

# A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN TIRUPUR COTTON MILLS

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**ABSTRACT:** Quality of work life is the quality of the content of relationship between employees and their total working environment with human dimensions added to the usual technical and economic ones. Quality of work life involves job security, good working conditions, adequate and fair compensation and equal employment opportunity all together. QWL aims at to meet the twin goals of enhanced effectiveness of organization and improved quality of life at work for employees. The study focused on the factor influences QWL of employees, level of satisfaction of employees on present level of QWL and the influence of QWL. 50 employees of cotton mill of equal capacity have taken as samples. Motivational insights are the important factor that influences the QWL of employees and their life. Higher compensation has been prime expectation of the employees to improve their life. QWL of employees had an influence on the employees' productivity.

**Keywords:** quality of work life, working environment, compensation and employees productivity.

## 1. INTRODUCTION

Quality of work life refers to the favorableness (or) unfavorableness of a job environment for people. The basic purpose is to developed jobs that are excellent for people as well as for production. Quality of work life is large step for forward from the traditional job design of scientific management which focused mostly on specialization and efficiency for the performance of narrow tasks. The major indicators of quality of work life are job involvement, job satisfaction and productivity.

### 1.1 Definition

Quality of work life is the degree to which work-in an organization contributes to material and psychological well being of its members – HARRISON

## 2. SCOPE OF QUALITY OF WORK LIFE

Work plays a central role in the life of the workers engaged in a productive organization. It has an improvement impact on

- 1) Shaping his personality.
- 2) Determining his performance.
- 3) Commitment of follow employees.
- 4) Commitment to the organization and the society.

## 3. NEED FOR THE STUDY

The most significant resources of an organization are human resources, without it the organization cannot function. In fact, challenges, opportunity and also the frustration of creating and managing organization very often originate from the people related problems that arise within them. People related problems often stem from the mistaken belief that people are alike, that they may be treated identically. There would be a lot of variability in psychological features, which demand attention. The present study on "A study on quality of work life of employees in Tirupur cotton mills. Aims to know how for the employees has a comfortable and enjoyable work life. There are so many factors determining the quality of work life. The present day employees are much concerned about wage, compensation, challenging job, job security, freedom and autonomy participation in decision making, level of environment and commitment to assess the "Level of Quality of Work Life".

## 4. REVIEW OF LITERATURE

QWL is the favorableness or unfavorableness of a job environment for people; it refers to the quality of relationship between employees and the total working environment. According to *Harrison (1985)* 3, QWL is the degree to which the working organization contributes to material and psychological well-being of its members. The QWL as "a process of joint decision making, collaboration and building mutual respect between management and employees"; it is concerned with increasing labour management co-operation to solve the problems, improving organizational performance and employee satisfaction.

*Nadler and Lawler (1983)* perceived that after the phase of 1979-82 when the QWL means everything, it would lose its impact and mean nothing. But, instead of losing importance, the QWL has been gaining momentum day by day. Whatever may be the interpretation, the QWL is the most debatable topic to both employer and employees. One of the reasons for the growing importance of QWL could be the realization on the part of employees about their rights and growing unionism.

*Fredric, W. Taylor (1974)* was the advocate of Scientific Management Movement. As a result of Industrial Revolution, there arose a great need to increase productivity of the organization. Taylor attempts to achieve this, with the idea of 'Scientific Management, of 'Time Study' and Work Study'. He viewed that the burden of planning and designing the work should be removed from the shoulders of workers.

(Chins 1979) The concept of QWL has historically roots in the research on Socio-Technical system. The basic feature of Socio-technical system is “the design of the organization which has to be compatible with its objectives in order to adopt to change and be capable of using the creative capacities of individual. A system should provide to the people with an opportunity to participate in the design of the jobs, they are required to perform.

(Davis and Trist, 1979) The objective of specification of task, allocation of a task to a job or to roles, the specification of methods of obtaining them should be minimum. The employees having been given specific objectives should be able to plan and design their own activities. There should also be variance control, the employees should be able to recheck and inspect their own work. This enables them to learn from their own mistakes. The Socio-Technical Approach rests on two premises. The first is that in any purposive organization men are required to perform activities which are performed in the context of social as well as a technical system.

Straw, R.J., and C.C. Heckscher, (1984) The ‘Quality of Work Life, (QWL) is a philosophy, a set of principles, which holds that people are the most important resources.) Started that in an organization, people are trustworthy, responsible and capable of making valuable contribution, and they should be treated with dignity and respect.

(Cunningham, J.B. and T. Eberle (1990) The elements that are relevant to an individual’s quality of work life include the task, physical work environment, social environment within the organization, administrative system and relationship between the life and job. The QWL consists of opportunities for active involvement in group working arrangements or problem solving that are of mutual benefit to employees and employers based on labor management cooperation.

## 5. OBJECTIVES OF THE STUDY

1. To identify the attributes/factors influencing QWL in an organization.
2. To analyze the level of satisfaction of the employees on QWL in an organization.
3. To study the expectation of the employees to improve the QWL in their work force.
4. To know the influence of QWL on employees performance

## 7. LIMITATION OF THE STUDY

1. The purpose from the sample not reveals the accurate facts.
2. Lack of respondents interest in answering the questions, and also might not have revealed true information.
3. Even though the researcher created a report respondent, some of them doubted that the researcher has been send on behalf of the management and so they were reluctant.
4. Unavailable of enough time.

## 5. METHODOLOGY

It was also decided to conduct the study among the employees as suggested by the Alagammai cotton mill authorities. There are 60 employees in Alagammai cotton mill of which 50 respondents gave concern to participate in the study. The researcher used the questionnaire method and it distributed the questionnaire to all 60 employees. Thus the number of respondents in the was 60. The response rate in the study was 90 percent. Descriptive research design was used.

## 6. ANALYSIS AND INTERPRETATION

### I - PERCENTAGE ANALYSIS QUALITY OF WORK LIFE OF EMPLOYEES IN TIRUPUR COTTON MILLS

Table - 1  
Percentage analysis of respondents of their age

S.No	Age	No of respondents	Percentage
1	20-30 years	9	18
2	30-40 years	17	34
3	34 Above 40 years	24	48
<b>Total</b>		<b>50</b>	<b>100</b>

Source: Primary Data

The table shows that 48% of the respondents belong to above 40 years of age group, 18% belong to 20-30 years and 34% belong to 30-40 year’s age group.

Table - 2

Percentage analysis of respondents of their educational qualification

S.No	Educational qualification	No of respondents	Percentage
1	Illiterate	15	30
2	School level	21	42
3	Diploma	7	14
4	Degree/Graduation	7	14
<b>Total</b>		<b>50</b>	<b>100</b>

Source: Primary Data

The table indicates that 30% of the respondents were illiterate, 42% have studied up to school level and the same numbers of respondents have completed their graduations and diploma education.

**Table -3**  
**Factors Influencing Quality of Work Life**

S.no	Factors	Mean	Rank
1	Working Environment	2.40	2
2	Motivational insights	3.00	1
3	Job freedom and security	2.26	4
4	Personal growth and career opportunities	2.34	3
<b>Total</b>		<b>50</b>	<b>100</b>

Source: Primary Data

Among the four variables motivational insights has influenced most of the employees (mean value 3.00) to make a quality of work life. Good working Environment has accepted as the next important factor (mean value 2.40). Personal growth and career opportunities has scored as next influencing factor where the employees' provided facilities for self improvement (mean value 2.34) Job freedom and security has been scored as the next important influencing factor of quality of work life (mean value 2.26).

## II- CHI-SQUARE ANALYSIS FOR THE INTER RELATIONSHIP AND AGE

### HYPOTHESIS -I

Ho: There is no significance difference between Inter relationship and Age.

Ha: There is no significance difference between Inter relationship and Age.

**Table - 4**  
**Chi-square Values**

	IN YEARS	JOB SECURITY
Chi-square	22.800	23.120
Degrees of freedom	3	1
Asymp. Sig.	.000	.000

Source: Primary Data

The asymptotic significance is less than 0.05; the difference between observed and expected frequencies is significant. Therefore the null hypothesis is rejected. Therefore there is the significance relationship between Experience and Job Security.

### HYPOTHESIS -II

Ho: There is no significance difference between Motivation and Income.

Ha: There is a significance difference between Motivation and Income.

**Table - 5**  
**Chi-square Values**

	Motivation	In rupees
Chi-square	6.760	25.840
Degrees of freedom	2	5
Asymp. Sig.	.030	.000

Source: Primary Data

The asymptotic significance is less than 0.000 which is less than 0.05, the difference between observed and expected frequencies is significant. Therefore the null hypothesis is rejected. Therefore there is a significance relationship between Motivation and Income.

### HYPOTHESIS -III

Ho: There is no significance difference between Co-operation and Gender.

Ha: There is a significance difference between Co-operation and Gender.

**Table - 6**  
**Chi-square Values**

	Co-operation	Gender
Chi-square	6.760	25.840
Degrees of freedom	2	5
Asymp. Sig.	.030	.000

Source: Primary Data

The asymptotic significance is less than 1.000 which is less than 0.05, the difference between observed and expected frequencies is insignificant. Therefore the null hypothesis is accepted. Therefore there is no significance relationship between Co-operation and Gender.

## 7. FINDINGS, SUGGESIONS AND CONCLUSION

### FINDINGS

1. 48% of the respondents belong to above 40 years of age group, 18% belong to 20-30 years and 34% belong to 30-40 years age group.
2. 30% of the respondents were illiterate, 42% have studied up to school level and the same numbers of respondents have completed their graduations and diploma education.
3. The four variables motivational insights has influenced most of the employees (mean value 3.00) to make a quality of work life. Good working environment has accepted as the next important factor (mean value 2.40), personal growth and career opportunities has scored as next influencing factor where the employees' provided facilities for self improvement (mean value 2.34) job freedom and security has been scored as the next important influencing factor of quality of work life (mean value 2.26).
4. Significance is less than 0.05; the difference between observed and expected frequencies is significant. Therefore the null hypothesis is rejected. Therefore there is the significance relationship between experience and job security
5. Significance is less than 0.000 which is less than 0.05, the difference between observed and expected frequencies is significant. Therefore the null hypothesis is rejected. Therefore there is a significance relationship between motivation and income.
6. Significance is less than 1.000 which is less than 0.05, the difference between observed and expected frequencies is insignificant. Therefore the null hypothesis is accepted. Therefore there is no significance relationship between co-operation and gender.

### SUGGESTIONS

- Improvement in rewarding and awarding policies.
- Introduction of Promotion policy at operation level
- Improving good relationship with employees and providing friendly environment in the organization.

### CONCLUSION

From the study it is clear that Quality of work life of employees in Tiruppur cotton mills Pvt. Ltd is good. The Quality Mission should include not only the quality of products; but also the quality of work life of the employees. Quality of work life can be improved upon by having good supervision, good working conditions, good pay and benefits, an interesting and challenging, and a rewarding job, more positive the Industrial relations processes, the greater the possibility of improved Quality of Work Life. Positive Industrial Relations should ensure better wages, flexible hours of work, conducive work environment, employment benefits, career prospects, job satisfaction, and meaningful employee involvement in decision making etc.

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