

A STUDY ON FACTORS AFFECTING ON QUALITY OF WORK LIFE AMONG THE WORKERS OF BHEL, IN TRICHY DISTRICT

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Abstract: *Quality of Work Life is a relatively new concept, which is found to be essential to increase the standard of living and job satisfaction among the workers of an organisation. Quality of Work Life, according to Dehia Navin, is all about an individual's or an organization's comprehension of the fundamental inter-connectedness of structure, process, and outcome (1998). In other words, QWL refers to the favorable and unfavorable conditions of a job environment faced by the workers. The present research focuses on the factors affecting the Quality of Work Life among the workers of BHEL, Trichy. Some key factors affecting the quality of work life are identified with the aid of the previous research works: Work environment, Leadership, Training and Development, Work Load and Remuneration. The employees of BHEL, Trichy formed the population, and 35 workers were chosen as sample by random sampling method. The research study revealed the finding that most of the respondents enjoyed good quality of work life in terms of work Environment, Leadership, Training and Development, Career Development, Work Load and Remuneration. But, majority of the respondents find Recognition as their motivational factor, and not the other factors like Salary increase, Promotion, Leave, and Motivational talk. Some feasible recommendations were made by the researcher for further enhancement.*

Keywords: *Quality of work life, Work Environment, Leadership, Remuneration*

I. INTRODUCTION

A quality of work life is very important thought every organization and satisfies every employee's individual's life. Once an organization thought of the employee's desires of the work setting to satisfy the individual needs to improve the standard of labor life to attain the organizational goals. Its refers to co-relation between management and employees favorable and unfavorable work setting of job satisfaction. A good quality of work life is each employee needs to satisfy the work. So once an organization providing good secure and safe working facilities. But, while not a quality of work life for the employee they can't be an involved job and put together reduced the organization productivity. So, an organization motivated to workers by providing a salary increase, reward, bonus, and recreational activities etc. According to Shamir and Solomon (1985) outlined the standard of labor life is an effective construct of each employee in workplace and satisfaction for the job a reduced level workers stress .Kumar (2012) explicit quality of work life is the powerful affiliation of workers motivation, Job performance, and job satisfaction an organization .Chander and Singh (1983) stated seventeen major concepts of quality of work life. These categories are: employment condition, employment security, income adequacy, profit sharing, equity and other rewards, employee satisfaction, employee autonomy, employee commitment, social interaction, self-esteem, democracy, employee satisfaction, employee involvement, advancement, relation with supervisors, peers, job enrichment and self-expression. The 5 major elements determined the employee qualities of work life are: Occupational healthcare, appropriate working time, acceptable earnings, commitment to improvement and quality of work life teams.

Factors affecting quality of work life:

Quality of work life factors is basic to increasing employee standard living. Quality of factors totally different industries from different industries. Some common factors affecting the quality of work life are: compensation, favorable working condition, growth and development, attitude, opportunities, and nature of job stress level challenges, risk involved and reward. QWL represented relation between work life and non-work life. Once an organization analyzed the factors affecting standard labor life to provide happy and healthy employee turnover ratio they'll higher contribute effectively to be achieved the organizational goal. Walton contribute eight significant factors associated with QWL as Adequate and fair compensation, Safe and healthy working condition, Immediate chance to use and develop human capacities, Opportunity for continuing growth and security, Social integration with in the work organization, Work and total life area and Social connection of labor life.

II. LITRATURE REVIEW

Hoque and Rahman (1994) have studied the factors affecting quality of work life among the private and public sector textile mills. The researchers found out the following 4 major factors: Performance, Job satisfaction, Labor turnover and Labor management relation. They study explored the high quality of work life perceived by the workers of private sector textile mills.

Anbarasan, Vanmathy, Mehta, Nikhil (2010) have done a study on quality of work life among the sales executives from various sectors ranking from Pharmaceuticals to Finance. The results highlighted the sales people's awareness of their job needs and showed their commitment towards work

Demet Lablebici (2012) has studied quality of work life among the employees of foreign private bank in Turkey .This paper focused on the relationship between physical condition of the work place and the employee's productivity. The results emphasized the greater influence of behavioral environment on the employee performance.

Mohamed Baitul Islam (2012) have done the study on factors affecting Quality of work lie among the employees of private Limited Companies in Bangladesh. 7 Significant factors affecting the quality were focused for the current study. The factors include work load,

family life, transportation, compensation policy and benefits, working environment, working condition and career growth. 100 employees were chosen as samples. The Researcher took a survey among sample using a self-developed quality of work life.

Namrata Sandhu et.al (2012) conducted a study on quality of work life in Indian Banking Industry. Five factors influencing the quality of work life were found out through exploratory factors analysis and the factors include; Remuneration, Opportunities for Personal growth, Supportive Leadership Structures, Work environment and Work –life balance. The paper illustrate the need for one, two bear in mind the above mentioned five factors while trying to draft retention Programmes for employees

G.S Indhumathi and R.Thamilselvan (2013) have conducted a study on factors affecting quality of work life among the employees of Information Technology Companies in Chennai. This paper studies the relationship between the satisfaction level and quality of work life of IT employees. The researcher collected 150 samples through the questionnaire and Interviews. They found 5 different factors affecting quality of work life; Work Life balance, Social Integration, Job security, Opportunity to develop and growth and Communication. The Conclusion of study clearly showed that there was noteworthy- Dissatisfaction and Scarcity of facilities

S. Karthick and V.Balaji (2014) conducted a study on factors affecting quality of work life among private bank employees in Chidambaram town. The researcher's collected primary and secondary data: The sample size was 60: and the study analyzed following 11 major factors. Among the 11 chosen factors 9 were found with notable influence: Work place, Redressal, Grievance, Decision Making, Process, Job satisfaction, Fulfilling, Financial needs, Job security, Promotion.

Mohammed Yashik.P (2014) Conducted a researcher on factors affecting quality of work life among the employees of Ashique Exports Private Limited, Calicut, Kerala. The researcher focused on different areas and analyzed 10 factors to improve the quality of work life- Employees participation, Job design and work organization, Work force awareness and Career guidance, Inter- group relationship role of HR managers, Self-manning work teams, Rewards, Alternative Work Schedule, Supportive and Organisation Culture. The Primary data were collected and the sample size was 55. The researcher found that there were no significant difference of opinion based on salary. On Motivation among the employees on basis of experience, Job involvement on the basis of experience, Job involvement on the basis of salary, Job satisfaction on the basis of salary and Job satisfaction on the basis of experience.

Madhu and R.MohanKumar (2015) in their research in their research article Factors affecting quality of work life among bank employees in Tirunelveli District South India focused on different factors that quality of work life- Job security, Training and Development, Interpersonal Relationship, Career advancement. The primary data were collected through a comprehensive questionnaire and 5 point scale was used to measure the factors. It was found out that employees have remarkable impact and factors like Remuneration, Recognition, Inter-relationship, Morale, Career advancement, Job security, Training and development and Leadership.

B. Shanmugam, and R.Ganpathi (2017) have studied the factors affecting quality of work life among employees in Automobile Industrial Units. The researchers found a significant relationship between Socio- economic status and factors affecting quality of work life in automobile Industrial units employees. They selected 300 employees as sample and collected the data through questionnaire. The researchers found out 4 factors not worthy that affected the quality of work life. (Work environment, Compensation, Career growth and Inter-personal relation).

OBJECTIVES

- To analyses the Quality of work life among the workers with regard to their work environment.
- To Study the Quality of work life among the worker with regard to their Leadership.
- To analyses the Quality of work life among the workers with regard to their Training and Development.
- To analyses the Quality of work life among the workers with regard to their workload.

III. RESEARCH METHODOLOGY:

The universe throughout this study is all the employees of BHEL. It consists of 35 employees which they kind the sample of the study. In this research paper, both primary and secondary data were collected. Primary information was collected from the employees with the help of written questionnaires. Secondary information was collected from the variety of articles, journals, and websites.

SATISTICAL TOOLS:

- Percentage analysis
- Chi-Square

RESEARCH HYPOTHESIS:

- H0: There is no significant relationship between gender and work environment.
- H1: There is significant relationship between gender and work environment.

Limitation of the study

- The survey conducted only on employees.
- The sample size was only 35 employees

IV. Data analysis & Interpretation

| Particulars | | Respondents | Percentage |
|-------------|--------|-------------|------------|
| Gender | Male | 25 | 71 |
| | Female | 10 | 29 |
| Total | | 35 | 100 |

| | | | |
|---------------|-------------------|----|-----|
| Age | 20 to 30 | 7 | 20 |
| | 31 to 45 | 27 | 77 |
| | 46 above | 1 | 3 |
| | Total | 35 | 100 |
| Qualification | HSC | 1 | 3 |
| | Diploma | 6 | 17 |
| | ITI | 25 | 71 |
| | Graduate | 3 | 9 |
| | Total | 35 | 100 |
| Experience | 0-5 year | 5 | 14 |
| | 5-10 year | 10 | 28 |
| | 10-15 year | 15 | 44 |
| | More than 15 year | 5 | 14 |
| | Total | 35 | 100 |

Source: primary data

From the above table show, the quantity of the entire population collected data was 35 out of which 71 % (n=25) were male employees and 29 % (n=10) female employees. The majority of giving the information was male employees. Next age group of the respondent information table shows 20% of (n=7) respondents were middle of the age group of 20 to 30 years, 77% of (n=27) respondents were in the age group of 31 to 43years, and 3% of (n=1) respondents were age in the group 46 years above. The majority of age group between 20 to 30 years. Next show the table for Qualification 3% of (n=1) respondents were HSC, 17% of (n=6) respondents were Diploma, 71% of (n=25) respondents were ITI, and 9% of (n=3) respondents were Graduate. The majority respondents of qualification are ITI. Next see the table for experience 14% of (n=5) respondents of 0-5 years,28% of (n=10) respondents were 5-10 years, 44% of (n=15) respondents were 10-15 years, and 14% of(n=5) respondents were more than 15 years above. The majority of experience is 5-10 years.

Findings:

Percentage method

The 71% of the respondents are male.77% of the respondents belong to the age group of below 31 to 45 years.71% of the respondents have completed ITI,(57%) of the respondents work load is evenly distributed and employees are able to complete their task on time. (86%) of the respondents agree with communication and information flow between the departments are satisfactory. (94%) of the respondents agree with employees share their experience to help each other.(89%) of the respondents agree with the company provide training for enriching the skills of employees.(94%) of the respondents agree with proper training improve the productivity of the company and employee. (100%) of the respondents (100% agree that there are good career prospects in their organization (83%) of the respondents agree with the question “Are you free to perform?” (51.4%) of the respondents agree that their company provide training session. (54%) of the respondents (54%) satisfactory respondents with the working hours of the organization. (100%) of the respondents with the company take care of the employees working in night shift (97%) of the respondents agree with working in the organization give you a feeling of security and improve your productivity (94%) of the respondents agree with the organization provide satisfactory salary according to your work . (94%) of the respondents agree with the goals and tasks are clearly defined for increasing productivity (57%) of the respondents agree with the top management involve employees in the management decision.(86%) of the respondents agree with the facilities provided by the organization motivate you to improve your productivity(51%) of the respondents of the Recognition with factor motivate you the most. (97%) of the respondents agree with employees in the organization are skilled, motivated and productive. (83%) of the respondents agree with the department in the organization are cooperative. (100%) of the respondents agree with the quality of work life of the organization helps to improve productivity.

Chi-square analysis

Hypothesis testing:

| Observed Frequency | | | | |
|--------------------------|------|---------|------|-------|
| Gender/ Work Environment | Good | Average | Poor | Total |
| Gender | | | | |
| Male | 17 | 8 | 0 | 25 |

| | | | | |
|--------------|----|----|---|-----------|
| Female | 6 | 4 | 0 | 10 |
| Total | 23 | 12 | 0 | 35 |

| Expected Frequency | | | | | |
|---------------------------|------|-------|---------|------|-------|
| Gender/ Environment | Work | Good | Average | Poor | Total |
| Male | | 16.43 | 8.57 | 0 | 25 |
| Female | | 6.57 | 3.43 | 0 | 10 |
| Total | | 23 | 12 | 0 | 35 |

| O | E | O-E | (O-E) ² | (O-E) ² /E |
|-----------|-------|-------|--------------------|-----------------------|
| 17 | 16.43 | -0.57 | 0.32 | 0.02 |
| 6 | 6.57 | -0.57 | 0.32 | 0.049 |
| 8 | 8.57 | -0.57 | 0.32 | 0.038 |
| 4 | 3.43 | 0.57 | 0.32 | 0.095 |
| 35 | 35 | -1.14 | 1.28 | 0.202 |

Hypothesis finding:

From above the table shows that there is no significant relationship between gender of the respondents and their work environment. Hence, the calculated value 0.202 less than table value 5.991. So the null hypothesis accepted (H₀).

V.CONCLUSION:

The present study has brought out the finding that the majority of the respondents enjoy good quality of work life in terms of work environment and Leadership, Training and development, Career development, Workload and Remuneration. Majority of the respondents find Recognition as their motivation factor and not the other factors like, Salary hike, promotion, Leave and motivational talk. It is recommended that the employees can focus other motivational factors in order to improve the quality of work life. However, it is hoped that additional valid information would be available to know more about quality of work life

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