

# EVALUATION OF TOTAL QUALITY WORK LIFE OF THE EMPLOYEES WITH SPECIAL REFERENCE TO SHIVA'S INDUSTRIAL CATERERS INDIA PVT LTD

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**Abstract :** The study entitled "EVALUATION OF TOTAL QUALITY WORK LIFE OF THE EMPLOYEES IN SHIVA'S INDUSTRIAL CATERERS LTD" has been carried out at SHIVA'S INDUSTRIAL CATERERS LTD. This is based on the employee's survey through questionnaires as well as personal interview in this company. The objective behind this Paper is to evaluate the total quality of work life of employees and to find the parameters that will increase the quality of work life of them in this company. It also draws the attention of knowing the opinion of the employees about the policies of the company. This study will help the organization to identify the area of job dissatisfaction for the employees and it will help the organization for conducting further research. The study consist sample size of 200 employees in the various departments and has been collected through structured questionnaire method.

## INTRODUCTION

Employees are the striking force for the company any organization if need to be flourished their Quality of Work life need to be Taken care with lot of Importance the main of aim of this study and findings will be result in improving their life style and work productivity

The structure of the study consists of the following elements and dimensions: -

- ❖ Personal data
- ❖ Level of satisfaction towards monetary benefits
- ❖ Working environment
- ❖ Welfare measures
- ❖ Decision making process
- ❖ Extend of satisfaction towards supervision
- ❖ Interpersonal relationship
- ❖ Training and development program
- ❖ Promotion policy and job security
- ❖ Work load

This study is guided by an initial hypothesis and primary data collection through questionnaire. After the data collection all the data's has been tabulated through uni-variate and bi-variate tabulation, and then it has been analyzed through various statistical tools like:

- Chi-square test
- Percentage method
- Weighted average method
- Rank correlation

After the data analysis the researcher has suggested the company to make better the total quality work life for the employees and the Management. If the suggestions are accepted by the management of Shiva's Industrial Caterers Ltd and implemented the same, it is assured that all the employees can be satisfied in their job in the future course of action thereby increasing the total quality of work life by Management.

## NEED FOR THE STUDY

Employees are the driving force of any company. If the firm is able to know about the level of employee's quality of work life, it can take necessary measures to improve their performance. Without knowing the motivating factors of the employees, any company cannot survive for a long period. It draws the need of knowing the quality level of the work life of the employees, in order to be successful in business.

This evaluation of quality of work life will help us to know the feelings of the employees with reference to Shiva's Caterers Ltd. The analysis of this topic helps us to arrive at the overall perception of the employees.

The need of the study arises to know whether the employees are satisfied with the job regarding their quality of work life in the organization. By finding these details the company can formulate its decisions and strategies to meet the employee wants.

## OBJECTIVE OF THE STUDY

### Primary objective:

To evaluate the total quality of work life of the employees in the organization.

### Secondary Objective:

- To assess the level of satisfaction of the pay package of the employees.
- To find out the level of harmonious relationship existing among the employees.
- To assess the level of satisfaction of employees regarding the physical environment of the organization.
- To identify the satisfaction level regarding training needs.
- To find out the priority factors employees consider in improving the quality of work life.

## SCOPE OF THE STUDY

This Research which has been done on the Employees of Shiva's Industrial Caterers Private Ltd., Chennai. Basically this study has been under taken to find out the total quality of work life of the Employees through following factors i.e. by evaluating their satisfaction level in various available pay packages, security that in the job environment, training provided, security of job, some critical areas in the employment like employees level of participation in the Management and his initiatives in the decision making systems has also been analyzed.

## LIMITATIONS OF THE PROJECT

- ❖ The time schedule given to the researcher was too short; due to this constraint the researcher was not able to meet more number of employees in the company.
- ❖ There is no proper response from the employees to get the complete information needed for the research study.
- ❖ The survey results are based on the information gathered from the respondents. It might be possible that the information supplied might be exaggerated or biased.
- ❖ Meeting the respondents during before shift and after shift became a constraint to gather relative information.

## PROFILE OF THE COMPANY

Shiva's Industrial caters ltd is one of the leading catering providers in the city Chennai. They have a huge client base, especially the client are from software. **One of the leading names when it comes to Industrial Catering, Shiva's Industrial Caterers is a unit of the Shiva's Group of companies. Started in 1991, they have a strong presence in industrial areas in and around Chennai, like Maraimalai Nagar, Tambaram, Madras Export Processing Zone (MEPZ), Ambattur Industrial Estate and Porur.**

C. Sivagnanam, who is the promoter of this company, has worked in star hotels in Chennai, Europe and the Middle East. It was his experience, which helped him to start this venture. With more than 1,000 employees, the company has an annual turnover of over Rs. 6 crore. They have six centralized kitchens at Tambaram,

Maraimalai Nagar and Fort St. George, catering to 40 clients. They serve more than 16,000 meals every day. Shiva's specialize in concepts such as Industrial Canteen, Commercial Canteen and Centralized Kitchen. They have four cuisines (South Indian, North Indian, Chinese and Continental). They also have customized menus according to the preference of clients. They also have various options with regards to the serving of food, like self service, table service and pre-plated service.

Their client's list reads like the who's who in the industrial sector of Chennai - including Visteon Automotive India (an enterprise of Ford Motor Company, Maraimalai Nagar), Government of Tamil Nadu (Secretariat Campus), Britannia Industries Ltd., D.S. Q. Software, ONKYO India, India Pistons - Maraimalai Nagar, Siemens Automotive Systems India and Pepsi India Holdings. Shivas is the recipient of the Rajiv Gandhi Memorial Award for the best Food and Catering Service in Tamil Nadu.

## REVIEW OF THE LITERATURE

### MEANING OF TOTAL QUALITY OF WORK LIFE:

The term **quality of work life** is defined as "a general attitude towards one's job, the difference between the amount of regards workers receive and the amount they believe they should receive."

### MEANING OF INDUSTRY:

The term **industry** has been amended by the amendment act of 1982, defined industry as "any business, trade, undertaking, manufacture (or) calling of employees and includes any calling, service, employment, handicraft (or) industrial occupation".

### MEASURING TOTAL QUALITY OF WORK LIFE:

The total quality of work life is measured in two ways:

- ❑ **Single global rating**
- ❑ **Summation score**

### SINGLE GLOBAL RATING:

It is nothing more than asking individuals to respond one question, such as "all things considered, how quality of the job is?" respondents then reply by circling a number between 1 and 5 that corresponds to answer from "highly satisfied" to "highly dissatisfied".

### SUMMATION SCORE:

This approach of job facets is more sophisticated. It identifies key elements in a job ask for the employees feeling about each. Typical factors that included are the nature of work, supervision, pay, promotional prospectus etc; these factors are rated on a standardized scale and then added up to create an overall job satisfaction score.

### CAUSES OF BETTER QUALITY OF WORK LIFE:

- ❖ **Need fulfillment:** satisfaction is based on the extent to which a job satisfies a person's need.
- ❖ **Discrepancies:** satisfaction is determined by the extent to which an individual receives what he/she expects from a job.
- ❖ **Value attainment:** satisfaction result from the extent to which a job allows fulfillment of one's work values.
- ❖ **Equity:** satisfaction is a function of how "fairly" an individual is treated at work

## RESEARCH METHODOLOGY

The methodology of study explains the systematic way of finding the answers to predetermined questions moreover, this provides the clear path to accomplish and achieve the clear solution for the problem stated. The reliability strength and accuracy of the study mainly depends upon the methodology. The following are the stages through which the research will be passed through like collecting, analyzing and interpreting the various type of information pertaining to the study. Methodology shall be considered as the method used to in this study in selecting samples, sample size, data collecting various tools for data analysis and interpreting the present study is on empirical investigation and Analyzed and tabulated in suitable forms keeping to view the objective of the study.

### DEFINITION:

Business Research is an organized, data based, systematic, critical, objective, scientific inquiry or investigation into a specific problem under taken, with the purpose of finding answers or solutions to it. The information provided could be the result of a careful analysis of data gathered first hand or of data that are already available. The purpose of research is to discover answers to questions through the application of scientific procedures. Research study plays a vital role in all kinds of business activities.

“Research is a systematized effort to gain new knowledge”. .... **Redman & Mory**

### DATA COLLECTION

Data collection is gathering of information or data for the purpose of achieving the objective. The primary and secondary data source has been used for collection data for this project. There are two types of data available, one is the primary data and the other one is the secondary data.

**PRIMARY DATA:** Primary data are generated when a particular problem at hand is investigated by the researcher employing mail questionnaire, telephone surveys, personal interviews, observation and experiments. The primary data as collected from the respondent through the questioner method.

**QUESTIONNAIRE DESIGN** Constructing and implementing questionnaires is one of the most interest and challenging tasks of conducting the researcher. In order to elicit the required information with maximum accuracy, we decided to ask direct questions only so that respondents find it easier to answer. There are dichotomous questions in which the respondents are offered a choice between two alternatives only which reduces the issue to its simplest terms. Besides that, there is multiple choice questions also which provides several set of alternatives. These are the types of questions which are asked in our questionnaire.

**SECONDARY DATA:**Secondary data are those which have already been collected by some other and which have already been processed. Such data are collected and used for some other purpose with the objective of understanding the past status of any problem The secondary data have been collected from the publication of company brochures, journals and magazine and through various other related website.

**SAMPLING METHOD:**This refers the type of sampling technique adopted by the researcher to collect the data, the sample size, the sample unit the researcher has concentrated etc.

**SAMPLING TECNIQUE:**In the study respondent used non probability convenience, where in this research In this method a desired number of sample unit is selected deliberately or purposely depending upon the object of the enquiry, so that only the important items representing the true characteristics of the population are included in the sample. Under this the researcher has selected convenience sampling. The convenience sampling contains information, which is obtained in an easy way and researcher has selected the sample that he thinks fit, who can provide the necessary information sampling technique the respondent have been selected according to the convenience of the researcher.

**SAMPLE UNIT:**The sample unit taken for the study is the employees working in Shiva's Industrial Caterers Pvt Ltd, Chennai.

**SAMPLE SIZE:**The sample size taken for the study is 200

## STATISTICAL TOOL USED FOR THE PURPOSE OF ANALYSIS:

### TECHNIQUES OF ANALYSIS

#### THE PERCENTAGE METHOD

This is the earliest and the best method to analyze a given data. The percentage wise distribution of the data gives an idea of which factor is more and which is less. This method has been used extensively in this project.

$$\frac{\text{Number of respondent}}{\text{Sample Size}} \times 100$$

**Table No.1.1**  
Table Showing The Age Group Of The Employees

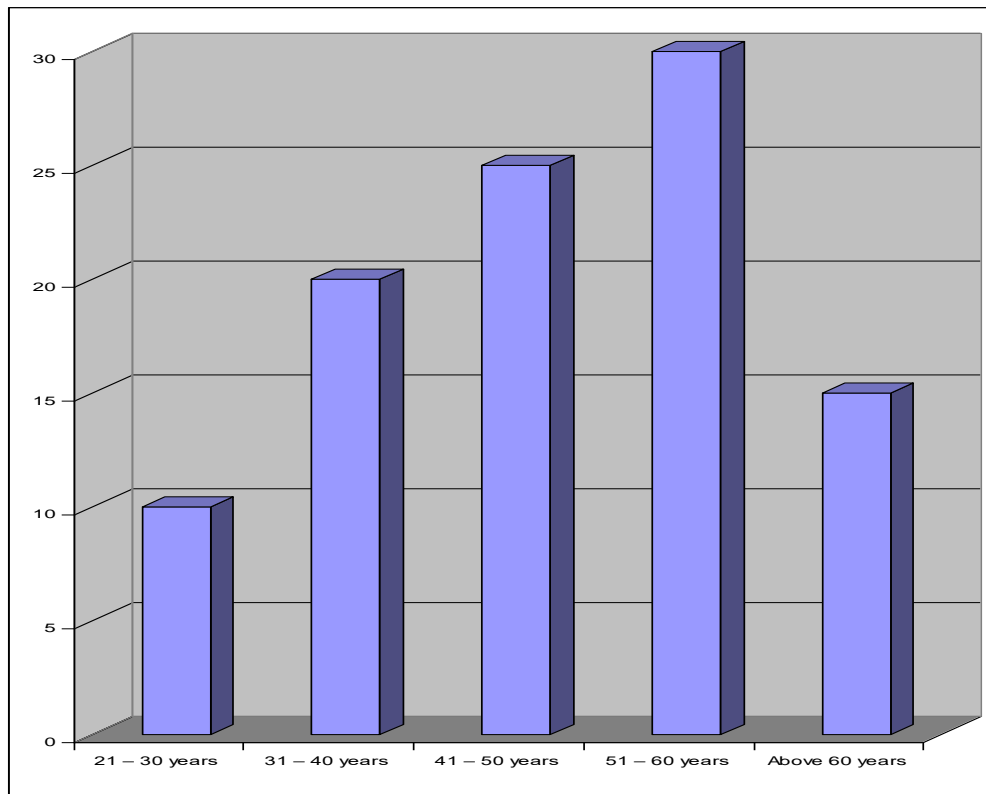
Age	No. Of Employees	Percentage
21 – 30 years	20	10
31 – 40 years	40	20
41 – 50 years	50	25
51 – 60 years	60	30
Above 60 years	30	15
<i>Total</i>	<b>200</b>	<b>100</b>

### INTERPRETATION

From the above table it is inferred that

30 % of the employees are in the age category 51-60 years. Whereas 25 % of the employees are in the age category 41-50 years.

**Chart No.1**  
Chart Showing The Age Group Of The Employees



**Table No.1.2**  
Table Showing The Gender Of The Employees

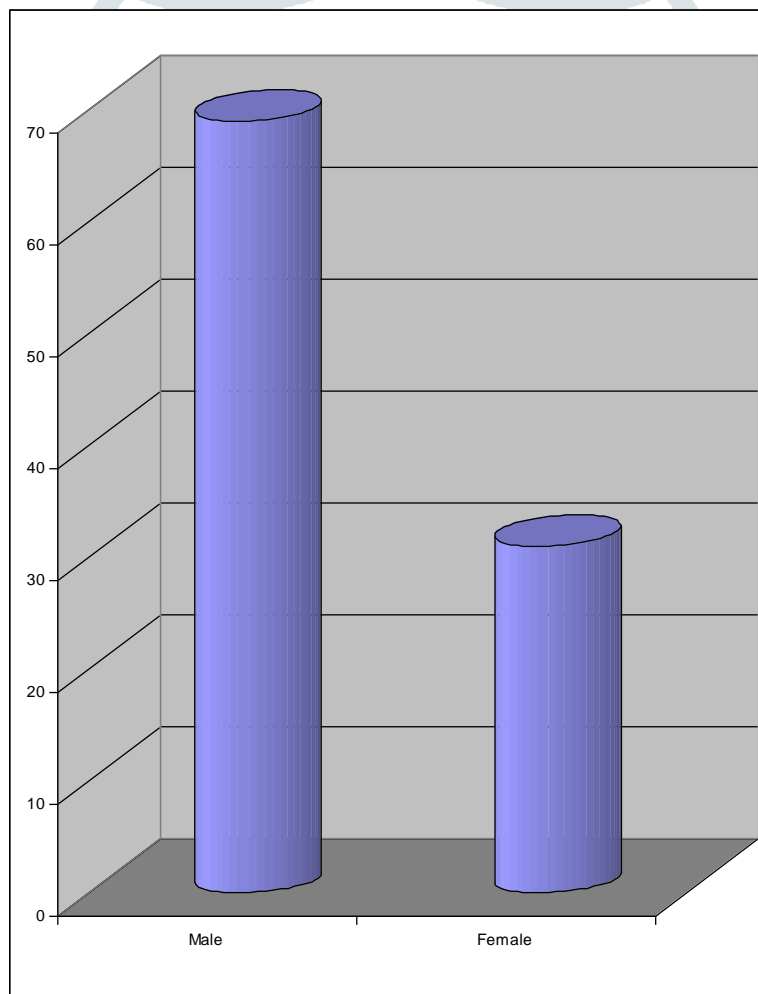
Gender	No. Of Employees	Percentage
Male	138	69
Female	62	31
Total	<b>200</b>	<b>100</b>

### INTERPRETATION

From the above table it is inferred that

Most of the respondent that is 69% of the employees are males. But 31% of the employees are females.

**Chart No.1.2**  
Chart Showing The Gender Of The Employees



**Table No.1.3**

Table Showing The Department Of The Employees

Department	No. Of Employees	Percentage
Production	42	21
Servicing	112	56
Marketing	23	12
HR	13	6
Others	10	5
Total	200	100

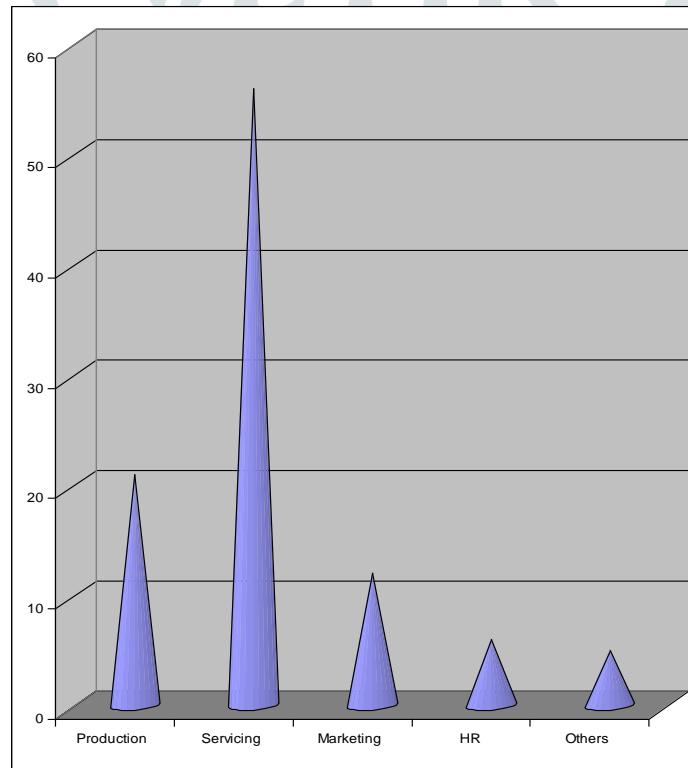
**INTERPRETATION**

From the above table it is inferred that

- Majority of the respondent that is 56% of the employees are in the servicing department., where as 21% of the employees are in the production department. And 12% of the employees are in the marketing department.

**Chart No.1.3**

Chart Showing The Department Of The Employees





**Table No.1.4**

Table Showing The Educational Qualification Of The Employees

<b>Educational Qualification</b>	<b>No. Of Employees</b>	<b>Percentage</b>
School level	42	21
Under graduate	79	40
Post graduate	32	16
Profession	12	6
Others	35	17
<b>Total</b>	<b>200</b>	<b>100</b>

**INTERPRETATION**

From the above table it is inferred that

- Nearly 40% of the employees are under graduates. Whereas 16% of the employees are post graduates.

**Chart No.1.4**

Chart Showing The Educational Qualification Of The Employees

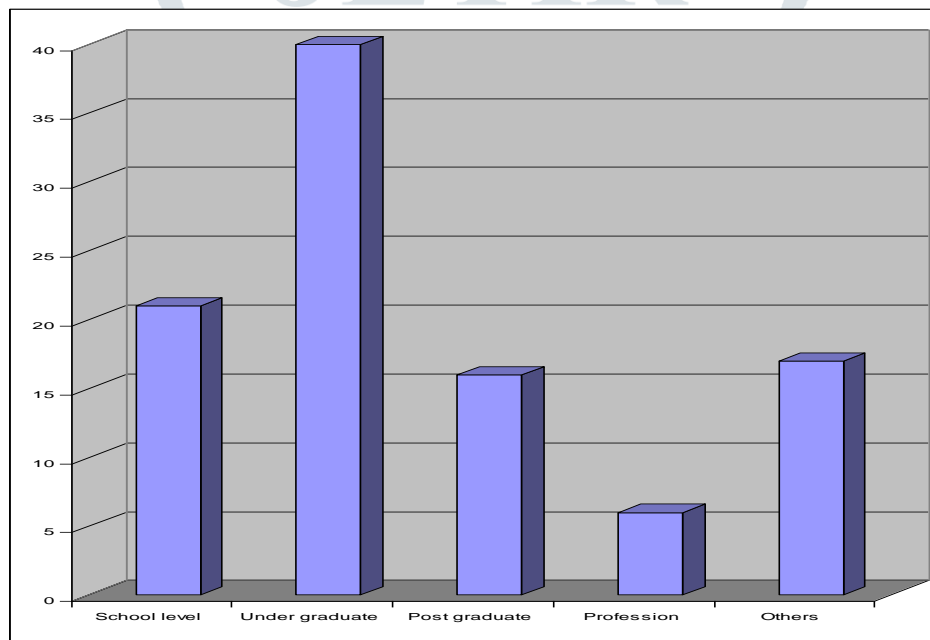
**Table No.1.5**

Table Showing The Experience Of The Employees

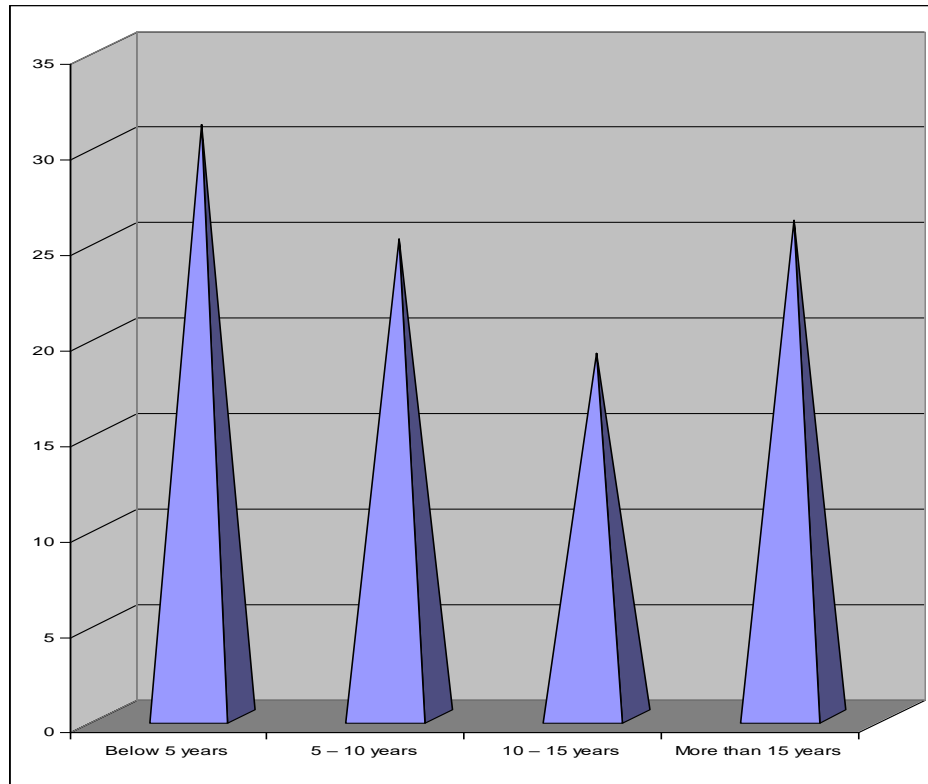
<b>Experience</b>	<b>No. Of Employees</b>	<b>Percentage</b>
Below 5 years	62	31
5 – 10 years	49	25
10 – 15 years	38	19
More than 15 years	51	26
<b>Total</b>	<b>200</b>	<b>100</b>

## INTERPRETATION

From the above table it is inferred that

- Almost 31% of the employees have less than 5 years work experience. Where as 25% of the employees have between 5 - 10 years of work experience and 26% of the employees have more than 15 years work experience.

Chart No.1.5  
Chart Showing The Experience Of The Employees



**Table No.1.6**

Table Showing The Awareness Of The Requirement Of The Jobs

Awareness	No. Of Employees	Percentage
Highly aware	64	32
Some what aware	96	48
Not aware	40	20
<i>Total</i>	<b>200</b>	<b>100</b>

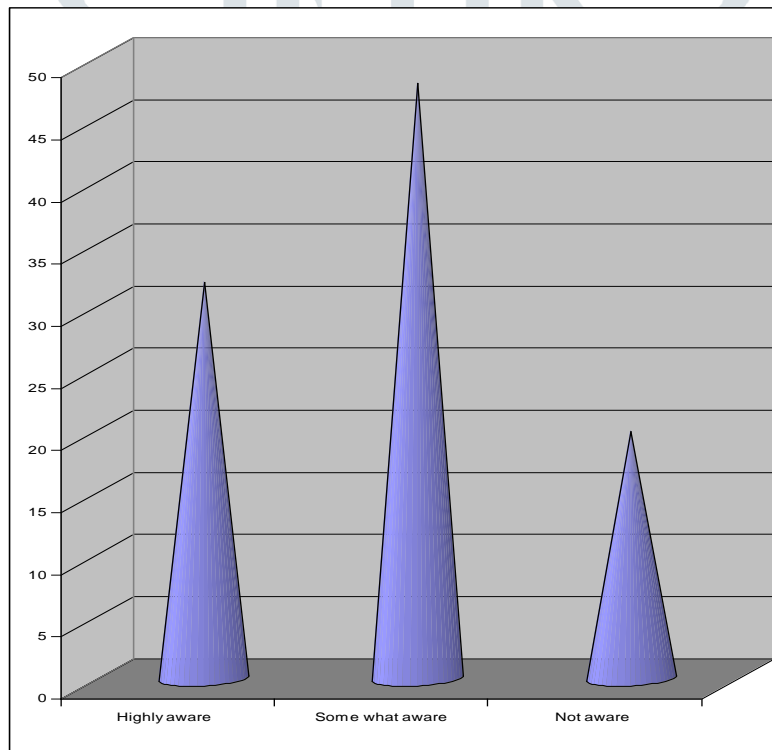
**INTERPRETATION**

From the above table it is inferred that

- Almost 48% of the respondents are aware of the requirement of their jobs. But 20% of the respondents are not aware of the requirement of their jobs.

**Chart No.1.6**

Chart Showing The Awareness Of The Requirement Of The Jobs



**Table No.1.7**

Table Showing The Satisfaction Level Regarding The Satisfaction Of The Job Profile.

Satisfaction level	No. Of Employees	Percentage
Highly satisfied	56	28
Satisfied	97	49
No comments	32	16
Dissatisfied	10	5
Highly dissatisfied	5	2
Total	<b>200</b>	<b>100</b>

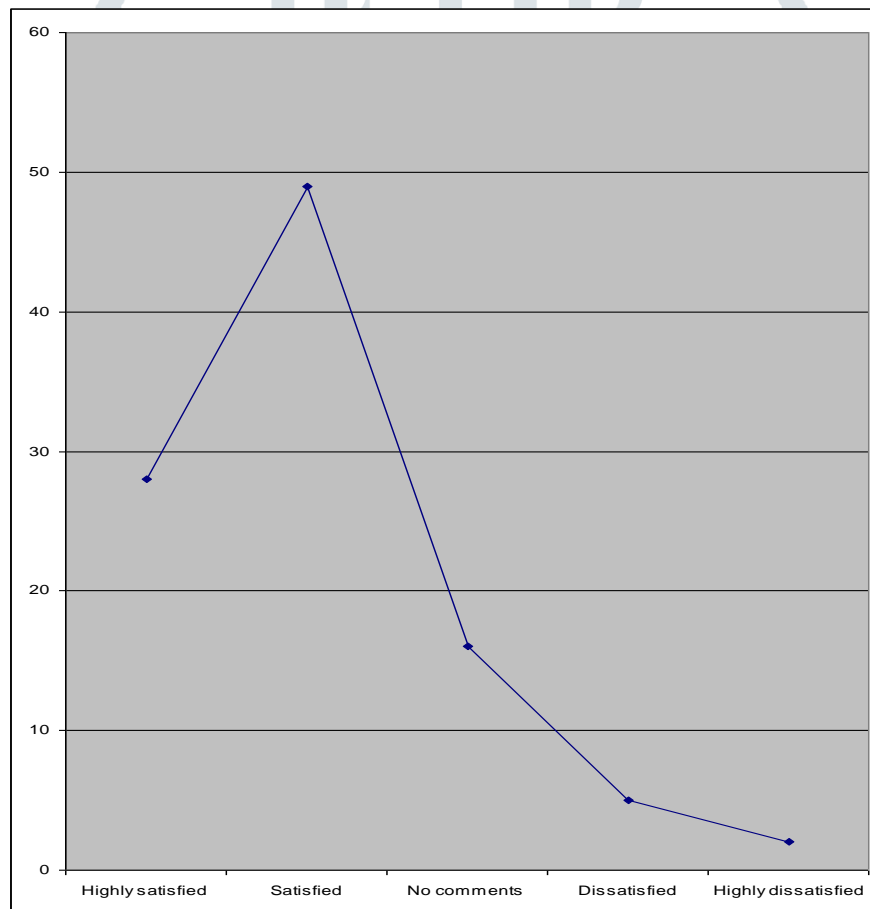
**INTERPRETATION**

From the above table it is inferred that

- Nearly 49% of the respondents are satisfied with their job profile. And 7% of the respondents are not satisfied with their job profile.

**Chart No.1.7**

Chart Showing The Satisfaction Level Regarding The Satisfaction Of The Job Profile.



**Table No.1.8**

Table Showing The Comfort Level Regarding The Working Environment Factors (Physical)

Factors	Highly satisfied	satisfied	Neutral	Not satisfied	Highly dissatisfied	Total
Canteen	49	68	32	43	8	200
Rest room	28	33	42	58	49	200
Infrastructure	36	61	43	49	11	200
Medical Aid	17	38	42	38	65	200
Recreation Facilities	36	39	42	52	31	200

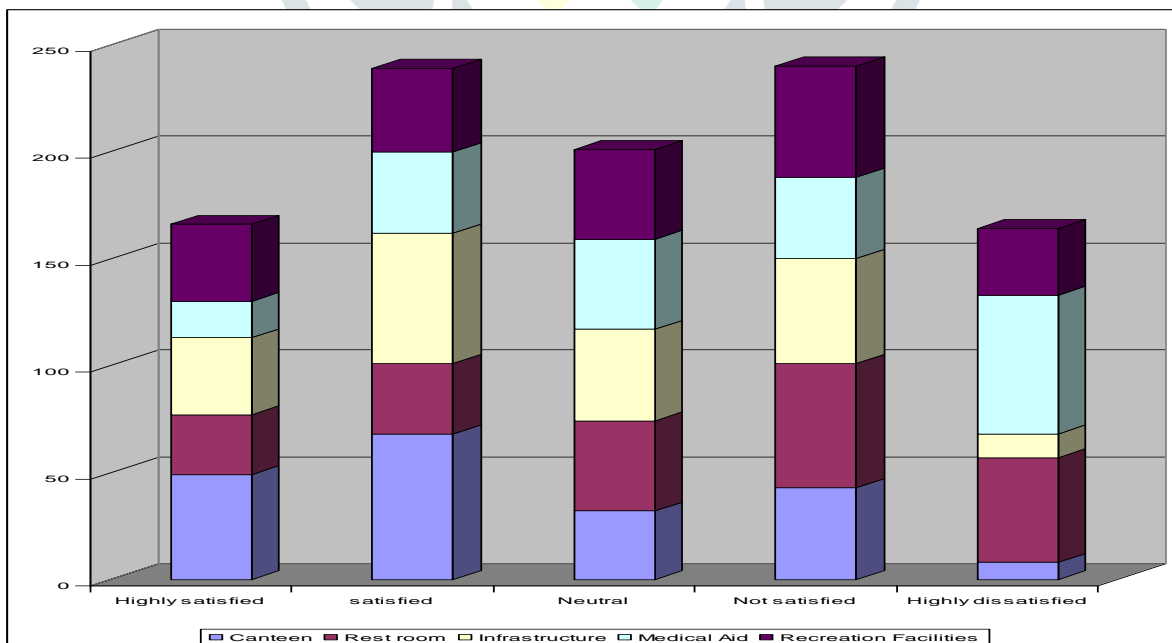
**INTERPRETATION**

From the above table it is inferred that

- Most of the respondent that is 58% of the employee are satisfied with the canteen facilities where as 30% of the employee are satisfied with the rest room facilities, and 48% of the employee are satisfied with the infrastructure in the organisation another 28% of the employee are satisfied with the medical facilities also 38% of the employee are satisfied with the recreation facilities

**Chart No.1.8**

Chart Showing The Comfort Level Regarding The Working Environment Factors (Physical)



**Table No.1.9**

Table Showing Preference Level Of The Employees Regarding The Promotion Policies

Promotion policy	Strongly agree	Some what agree	Disagree	Strongly disagree	Total
Performance based	48	79	33	40	<b>200</b>
Experience (Seniority)	36	53	22	89	<b>200</b>
Age	44	79	38	39	<b>200</b>
All the above	36	52	29	83	<b>200</b>

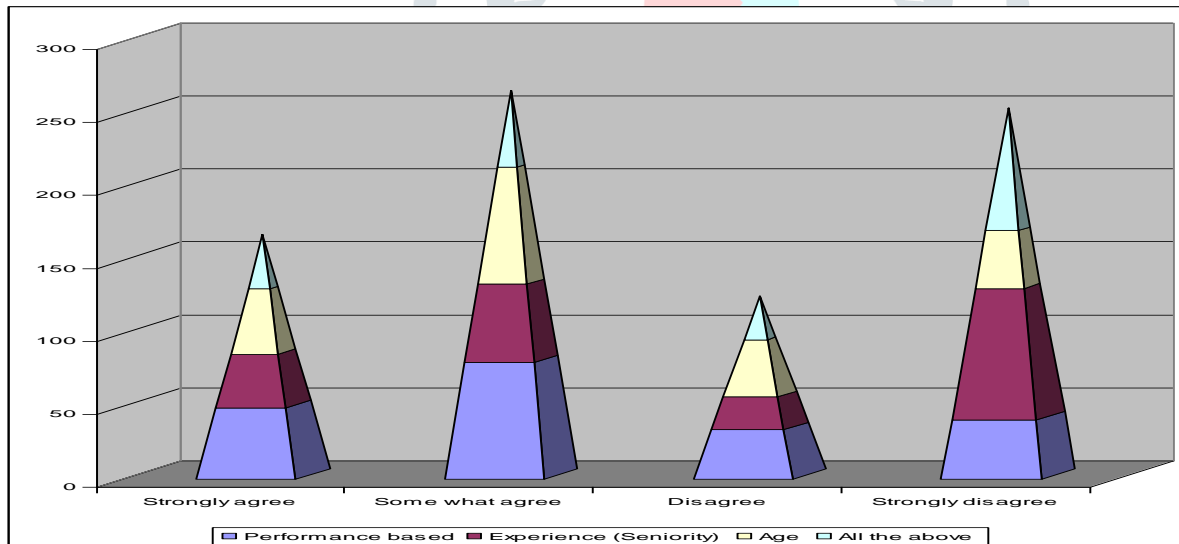
**INTERPRETATION**

From the above table it is inferred that

- In the survey 65% of the employee feel that promotion policies should be based on performance, where as 45% of the employee feel that promotion policies should be based on experience and another 62% of the employee feel that promotion policies should be based on age

**Chart No.1.9**

Chart Showing Preference Level Of The Employees Regarding The Promotion Policies



**Table No.1.9**

Table Showing Satisfaction Level Regarding The Development And Growth Of The Employees

Satisfaction level	No. Of Employees	Percentage
Highly satisfied	31	15
Satisfied	63	32
No comments	42	21
Dissatisfied	43	22
Highly dissatisfied	21	10
Total	<b>200</b>	<b>100</b>

**INTERPRETATION**

From the above table it is inferred that

- Almost 47% of the employees are satisfied with the development and growth in the organization, where as 32% of the employees are not satisfied with the development and growth in the organization

**Chart No.1.9**

Chart Showing Satisfaction Level Regarding The Development And Growth Of The Employees

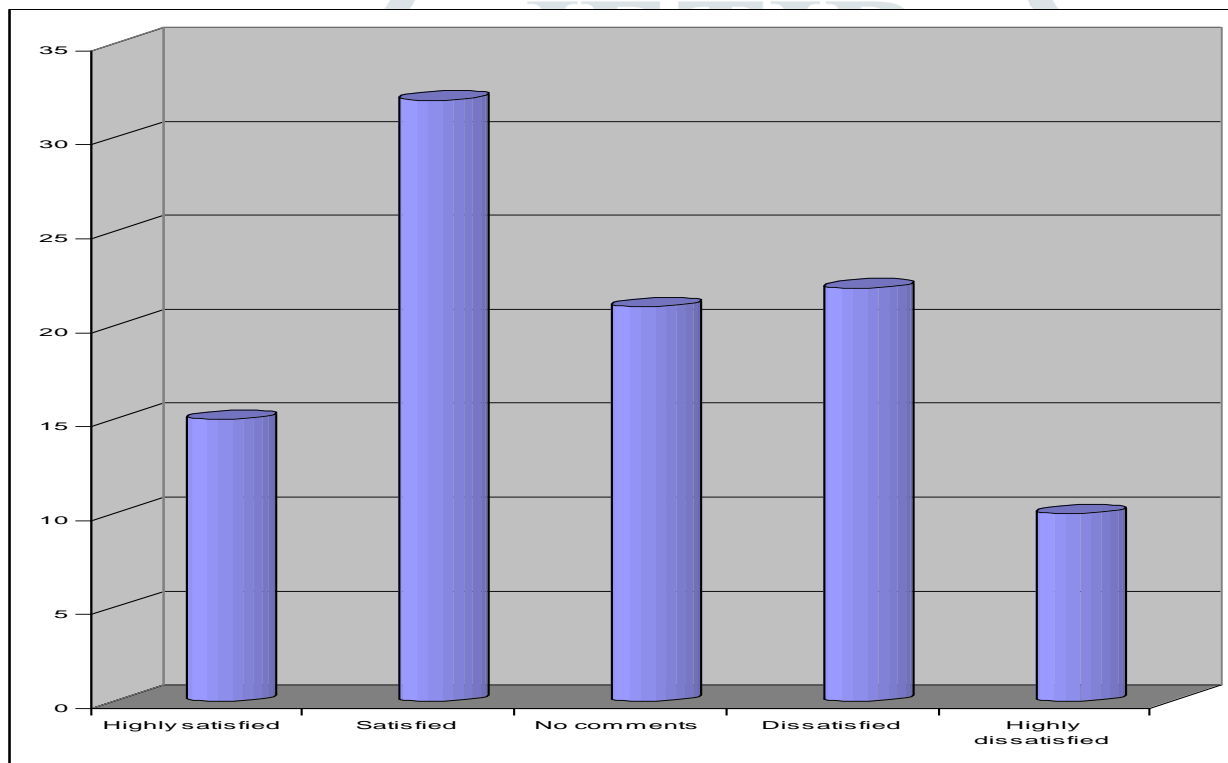
**Table No.2.0**

Table Showing Response Regarding Coooperativeness Between Various Department In The Organisatin

Response	No. Of Employees	Percentage
Yes	103	52
No	97	48
Total	<b>200</b>	<b>100</b>

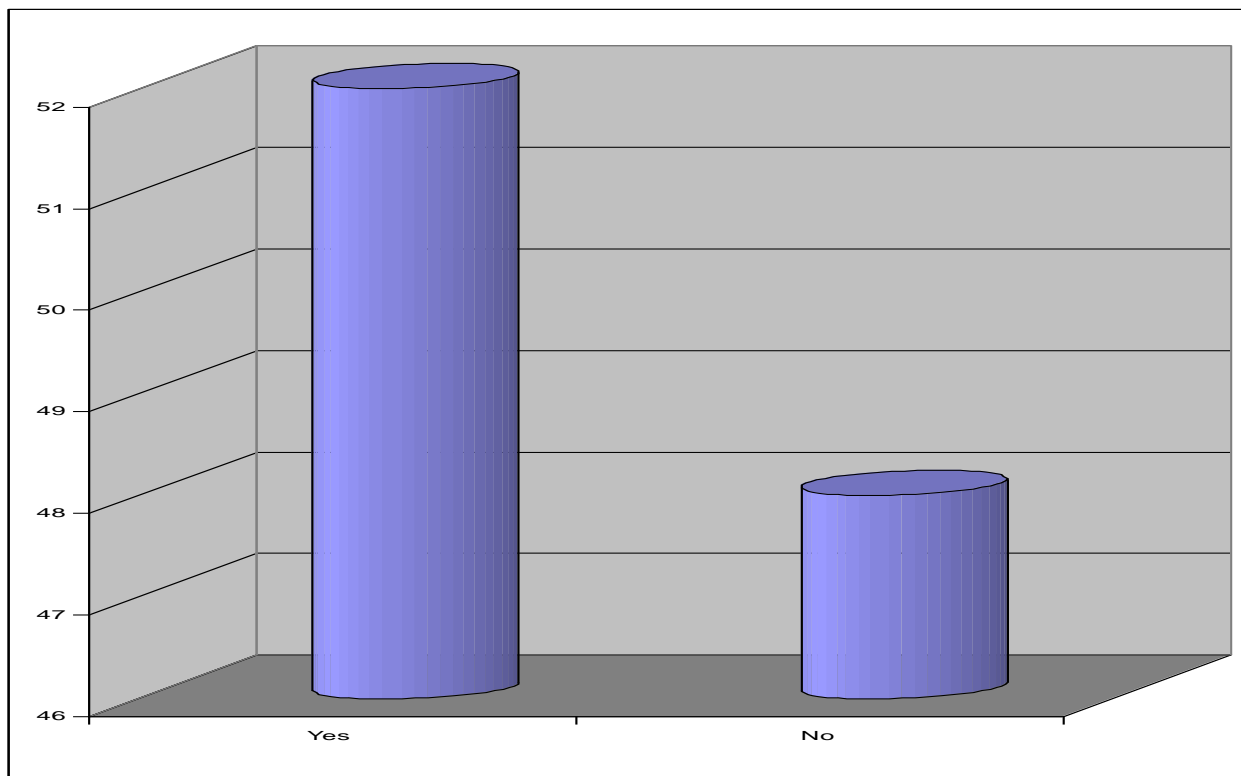
## INTERPRETATION

From the above table it is inferred that

- Nearly 52% of the employees feel that there is co-operation between various department in this organisation, and almost 48% of the employees feel that there is no co-operation between various department in this organization.

**Chart No.2.0**

Chart Showing Response Regarding Coooperativeness Between Various Department In The Organisatin





## FINDINGS

- ✓ 30 % of the employees are in the age category 51-60 years.
- ✓ 25 % of the employees are in the age category 41-50 years.
- ✓ 69% of the employees are males.
- ✓ 31% of the employees are females.
- ✓ 56% of the employees are in the servicing department.
- ✓ 21% of the employees are in the production department.
- ✓ 12% of the employees are in the marketing department.
- ✓ 40% of the employees are under graduates.
- ✓ 16% of the employees are post graduates.
- ✓ 31% of the employees have less than 5 years work experience.
- ✓ 25% of the employees have between 5 - 10 years of work experience.
- ✓ 26% of the employees have more than 15 years work experience.
- ✓ 48% of the respondents are aware of the requirement of their jobs.
- ✓ 20% of the respondents are not aware of the requirement of their jobs.
- ✓ 49% of the respondents are satisfied with their job profile.
- ✓ 7% of the respondents are not satisfied with their job profile.
- ✓ 30% of the employees are motivated regarding the recognition & status of the job.
- ✓ 33% of the employees are motivated regarding the job position.
- ✓ 15% of the employees are motivated regarding the decision making authority of the job.
- ✓ 55% of the employees are motivated regarding the responsibilities of the job.
- ✓ 32% of the employees are motivated regarding the scope of the job.
- ✓ 70% of the employees are aware of the deductions made from pay structure.
- ✓ 30% of the employee are not aware of the deductions made from pay structure
- ✓ 74% of the employee are satisfied with the monthly emoluments
- ✓ 8% of the employee are not satisfied with the monthly emoluments
- ✓ 65% of the employee are satisfied with the with the bonus
- ✓ 32% of the employee are satisfied with the with the increments
- ✓ 25% of the employee are satisfied with the with the medical allowance
- ✓ 59% of the employee are satisfied with the with the festival allowances
- ✓ 43% of the employee are satisfied with the with the cash reward for good performance
- ✓ 18% of the employee are comfortable with the working environment
- ✓ 46% of the employee are not comfortable with the working environment
- ✓ 25% of the employee are comfortable with the recognition
- ✓ 18% of the employee are comfortable with the status
- ✓ 70% of the employee are comfortable with the responsibility
- ✓ 14% of the employee are comfortable with the guidance from superiors
- ✓ 57% of the employee are comfortable with the co-operation of subordinate
- ✓ 50% of the employee are satisfied with the recognition
- ✓ 57% of the employee are satisfied with the status
- ✓ 40% of the employee are satisfied with the responsibilities provided
- ✓ 55% of the employee are satisfied with the guidance from superiors
- ✓ 58% of the employee are satisfied with the co-operation of their subordinates
- ✓ 58% of the employee are satisfied with the canteen facilities
- ✓ 30% of the employee are satisfied with the rest room facilities
- ✓ 48% of the employee are satisfied with the infrastructure in the organization
- ✓ 28% of the employee are satisfied with the medical facilities
- ✓ 38% of the employee are satisfied with the recreation facilities
- ✓ 65% of the employee feel that promotion policies should be based on performance

## SUGGESTION

1. Only 30% of the respondents are Motivated regarding recognition and status, responsibilities and scope of the job, hence it is important for the management to keep the employees motivated in these areas by giving them better recognition and status, better responsibilities and by widening the scope of the job, the employees motivational level will surely go up which will surely lead to his job satisfaction, which is the beginning point of having a quality work life.
2. Most of the employees are not comfortable with the provided work environment especially the physical environment so the organization can provide better rest room facilities, can arrangements for better canteen facilities, improve the infrastructure within the organization.
3. Most of the employees feel that they are properly trained towards a proper growth and development policy of the employee within the organization; hence the organization should spend towards meticulously planning to provide better training for its employees.

## CONCLUSION

Based on the results arrived out of this Research Paper it Gives the clear Picture the Importance and Need for the Better Improvement of Quality of work life Which Has to Be focused By Catering sectors Strongly In order to Reduce the Attrition rate ,Having considered the changes in all walks of life the HR Policy is a major tool to heal the Human Resources to reinvent their potentiality. Due to down-sizing the work loads are forced on the few employees. Therefore it is important for the organization to keep all its employees in a complete satisfaction level to have better quality life to improve their morale which will result in the high productivity of the organization. In light of this scenario, the present study highlights the need for training, proper handling of grievances provision of clean working environment etc. The significant findings will contribute to formulate and impeccable strategy which will bridge the gap between what they are and what they ought to be. the Shiva's Industrial Caterers limited, Chennai the survey was conducted to find out the satisfaction level of the employees in the organization and HR policies contributing towards increase of satisfaction level of the employees to bring about total quality in work life and about its effectiveness success value addition changes brought forwarded, etc., this criteria have been evaluated critically to find out possible suggestions so that in future satisfaction level program will be taken serious by the organization. Some of the valuable suggestions were provided to management to bring out the best of the policies to improve the satisfaction level of the employees to increase the quality of work life in the organization in the future. The researcher is very sure that this suggestion if implemented will surely improve the productivity, efficiency of the employee there by bringing more commitment from the employees.

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