Abstract

Quality of work-life is a generic phase that covers person’s feelings about every dimensions of work including economic rewards, benefits, safety measures for employees, good working environment, organizational behaviour and inter personal relationship and its overall meaning in a person's life. Now a day’s business firms are investing huge capital to restrain the quality works in the concern. The motivational and welfare facilities contribute lot in the developing the quality of work life whatever the trend in the business may be. In this background the study is an attempt to measure the quality work life of employees through reward system and welfare facilities in Coimbatore city.

1. Introduction

Quality of work life is important for better performance and job satisfaction. Labour turnover, labour management relations and other factors which play an important part in determining the overall wellbeing of any organization. The basic objective is to develop working environment that are excellent for people as well as for production. It is age step forward from the traditional job design of scientific management which focused solely on specialization and efficiency for the performance of narrow tasks, adopting division of labour, rigid hierarchy and standardization of labour to reach its objectives of efficiency. The defining of quality of work life involves three major parts, occupational health care, suitable working time and appropriate salary. The safer work environment provides the basis for the person to enjoy working. The work should not pose a health hazard for the person.
2. Objectives Of The Study

[1] To analyse the socio-economic condition of the employees.
[2] To analyse the level of job satisfaction of the employees.
[3] To study the quality of work-life of the employees.
[4] To assess the welfare measures provided by the organization.
[5] To find out the area of weakness present in the organization and to provide suggestions to them.

3. Review of literature

- **Normala and Daud (2010)** in their study —Investigating the Relationship between Quality of Work Life and Organizational Commitment Amongst Employees in Malaysian Firms say that the quality of work life of employees is an important consideration for employers interested in improving employees ‘job satisfaction and commitment.

- **Indumathy.R, Kamalraj.S (2012)** found that the major factors that influence and decide the Quality of Work Life are attitude, environment, opportunities, nature of job, people, stress level, career prospects, challenges, growth and development and risk involved in the work and rewards.

- **G.S. Sandhya Nair (2013)** in their study found that the major issues that affects the quality of work life among teachers are identified as inter-generational communications and interpersonal trust.

- **Lokanadha Reddy. M Mohan Reddy.P (2010)** said many factors determine the meaning of Quality of Work Life (QWL), one of which is work environment. QWL consists of opportunities for active involvement in group working arrangements or problem solving that are of mutual benefit to employees or employers, based on labor management cooperation.

- **Ms.P.V.Pothigaimalai and Ms.R.Buvaneswari (2014)** in their study found tat 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

4. Hypothesis

*H₁*: There is no significant relationship between number of members earning in the family and the job security.

*H₂*: There is no significant relationship between the gender and participation in the management.

*H₃*: There is no significant relationship between the marital status and the work-life balance.

*H₄*: There is no significant relationship between the age group and the sense of belongingness.
5. Research Procedure

In this study data collected through interview schedule and are analyzed by using percentage analysis, Chi-square method and Likert scale analysis.

6. Statement Of The Problem

Quality is very important factor that affects the employee’s performance in every business environment. And also it will affect the health and mind of the individual in the organization. Qualities always have a greater influence in the overall productivity of any organization. Hence an attempt has been made to analyze the quality of work life among the employees in the spinning mills, Coimbatore city and to pertain the answers for the following questions.
1. How is the job satisfaction towards employees?
2. What is the welfare measures provided to the employees by the organization?

7. Analysis And Interpretation

Analysis of data and interpretation in a general way involves a number of closely related operations, which are performed with a purpose of summarizing the collected data, organizing these in such manner that they answer the research questions.

7.1 Chi-Square Test

Relationship Between Number Of Members Earning In the Family And Job Security

$H_0$: There is no significant relationship between number of members earning in the family and the job security.

<table>
<thead>
<tr>
<th>No. of members earning</th>
<th>Agree</th>
<th>Highly agree</th>
<th>Disagree</th>
<th>Highly disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>An individual</td>
<td>19(42.24)</td>
<td>11(26.19)</td>
<td>7(16.67)</td>
<td>5(11.90)</td>
<td>42(100)</td>
</tr>
<tr>
<td>2 Members</td>
<td>20(39.22)</td>
<td>16(31.37)</td>
<td>9(17.65)</td>
<td>6(11.76)</td>
<td>51(100)</td>
</tr>
<tr>
<td>3 Members</td>
<td>4(22.22)</td>
<td>3(16.67)</td>
<td>4(22.22)</td>
<td>7(38.89)</td>
<td>18(100)</td>
</tr>
<tr>
<td>Above 3 Members</td>
<td>1(11.11)</td>
<td>5(55.56)</td>
<td>2(22.22)</td>
<td>1(11.11)</td>
<td>9(100)</td>
</tr>
<tr>
<td>TOTAL</td>
<td>44(36.67)</td>
<td>35(29.17)</td>
<td>22(18.33)</td>
<td>19(15.83)</td>
<td>120(100)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Calculated value</th>
<th>Degree of freedom</th>
<th>Level of significance</th>
<th>Table value</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.862</td>
<td>9</td>
<td>5%</td>
<td>16.919</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

The calculated value of chi-square (12.862) is less than the table value (16.919) at 5% level of significance. Hence the null hypothesis is accepted.

Inference

It is concluded that there is no significant relation between the number of members earning and their job security.

Relationship Between Gender And The Participation In The Management
There is no significant relationship between the gender and participation in the management.

**Table 2: Relationship Between Gender And The Participation In The Management**

<table>
<thead>
<tr>
<th>Gender/Participation in the management</th>
<th>Agree</th>
<th>Highly agree</th>
<th>Disagree</th>
<th>Highly disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>16(24.62)</td>
<td>19(29.23)</td>
<td>16(24.62)</td>
<td>14(21.54)</td>
<td>65(100)</td>
</tr>
<tr>
<td>Female</td>
<td>8(14.55)</td>
<td>15(27.27)</td>
<td>26(47.27)</td>
<td>6(10.91)</td>
<td>55(100)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>24(20.0)</td>
<td>34(28.33)</td>
<td>42(35.0)</td>
<td>20(16.67)</td>
<td>120(100)</td>
</tr>
</tbody>
</table>

Calculated value | Degree of freedom | Level of significance | Table value | Result
--- | --- | --- | --- | ---
8.127 | 3 | 5% | 7.815 | Rejected

The calculated value of chi-square (8.127) is greater than the table value (7.815) at 5% level of significance. Hence the null hypothesis is rejected.

**Inference**

It is concluded that there is significant relation between the gender and the participation in the management.

**Relationship Between The Marital Status And Work-Life Balance**

There is no significant relationship between the marital status and the work-life balance.

**Table 3: Relationship Between The Marital Status And Work-Life Balance**

<table>
<thead>
<tr>
<th>Marital status/Work-life balance</th>
<th>Agree</th>
<th>Highly agree</th>
<th>Disagree</th>
<th>Highly disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>22(44)</td>
<td>10(20)</td>
<td>10(20)</td>
<td>8(16)</td>
<td>50(100)</td>
</tr>
<tr>
<td>Married</td>
<td>24(34.29)</td>
<td>25(35.71)</td>
<td>15(21.43)</td>
<td>6(8.57)</td>
<td>70(100)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>46(38.33)</td>
<td>35(29.17)</td>
<td>25(20.83)</td>
<td>14(11.67)</td>
<td>120(100)</td>
</tr>
</tbody>
</table>

Calculated value | Degree of freedom | Level of significance | Table value | Result
--- | --- | --- | --- | ---
4.88 | 3 | 5% | 7.815 | Accepted

The calculated value of chi-square (4.88) is less than the table value (7.815) at 5% level of significance. Hence the null hypothesis is accepted.

**Inference**

It is concluded that there is no significant relation between the marital status and the work-life balance.

**Relationship Between The Age Group And The Sense Of Belongingness**

There is no significant relationship between the age group and the sense of belongingness.
Table 4: Relationship Between The Age Group And The Sense Of Belongingness

<table>
<thead>
<tr>
<th>Age group/Sense of belongingness</th>
<th>Agree</th>
<th>Highly agree</th>
<th>Disagree</th>
<th>Highly disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 25 Years</td>
<td>8(42.11)</td>
<td>5(26.36)</td>
<td>1(5.26)</td>
<td>5(26.32)</td>
<td>19(100)</td>
</tr>
<tr>
<td>25-35 Years</td>
<td>13(41.94)</td>
<td>6(19.35)</td>
<td>8(25.81)</td>
<td>4(12.90)</td>
<td>31(100)</td>
</tr>
<tr>
<td>36-45 Years</td>
<td>20(47.62)</td>
<td>10(23.81)</td>
<td>4(9.52)</td>
<td>8(19.05)</td>
<td>42(100)</td>
</tr>
<tr>
<td>Above 45 Years</td>
<td>17(60.71)</td>
<td>5(17.86)</td>
<td>4(14.29)</td>
<td>2(7.14)</td>
<td>28(100)</td>
</tr>
<tr>
<td>TOTAL</td>
<td>58(48.33)</td>
<td>26(21.67)</td>
<td>17(14.17)</td>
<td>19(15.83)</td>
<td>120(100)</td>
</tr>
</tbody>
</table>

Calculated value | Degree of freedom | Level of significance | Table value | Result
--- | --- | --- | --- | ---
12.856 | 9 | 5% | 16.919 | Accepted

The calculated value of chi- square (12.856) is less than the table value (16.919) at 5% level of significance. Hence the null hypothesis is accepted.

Inference

It is concluded that there is no significant relation between the age group and the sense of belongingness.

7.2 Likert Scale Analysis

Most frequently used summarized scale in the study of the social attitude follow the study of the pattern devised by Likert scale. For this reason, they are often referred as Likert type values. In a Likert scale, the respondents are asked to respond to each of the statement in terms of several degrees.

For this study, four point scales is used as follows:
- Agree,
- Strongly agree,
- Disagree,
- Strongly Disagree.

In this case, mean value is assumed to be 2.5. If the L.S.V is greater than the mean value, then the respondents are said to be disagreed with the factor and if the L.S.V is less than the mean value, then the respondents are said to be agreed with the factor. If both the L.S.V and mean value are same, then the respondents are said to be neutrally agreed with the factor.

Table 5: Participation In The Management

<table>
<thead>
<tr>
<th>S. No</th>
<th>Statement</th>
<th>No. of Respondents</th>
<th>Percentage</th>
<th>LSV</th>
<th>Total f(x)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agree</td>
<td>24</td>
<td>20%</td>
<td>4</td>
<td>96</td>
</tr>
<tr>
<td>2</td>
<td>Strongly Agree</td>
<td>34</td>
<td>28%</td>
<td>3</td>
<td>102</td>
</tr>
<tr>
<td>3</td>
<td>Disagree</td>
<td>42</td>
<td>35%</td>
<td>2</td>
<td>84</td>
</tr>
<tr>
<td>4</td>
<td>Strongly Disagree</td>
<td>20</td>
<td>17%</td>
<td>1</td>
<td>20</td>
</tr>
</tbody>
</table>

\[ \text{L.S.V} = \sum f(x)/\text{No. of Respondents} = 302/120 \]
L.S.V = 2.516

Inference

L.S.V of table is 2.516 which is equal to mean value 2.5, shows that the respondents are **neutrally agreed** with the participation in the management.

**Table 6: Work-Life Balance**

<table>
<thead>
<tr>
<th>S. No</th>
<th>Statement</th>
<th>No .of Respondents</th>
<th>Percentage</th>
<th>LSV</th>
<th>Total f(x)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agree</td>
<td>46</td>
<td>38%</td>
<td>4</td>
<td>184</td>
</tr>
<tr>
<td>2</td>
<td>Strongly Agree</td>
<td>35</td>
<td>29%</td>
<td>3</td>
<td>105</td>
</tr>
<tr>
<td>3</td>
<td>Disagree</td>
<td>25</td>
<td>21%</td>
<td>2</td>
<td>100</td>
</tr>
<tr>
<td>4</td>
<td>Strongly Disagree</td>
<td>14</td>
<td>12%</td>
<td>1</td>
<td>14</td>
</tr>
</tbody>
</table>

L.S.V = Σ f(x)/No. of Respondents
= 403/120
L.S.V = 3.35

Inference:

L.S.V of table is 3.358 which is more than the mean value 2.5, shows that the respondents are **highly agreed** with the work-life balance.

**Table 7: Job Security**

<table>
<thead>
<tr>
<th>S. No</th>
<th>Statement</th>
<th>No .of Respondents</th>
<th>Percentage</th>
<th>LSV</th>
<th>Total f(x)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agree</td>
<td>44</td>
<td>37%</td>
<td>4</td>
<td>176</td>
</tr>
<tr>
<td>2</td>
<td>Strongly Agree</td>
<td>35</td>
<td>29%</td>
<td>3</td>
<td>105</td>
</tr>
<tr>
<td>3</td>
<td>Disagree</td>
<td>32</td>
<td>18%</td>
<td>2</td>
<td>64</td>
</tr>
<tr>
<td>4</td>
<td>Strongly Disagree</td>
<td>19</td>
<td>16%</td>
<td>1</td>
<td>19</td>
</tr>
</tbody>
</table>

L.S.V = Σ f(x)/No. of Respondents
= 364/120
L.S.V = 3.03

Inference

L.S.V of table is 3.03 which is more than the mean value 2.5, shows that the respondents are **strongly agreed** with the job security.

**Table 8: Promotional Policies**

<table>
<thead>
<tr>
<th>S. No</th>
<th>Statement</th>
<th>No .of Respondents</th>
<th>Percentage</th>
<th>LSV</th>
<th>Total f(x)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agree</td>
<td>59</td>
<td>49%</td>
<td>4</td>
<td>236</td>
</tr>
<tr>
<td>2</td>
<td>Strongly Agree</td>
<td>28</td>
<td>23%</td>
<td>3</td>
<td>84</td>
</tr>
<tr>
<td>3</td>
<td>Disagree</td>
<td>15</td>
<td>13%</td>
<td>2</td>
<td>30</td>
</tr>
<tr>
<td>4</td>
<td>Strongly Disagree</td>
<td>18</td>
<td>15%</td>
<td>1</td>
<td>18</td>
</tr>
</tbody>
</table>

L.S.V = Σ f(x)/No. of Respondents
= 368/120
L.S.V = 3.03
L.S.V = 3.06

Inference

L.S.V of table is 3.06 which is more than the mean value 2.5, shows that the respondents are agreed with the promotional policies.

Table 9: Sense Of Belongingness

<table>
<thead>
<tr>
<th>S. No</th>
<th>Statement</th>
<th>No. of Respondents</th>
<th>Percentage</th>
<th>LSV</th>
<th>Total f(x)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agree</td>
<td>58</td>
<td>48%</td>
<td>4</td>
<td>232</td>
</tr>
<tr>
<td>2</td>
<td>Strongly Agree</td>
<td>26</td>
<td>22%</td>
<td>3</td>
<td>78</td>
</tr>
<tr>
<td>3</td>
<td>Disagree</td>
<td>17</td>
<td>14%</td>
<td>2</td>
<td>34</td>
</tr>
<tr>
<td>4</td>
<td>Strongly Disagree</td>
<td>19</td>
<td>16%</td>
<td>1</td>
<td>19</td>
</tr>
</tbody>
</table>

L.S.V = Σ f(x)/No. of Respondents
=363/120
L.S.V = 3.02

Inference

L.S.V of table is 3.02 which is more than the mean value 2.5, shows that the respondents are strongly agreed with the sense of belongingness.

8. Findings And Suggestions

Findings

Through percentage analysis, chi-square test and Likert scale test, the analyses have been made. From that analysis, findings have been formulated.

Percentage Analysis

- The majority (53%) of the respondents are male.
- The majority (35%) of the respondents are under the age group of 36-45 years.
- The majority (58%) of the respondents are married.
- The majority (43%) of the respondents are found to be illiterate.
- The majority (33%) of the respondents are earning between Rs.5000-Rs.10000.
- The majority (57%) of the respondents are belonging to nuclear family.
- The majority (45%) of the respondents are having up to 3 members in their family.
- The majority (43%) of the respondents are having two member earnings in their family.
- The majority (38%) of the respondents are having 3-5 years of experience in the present job.
- The majority (48%) of the respondents are satisfied with the working condition.
- The majority (46%) of the respondents are highly satisfied with the relationship between various departments.
- The majority (43%) of the respondents are dissatisfied with the timing factor.
The majority (37%) of the respondents are satisfied with the communication system.
The majority (42%) of the respondents are satisfied with the compensation provided.
The majority (39%) of the respondents are dissatisfied with the workload.
The majority (53%) of the respondents are satisfied with the cooperation among employees.
The majority (32%) of the respondents are says that the working phenomenon is found to be autonomy.
The majority (48%) of the respondents are agreed with the fact that the working environment provides motivation.
The majority (33%) of the respondents are disagreed with the fact of possibility of self-development.
The majority (35%) of the respondents are disagreed with the fact of employee participation in the management.
The majority (37%) of the respondents are disagreed with the statement of job security.
The majority (39%) of the respondents are disagreed with the statement that job provides a challenging task.
The majority (41%) of the respondents are agreed with the statement that there prevails a better leadership.
The majority (30%) of the respondents are disagreed with the statement that there is utilization of one’s own skill and intelligence.
The majority (49%) of the respondents are agreed with the statement that there are fair promotional policies.
The majority (46%) of the respondents are agreed with the statement that there is good award and reward system.
The majority (48%) of the respondents are agreed with the statement that there prevails a sense of belongingness.
The majority (29%) of the respondents are disagreed with the statement that there prevails a possibility of job enrichment.
The majority (38%) of the respondents are agreed with the statement that there prevails a fair work-life balance.
The majority (39%) of the respondents are disagreed with the statement that there prevails a good career prospects.
The majority (35%) of the respondents are agreed with the statement that their financial needs are fulfilled by the management.
The majority (41%) of the respondents are felt good about the rest- room facility.
The majority (40%) of the respondents are felt good about the flow of authority.
The majority (40%) of the respondents are felt neutral about the ventilations provided.
The majority (40%) of the respondents are felt good about the canteen facilities provided.

The majority (38%) of the respondents are felt bad about the disposal of wastages and effluents.

The majority (37%) of the respondents are felt bad about the system of grievance handling.

The majority (44%) of the respondents are felt good about crèche provided in the organization.

The majority (36%) of the respondents are felt good about loan facilities provided in the organization.

The majority (66%) of the respondents said that QWL highly influences the production process.

**Chi-Square Analysis**

- There is no significant relation between the number of members earning and their job security.
- There is significant relation between the gender and the participation in the management.
- There is no significant relation between the marital status and the work-life balance.
- There is significant relation between the number of year experience and the promotional policies.
- There is no significant relation between the age group and the sense of Belongingness.

**Likert Scale Analysis**

- The respondents are neutrally agreed with the participation in the management.
- The respondents are strongly agreed with the work-life balance.
- The respondents are strongly agreed with the job security.
- The respondents are agreed with the promotional policies.
- The respondents are strongly agreed with the sense of belongingness.
- The respondents are strongly agreed with the career prospects.

**9. Conclusion**

Quality of work life attempts to design work environment so as to maximize concern for human welfare. It is a goal as well as a process. The goal is to create more involving, satisfying and effective work environment for people at all levels in the organization. As a process, Quality of work-life involves efforts to realize this goal through active participation.

Some of the various organizational factor like pay, benefits, job security, safety, health, welfare, career development, occupational stress, workers participation, social integration and work and total life space are used for measures the quality of work life.

The findings were arrived finally based on the above said factors and suitable suggestions were given in order to improve the Quality of work life which in turn
satisfies the employees and also it helps to achieve organizational goal as well as individual’s goal without any hindrance.

10. References


