

A Study on Quality of Worklife among Workers in Salem Textiles Limited

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Quality of Work Life is the existence of a certain set of organizational condition or practices. This definition frequently argues that a high quality of work life exists when democratic management practices are used, employee's jobs are enriched, employees are treated with dignity and safe working conditions exist. Quality of Work Life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work.

Quality of Work Life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Companies interested in enhancing employees Quality of Work Life generally try to instill in employees the feelings of security, equity, pride, internal democracy, ownership, autonomy, responsibility and flexibility.

Historically, work has occupied an important place in the life of human beings. How people have thought and felt about the working experience has also been an age old concern for both workers and managers. The term quality of work life (QWL) was probably coined originally at the first international conference on QWL at Arden House in 1972 (Davis &Churn's, 1975). Mills (1978) probably coined the term quality of work life and suggested that it had moved permanently into the vocabulary of unions and management, even if a lot of the people using it were not exactly sure what territory it covered. During the twentieth century, our social science conceptualizations regarding work have been labeled scientific management, human relations, socio-technical systems theory, and now possibly holistic learning organizations. Churn's (1978) argued that: QWL owes its origins to the marriage of the structural, systems perspective of organizational behavior with the interpersonal, human relations, and supervisory-style perspective.

Review of Literature:

Lawler (1982) defines QWL in terms of job characteristics and work conditions. He highlights that the core dimension of the entire QWL in the organization is to improve employees' well-being and productivity.

Later definition by Beukema (1987) describes QWL as the degree to which employees are able to shape their jobs actively, in accordance with their options, interests and needs. It is the degree of power an organization gives to its employees to design their work.

Vein Heskett, Sasser and Schlesinger (1997) define QWL as the feelings that employees have towards their jobs, colleagues and organizations that ignite a chain leading to the organizations' growth and profitability.

Lau, Wong, Chan and Law (2001) define QWL as the favourable working environment that supports and promotes satisfaction by providing employees with rewards, job security and career growth opportunities.

Skrovan (1983) and American Society for Training and Development (ASTD) defined the QWL as a process for the working organization, which enables the employees at each hierarchy to actively participate in building the

organization environment, developing organizational model so as to produce the organizational achievements. This process is based on the two goals together 1) To

Objectives of the study:

- To know and understand the working environment in the company.
- To know about the training programs and its effectiveness.
- To assess the motivational factors that is provided by the Salem textiles limited.
- To know about the relationship between the supervisor and the worker.
- To know about the workers relationship with their own colleagues.

Data Collection:

The task of data collection defines after a research problem has been desired and research design charted out. There are two types of data.

- i. Primary data
- ii. Secondary data

PRIMARY DATA

The primary data are those, which are collected a fresh and for the first time for the collection as primary data survey method was used I the study personal interview as conducted with the help of a questionnaire prepared for the survey.

SECONDARY DATA

Secondary data are those which have been collected by some other person for their purpose and published. So the researcher is said to make use of secondary data if he makes use of data already complied by some other person. Secondary data are usually in the shape of finished products. Collection of secondary data has advantages of being less expensive and less time consumption. Secondary data are need not be accurate, adequate and suitable. Therefore before using secondary data, through scrutiny is to be made about its adequacy, reliability and suitability.

Analysis and Interpretation of Data:

Respondents Level Of Agreement Towards Training Program That Enrich The Skills

From the analysis it shows that 72% of the workers enrich the skills strongly agree, about 19% workers enrich the skills agree only, about 7% of fall them Neither agree to enrich the skills, 2% workers disagree to enrich the skills and no workers enrich the skills is strongly disagree. It is inferred that most of them a enrich the skills is strongly agree.

S.no	Helps to Achieve the required skills	No. of respondents	Percentage of the Respondents
1	Strongly agree	81	81%
2	Agree	13	13%
3	Neither agree	3	3%
4	Disagree	2	2%
5	Strongly Disagree	1	1%
	Total	100	100

RESPONDENTS LEVEL OF AGREEMENT TOWARDS TRAINING PROGRAM THAT HELPS IN IMPROVING RELATIONSHIP AMONG EMPLOYEES

S.no	Helps in improving relationship among employees	No. of respondents	Percentage of the Respondents
1	Strongly agree	79	79%
2	Agree	19	19%
3	Neither agree	2	2%
4	Disagree	0	0%
5	Strongly Disagree	0	0%
	Total	100	100

The above table shows that 79% of workers strongly agree that training program helps in improving relationship among employees, about 19% of workers agree, about 2% of them Neither agree nor disagree, no employees disagree to helps in improving relationship among employees and strongly disagree. It is inferred that most of the helps in improving relationship among employees is strongly agree.

Respondents Level Of Agreement Towards Training Program that improves The Productivity

S.no	Improves the productivity	No. of respondents	Percentage of the Respondents
1	Strongly agree	68	68%
2	Agree	17	17%
3	Neither agree	12	12%
4	Disagree	2	2%
5	Strongly Disagree	1	1%
	Total	100	100

The above table shows that 68% of the workers improve productivity strongly agree, about 17% workers improves productivity agree only, about 12% of fall them Neither agree to improves productivity, 2% workers disagree to improves the productivity and 1% workers improves the productivity is strongly disagree. It is inferred that most of the improves the productivity is strongly agree.

Respondents Level Of Agreement Towards Monetary Benefits: Gratuity

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S.no	Gratuity	No. of respondents	Percentage of the Respondents
1	Strongly agree	59	59%
2	Agree	22	22%
3	Neither agree	11	11%
4	Disagree	5	5%
5	Strongly Disagree	4	4%
	Total	100	100

The above table shows that 59% of the employees Gratuity of monetary benefits is strongly agree, about 22% employees gratuity is agree only, about 11% of fall them Neither agree to gratuity is non monetarypolices, 5% employees disagree to gratuity and 4% employees gratuity is strongly disagree. it is inferred that most of the gratuity polices in Monetary benefits is strongly agree.

Respondents Level Of Agreement Towards Promotion

S.no	Promotion	No. of respondents	Percentage of the Respondents
1	Strongly agree	81	81%
2	Agree	13	13%
3	Neither agree	3	3%
4	Disagree	2	2%
5	Strongly Disagree	1	1%
	Total	100	100

The above table shows that 81% of the workers promotion of monetary benefits is strongly agree, about 13% workers promotion is agree only, about 3% of them Neither agree to promotion in monetary policy 2% workers disagree to promotions and 1% workers promotion is strongly disagree. It is inferred that most of the promotion in Monetary benefits is strongly agree.

Respondents Level Of Agreement Towards Feedback From Supervisor Responses

S.no	Feedback from the supervisor	No. of respondents	Percentage of the Respondents
1	Strongly agree	75	75%
2	Agree	23	23%
3	Neither agree	1	1%
4	Disagree	0	0%
5	Strongly Disagree	1	1%
	Total	100	100

The above table shows that 75% of the workers receive feedback from supervisor is strongly agree, about 23% workers receive feedback from supervisor is agree only, about 1% of fall them Neither agree to didn't get any response from the supervisor, no workers disagree to feedback from supervisor and 1% workers didn't get any feedback from the supervisor strongly disagree. it is inferred that most of the feedbacks to get employees is strongly agree.

Respondents Level Of Agreement Towards Supervisor Appreciation

S.no	Supervisor Appreciates For My Contribution	No. of respondents	Percentage of the Respondents
1	Strongly agree	69	69%
2	Agree	27	27%
3	Neither agree	1	1%
4	Disagree	3	3%
5	Strongly Disagree	0	0%
	Total	100	100

The above table shows that 69% of the employees supervisor appreciates for my contribution is strongly agree, about 27% employees supervisor appreciates for my contribution is agree only, about 1% of fall them Neither agree to supervisor appreciates for my contribution, 3% employees disagree to supervisor appreciates for my contribution and no employees supervisor appreciates for my contribution strongly disagree. it is inferred that most of the supervisor appreciates for my contribution strongly agree. The researcher has to find out the respondents level of agreement towards the working environment involved in this study. The researcher is going to analyze the level of agreement towards the working environment by using weighted average method.

Factors	Weighted score	Weighted average
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Working environment	430	4.30
Extremely motivating environment	449	4.49
Evenly distributed workload	444	4.44
Participative working environment	449	4.49

The above table shows that the 4.49% is the weighted average of extremely motivating environment, 4.49% weighted average of Participative working environment, 4.44% is the weighted average of Evenly distributed workload, 4.3% the weighted average of Working environment.

Relationship experience of workers and Cooperation among co-workers.

H0: There is no relationship between experience of workers and Cooperation among co-workers.

H1: There is relationship between experience of workers and Cooperation among co-workers

Formula for computing chi-square

$$\text{Chi - square} = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$$

Where, O_i = Observed frequency E_i = Expected frequency

R= Number of Row

C= Number of columns

Hence the calculated value of $X^2=16.289$ Degree of

freedom= $(r-1)(c-1)$

Df =12

Comparison	Calculated value	Degree of freedom	Tabulated value	Result
Relationship experience of workers and Cooperation among co-workers	16.289	12	21.026	H0 is accepted

INTERPRETATION

Above table value of chi-square for 12 degree of freedom at 5% level of significance is 21.026. Comparing the calculated and table value of chi-square, it is found out that the calculated value is smaller than the table value. So H0 is acceptable.

ANOVA ANALYSIS

RESPONDENTS LEVEL OF AGREEMENT TOWARDS TRAINING PROGRAM

TEXTUAL DISCUSSION

The researcher needs to find out the respondents level of agreement towards training program.

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
81	13	3	2	1	100
79	19	2	0	0	100
72	19	7	2	0	100
68	17	12	2	1	100
300	68	24	6	2	400

Hypothesis:

Null hypothesis (H₀): The respondents' level of agreement is independent.

Alternative hypothesis (H₁): The respondents' level of agreement is dependent.

Source of variance	Degree of freedom	Source of square	Mean square	F-Test
Between Sample	3	3238	1079.3	1.440
Within the sample	15	11238	749.2	
Total	18	14476	1828.5	

FINDINGS

- The researcher found that 30% of the respondents are between the age 41-50.
- The researcher found that 54% of the respondents belong to the gender male.
- The researcher found that 45% of the respondents fall under the education qualification HSC.
- The researcher found that 52% of the respondents' marital status is single.
- The researcher found that 34% of the respondents experience is between 2-3 years.
- The researcher found that 51% of the respondents' monthly income is more than Rs. 12000.
- The researcher found that 59% of workers were strongly agreed towards working condition
- The researcher found that 66% of workers were strongly agreed towards motivation environment
- The researcher found that 58% of workers were strongly agreed towards distributed workload is strongly agree
- The researcher found that 68% of workers were strongly agreed towards working environment
- The researcher found that 81% of workers were strongly agreed that training program helps to achieve the required skills
- The researcher found that 79% of workers were strongly agreed that training program helps in improving relationship among workers
- The researcher found that 72% of workers were strongly agreed that training program enrich the skills
- The researcher found that 68% of workers were strongly agreed that training program improves the productivity
- The researcher found that 85% of workers strongly agree in cooperation among co-workers

SUGGESTION

- It would be better if the company provide a transport facility for the employees.
- As the workers are spending much time near spinning process, the company needs to provide them free medical check-ups.
- Working environment of the employee can be improved.
- Workers need motivation from the top level

CONCLUSION

Quality of work life is environments that promotes and maintains employee satisfaction with an aim to improve working conditions for labors and organizational effectiveness for employers. In QWL 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 making make them 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.

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