Abstract

Working Life is a process of work organizations which enables its members at all levels to actively participate in shaping the organization environment, methods and outcomes. Conceptual categories which together make up the quality of working life are adequate and fair compensation, safe and healthy working conditions, immediate opportunity to use and develop human capacities, opportunity for continued growth and security, social integration in the work organization and the social relevance of work life. Quality of work life is a subset of the quality of life which contains the relationship between employees and their total working environment with human dimension. It is viewed as an alternative to the control approach of managing people. The quality of work life approach considers people as an asset to the organization rather than as costs. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, organizations need to concentrate on job designs and organization of work. Further, today’s workforce is realizing the importance of relationships and is trying to strike a balance between career and personal lives. In this paper, an attempt is made to study the attitudes of the employees towards the different dimensions of the QWL, find out the various factors affecting QWL among employees and suggestions to improve and develop a better quality of work life in TANFAC Industries Ltd, Cuddalore.
1. Introduction

Quality of work life refers to the favorableness or unfavourableness of a job environment for people. It is a generic phase that covers person’s feelings about every dimension of work including economic rewards and benefits, security, working conditions, organization and interpersonal relationship and its intrinsic meaning in a person’s life. The basic purpose of quality of work life is to develop work environment that are excellent for people as well as for production. It aims at healthier, more satisfied and more productive employees and more efficient, adaptive and profitable organization.

Quality of work life is the degree to which members of an organization are able to satisfy their personal needs through their experience in the organization. Its focus is on the problem of creating a human work environment where employees work co-operatively and contributes to organizational objectives. Quality of work life is important for job performance, job satisfaction, labour turnover, labour management relations and such other factors which play an important part in determining the overall wellbeing of any industrial organization. The quality of work life movement aims at integrating the socio-psychological needs of employees. Several experiments indicate that the interest in improving the QWL reflects societal changes.

Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfilled are said to have a low quality of work life. The Quality of Work Life has become key area of consideration now days. The adverse effects of stress situation will impinge upon the running of an organization. Quality of Work Life refers to the favorable or unfavorable of a total job environment of the people. The basic purpose is to develop jobs and working conditions that are excellent for the economic health of the organization. QWL provides a more humanized work environment. It attempts to serve the higher order needs of workers as well as their more basic needs. It seeks to employ the higher skills of workers and to provide an environment that encourages improving their skills. The above statements are very much essential things to improve the quality of work life in the organization.

- **Concept of Quality of Work Life:**
  In recent years there has been increasing concern for QWL due to several factors: Increase in education level and consequently job aspirations of employees, association of workers, significance of human resource management, widespread industrial unrest, growing of knowledge in human behavior etc. QWL exercises a significant influence productivity of employees. Research has established that good QWL leads to physically and psychologically healthier employees with positive feelings.

- **Factors influence to quality of work life**
  Quality of work life is a concern not only to improve life at work, but also life outside work. Hence it encompasses a wide variety of programmes and techniques that have been developed to endeavor to reconcile the twin goals of an individual and the organization, i.e. Employee attitude, working environment, job opportunities, nature of
job, people related, stress level, career prospects, challenges, personal and company development, risk and rewards

- **Factors affecting quality of work life**
  
  Some people consider quality of work life as existence of a certain set of original conditions and practices. They agree that high quality of work life exists when democratic management practices are prevalent in the organization, when employees, jobs are enriching, they are treated with dignity as well as safe in working conditions in present. Others equate quality of work life with the impact of working conditions on the employee’s well-being.

- **Elements in the Quality of Work Life:**
  Reward systems, satisfying to their job, development in their skills, cooperative to their department, some reward systems and job security

- **Dimension of quality of work life**
  a. Adequate and fair compensation: there should be a just and equitable balance between effort and reward. The compensation should help the employee in maintaining a socially desirable standard of living and should be comparable to the pay for similar work elsewhere.
  b. Safe and healthy working conditions: quality of working cannot be high unless the work environment is free from all hazards detrimental to the health and safety of employees, reasonable hours of work, cleanliness, pollution free atmosphere, risk free work etc.,
  c. Opportunity to use and develop human capacities: the job should contain sufficient variety of tasks to provide challenge and to ensure the utilization of talents. Today work has become repetitive and mechanical so that the worker has little control on if.
  d. Opportunity for career growth: the work should provide career opportunities for development of new abilities and expansion of existing skills on a continuous basis.

2. **Review Of Literature**

- Bearfield (2003) used 16 questions to examine quality of working life and distinguished between causes of dissatisfaction in professional’s intermediate clerical, sales and service worker indicating that different concerns might have to be addressed for different groups.
- Danna and Griffin, (1999) quality of working life is not a unitary concept but has been seen as incorporating a hierarchy of perspectives that not only include work-based factors such as job satisfaction, satisfaction with pay and relationships with work colleagues, but also factors that broadly reflect life satisfaction and general feeling of wellbeing.
- Hoque and Rahman (1999) conducted a study to assess and compare the quality of working life of industrial workers of organizations of public and private nature in Bangladesh (Dhake) and to measure whether there is any significant relationship among quality of work life job behavior and demographic variables of the workers. The results revealed that the private sector workers perceived
significant and higher quality of work life than their counterparts in the public sector. Quality of work life has significant correlation with performance and negative correlation with absenteeism and accident.

- Chander and Singh (1993) various other studies conducted on quality of work life include employment conditions, employment security, income adequacy, profit sharing equity and other rewards, employee satisfaction, employee involvement advancement, relation with supervisors and peers and job enrichment employee autonomy, employee commitment, social interaction, self-esteem, self-expression democracy.

- In the opinion of Jain (1991) quality of work life represents a blending of motivational factors of work. Socio-technical system, which are of very real concerns for human values in today’s society with awareness that all individuals devote the greater part of their mature lives to the work, spending time, energy and physical and mental resources to this endeavor. Moreover it recognizes that, work is the chief determinant of an individual’s freedom, growth and self respect as well as his or her standard of living. Quality of work life denotes the organizational settings.

3. Statement Of The Problem

A study of quality of work life is a paramount importance, the nature being different for each category of employees depending upon their needs. A good quality of work life reduces absenteeism, accidents & attrition. Quality of work life is useful to improve production, organizational effectiveness, morale of an employees and economic development of the country. It has been made to know about the employees satisfaction on QWL and its influence on their working and social environment.

4. Scope Of The Study

Work is an integral part of our everyday life, be it our livelihood or career or business. On an average we spend around twelve hours daily in the work place, that is one third of our entire life; it does influence the overall quality of our life. It should yield job satisfaction, give peace of mind, a fulfillment of having done a task, as it is expected, without any flaw and having spent the time fruitfully, constructively and purposefully. A happy and healthy employee will give better turnover, make good decision and positively contribute to the organizational goal. An assured good quality of work life will not only attract young and new talent but also retain the existing experienced talent.

5. Objectives Of The Study

I. To study the importance of quality of work life in TANFAC INDUSTRIES Ltd, Cuddalore.

II. To find out the various factors affecting quality of work life among employees of TANFAC INDUSTRIES Ltd, Cuddalore.
III. To identify the attitudes of the workers towards the different dimensions of the quality of work life in TANFAC Industries Ltd, Cuddalore.

IV. To give suggestions to improve and develop a better quality of work life in TANFAC Industries Ltd, Cuddalore.

6. Hypothesis

1. H0 - There is no significant relationship between years of experience and satisfaction level towards salary.
2. H0 - There is no significant relationship between age and satisfaction level towards job security.
3. H0 - There is no significant relationship between years of experience and satisfaction level towards quality of work life.

7. Research Methodology

Research methodology is a way to systematically solve the research problem. Research is an art of scientific investigation. The data for the study were collected from both Primary and Secondary sources. The primary data are collected from the employees in TANFAC Industries Ltd. The data will be collected directly from employees with the help of structured questionnaires. Secondary data are collected form company profile, website, company register, company magazine and books for use of research study. The collected data were analyzed by using the statistical and mathematical techniques like percentages, chi square, bar diagrams and pie diagrams.

8. Findings

Following are the findings based on the responses from the employees:

- Maximum of 45% of respondents belongs to the aged group of 25-30 years.
- 100% of the respondents are male employees.
- 31% of the respondents have are working in fitter department.
- 85 % of the respondents studied higher secondary and Diploma.
- Majority of the respondents 70% were married.
- Most of the respondents are having 15001-25000 income level and its percentage is 48%.
- Majority of the respondents 72% have the experience 1 to 10 years’ experience.
- 53% of the respondents53% of respondents felt that the physical working conditions are good.
- 32% of the respondents are participating in work load.
- 35% of respondents said that the working environment as Participative.
- 42% of respondents have Dissatisfaction towards working hours.
- 35% of the respondents are satisfied to organization culture& climate.
- 35% of respondents have highly satisfied among adequacy of resources in the organization.
31% of respondents have highly satisfied with the fringe benefits and welfare measures in the organization.

30% of the respondents have good human relation and social aspect of work life in the organization.

30% of the respondents are participating in decision making.

29% of respondents have highly satisfied with the reward and penalty system in the organization.

31% of respondents are neither satisfied nor dissatisfied to equity, justice & grievance handling in the organization.

31% of the respondents are neither satisfied nor dissatisfied to communication and information flow between the departments.

28% of the respondents are dissatisfied to training provide by a company.

42% of respondents have highly satisfied with the security system of the organization.

33% of the respondents are satisfied with the salary in the organization.

32% of the respondents are agreed that quality of work life is more help to improve their productivity.

48% of the respondents are agreed that increasing salary is the motivating factor of the organization.

38% of the respondents are chosen main impact of quality of work life is improving productivity.

Calculated value of Chi-square is less than the table value (9.34<15.507) Null hypothesis (Ho) is accepted. Hence, it is concluded that there is no significant relationship between years of experience and satisfaction level towards salary.

Calculated value of Chi-square is more than the table value (24.35>16.919) Null hypothesis (Ho) is Rejected. Hence, it is concluded that there is a significant relationship between age and satisfaction level towards job security.

Calculated value of Chi-square is more than the table value (17.48>15.507) Null hypothesis (Ho) is Rejected. Hence, it is concluded that there is a significant relationship between years of experience and satisfaction level towards quality of work life.

8.1 Suggestions

➢ To give proper training to the employees to the level of satisfaction.
➢ To give more rewards to the employee may favor the organization.
➢ The management must follow flexible work timings.
➢ They need to practice time management techniques.

8.2 Recommendations

✓ Safety measures could be improved in the organization so that worker safety could be ensured and accidents could be minimized.
Workers may be encouraged to offer suggestions for making improvements in the organization. This makes them feel their importance in the company.

Sufficient training programs can be arranged so that the worker productivity could be improved.

Appropriate pay strategies could be evolved to give fair and adequate compensation to the employees. Performance based increments would improve the performance of the workers.

Medical expenses of the workers could be reimbursed.

Providing adequate casual leave or permission may be considered.

9. Conclusion

Quality of work life is an environment that promotes and maintains employee satisfaction with an aim to improve working conditions for labors and organization effectiveness for employers. In Quality of work life organizations, work is meaningful and done in a team arrangement. It plays a radical role on employee work performance and productivity in textile industry. Allowing employees who have knowledge, skill and experience to participate in decision make to work enthusiastically and give recognition to them in their work which also promotes cooperation and conflict management, employee commitment, self-efficacy and organizational effectiveness. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents. Quality of work life can affect such things as employees’ timings, his or her work output, his or her available leaves, etc.

Work life balance must be maintained effectively to ensure that all employees are running at their peak potential and free from stress and strain. So it is up to the organization to focus on their workers and improve their quality of work life so that attrition, absenteeism and decline in workers’ productivity can be checked.

10. References

Books

Journals