist of a fixed number of elements so that it is possible to enumerate it in its totality. These projects consist of finite population. Nearly 300 workers are working in the company. This forms the population of this study.

3.5 SAMPLE:

A sample is a subset of the population. It comprises some members selected from it. By studying the sample, the researcher should be able to draw conclusion that would be generalized to the population of interest.

3.5.1 Sample Unit:

A sampling unit is one of the units in which an aggregate is divided for the purpose of sampling, each unit being regarded as individual and indivisible when the selection is made. The sample is collected from the Workers of Nikita containers private limited. This forms the sample unit of the study.

3.5.2 Sample Frame:

A sample frame is the source material or device from which a sample is drawn. In this study, a list of workers of the company is the sample frame.

3.5.3 Sample Design:

A sample design is a finite plan for obtaining a sample from a given population. It refers to the technique or the procedure the researcher would adopt in selecting items for the sample (C.R.Kothari, 2004).

In this study Simple Random Sampling without Replacement is used. In this method of sampling, each unit of the population has a varying probability of being selected as a unit of the sample (Peroune, 2007). Here lottery method is used to choose the sample.

3.5.4 Sample Size:

Sample size is calculated using the formula $n = (Z \cdot S) / e$, (C.R.Kothari) where 'n' is sample, 'Z' is confident limited, 'S' is sample size and 'e' error. Using this formula the sample size should be around 90. Questionnaire was given to 110 employees. About 103 questionnaires were useful for analysis. To round off for calculation purposes it was rounded to 100. Hence the sample size is 100 for this study.

1 FINDINGS FROM THE STUDY:

From the study it is found that majority of the respondents from the PIMS private Hospital are male. The most of the employees belong to the age category is 40 to 50 years. Most of the employees belong to the category of married employees. The most of the employees belong to the experience category is 3-5 years. The most of the employees belong to the monthly income category is Rs.5000 to 10000 as their monthly income. Most of the employees belong to the category of designation is workers and other workers.

Since there are twenty eight different statements were asked to workers in this study, it found little complicate to analyze each data. To make this study little simple factor analysis is made. Using the factor analysis method all the statements are divided into six major factors. They are Rewards & Safety, Work related factor, Supervision, Authority & Relationship, Compensation & Rewards, Job satisfaction. These factors are given rank on the basis of their mean value. From the result it is found that Compensation &

Rewards is in the first rank. The Work related factor is the second rank, the factor Rewards & Safety is in the third rank, the factor Authority & Relationship is in the fourth rank, the factor Job Satisfaction is in the fifth rank and the last sixth rank goes to Supervision. These results show that the compensation & rewards factor is better in the organization.

In the frequency analysis all the factors are brought into a scale of 1-2.5, 2.6-3.5, 3.6-5. In this, the "Work related factor" got highest value (89) which lies the 3.6-5 scale and "Job Satisfaction" got least value (38). In this, the "Job Satisfaction" got highest value (61) which lies the 2.6-3.5 scale and "Compensation & Rewards" got least value (4). In this, the "Supervision" got highest value (36) and "Rewards & Safety and Compensation & Rewards" got least value.

Using the factors of Quality of work life the cluster analysis is done. The cluster divides each factor into three categories. They consider as high comfortable, medium comfortable, and low comfortable as per their average value. The highest average value is denoted as High comfortable and it has fifty five no. of cases, second highest value as Medium comfortable which have thirty eight no. of cases and least average value as Low comfortable which have seven no. of cases. From the first cluster, it is found that Compensation & Rewards got first rank and Job satisfaction got least rank. From the second cluster, it is found that Compensation & Rewards is ranked first and Supervision got least rank. From the third cluster, it is found that Compensation & Rewards got first rank and Authority & Relationship got least rank.

Using chi-square, the association between quality of work life factor and demographic factor is found. In these six quality of work life factors are not associated, they are Rewards & Safety, Work related factor, Supervision, Authority & Relationship, Compensation & Rewards, and Job satisfaction. These quality of work life factors have not significant value less than 0.05.

Using ANOVA, the significant relationship between Quality of work life factor and all demographic factors is found. In that, gender of the respondents is associated with the job satisfaction factor, experience of the respondents is associated with the compensation & rewards factor and income of the respondents is associated with the rewards & safety factor. Rest of the Quality of the work life factor is not associated with any demographic factor.

Using T-test, the significance difference between male and female (gender of the respondents) and various quality of work life factors is found. In that male and female (gender of the respondent) and their job satisfaction is significant. Rests of the quality of work life factors are not significant with gender of the respondents. The significance difference between married and unmarried (marital status of the respondents) and various quality of work life factors is found. In that married and unmarried (marital status of the respondents) with quality of work life factors are not significant.

5.2 SUGGESTION AND RECOMMENDATION:

The following are the suggestion based on the findings from the study:-

- It is recommended to the organization to improve the supervision with the employees inside the organization.
- It is suggested to the organization to increase more number of supervisors in the organization.
- It is suggested to organization supervisors for the purpose of treats everyone equally.
- Organization under supervision is very different from male and female employees.
- Male and Female employees in the organization not treats everyone equally for the purpose of working activities.
- The organization consider mostly for job satisfaction of the employees.
- Some of the male and female employees are not satisfying with its job, the organization considering their employees job satisfaction.
- It is suggested to the organization subordinates to concentrate more relationship with their employees for the purpose of its

- working activities.
- The organization also improves their work related activities with the employees.
- The organization gives more important to their employees safety.

5.3 CONCLUSION:

The project is highly evaluated the Quality of work life at PIMS Private Hospital. Since employees are the backbone of the company. So company should satisfy them in order to improve the business in the higher competitive market of the liberalized economy. This study used Quality of work life such as Rewards & safety, Work related factor, Supervision, Authority & relationship, Compensation & rewards, and Job Satisfaction. It can concluded that Compensation & rewards, have high comfortable on quality of work life among employees but supervision have low comfortable on quality of work life among employees. This research recommends that management should consider for supervision with the employees in the organization.

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