

A STUDY ON QUALITY OF WORK LIFE AMONG THE EMPLOYEES IN M SQUARED

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ABSTRACT

Quality of work life denotes all the organizational inputs which aim at the employees satisfaction and enhancing organizational effectiveness. The basic purpose is to develop jobs and working conditions that are excellent for employees as well as economic health of organization. It refers to the level of satisfaction, motivation, commitment and involvement an individual experience with respect to their line at the work.

Key words: Job satisfaction, Quality of work life, motivation, organizational effective ness

INTRODUCTION

Fw.Taylor's scientific management principles creating awareness regarding human resources , who were earlier considered as mere instruments of production ready to work from dawn to dusk under whatever conditions and being motivated by the cure of money . From then till today continuous research and experiments have been undertaken to understand human beings at work and the ways to improve their job satisfaction balance with the aim of the organization to combine better productivity with job and employees satisfaction in order to achieve this twin objectives, different approaches have been developed and applied the concept of quality of work life has originated from this continuous research process.

Quality of work life denotes all the organizational inputs which aim at the employees satisfaction and enhancing organizational effectiveness in the late 1959's the term quit was used to stress the prevailing poor quality of at work place and it was first defined then n terms peoples reaction to work, particularly an individual's, job satisfaction and mental health . It also refers to favorableness or un- favorableness of job environment for people.

The following eight major conceptual categories to provide a frame work for analyzing its salient features.

- a) Adequate and fair compensation
- b) Safety and healthy working conditions
- c) Immediate opportunity to use and develop human capacities
- d) Future opportunity for continued growth and security
- e) Social integration in work environment
- f) Constitutionalism or the 'rule of law ' in the work organization

- g) Work and the total life space
- h) The social relevance of work.

Multifarious criteria that characterize this industrial orientation include fair compensation healthy working conditions and opportunities for developing skills continued growth and security conducive work environment protection of workers' rights, social relevance and balance between work and personal life. Later quality came to be recognized as an approach or methods such as job enrichment, self managed teams and labour managed committees.

The management in every organization should sincerely invite their employees to suggest ways to improve their operation and the quality of their work life, only if these ideas are received a spirit of appreciation . the employees should then be asked to participate in studying the feasibility and recommended appropriate means of implementing each suggestion that survives such review the quality of life at work probably would then be enhanced .A management practice that manifests concern about job enrichment, employee security, career opportunities and opportunities for employees to have voice in matters which affect them is entirely consistent with meticulously controlled operations in the interest of efficiency, effectiveness, quality assurance , customer service , profitability and high employee morale.

Quality of work life (QWL) is a philosophy, a set of principles which holds that people are the most importance resource in the organization as they are trust worthy responsible and capable of making valuable contribution and they should be treated with dignity and respect the elements that are relevant to an individual's Quality of work life include the task, the physical work environment within the organization, administrative system and relationship between life on and off the job. QWL consists of opportunities for active involvement in group working arrangements or problem solving that are of mutual benefits to employees or employers, based on labour MGT; cooperation people also conceive of QWL as asset of methods such as autonomous work groups job enrichment, and high involvement aimed at boosting the satisfaction and productivity of workers it requires employee commitment can flourish. Thus QWL is a comprehensive construct that includes as individual's job related well being and the extent to which work experiences are rewarding fulfilling and devoid of stress and other negative personal consequences. Accordingly the rising number of two-income households is heightening the concern for employees quality of work life .Given that female participation of work is increasing it is apparent that males and females independently will need to take care of both work and home. Therefore, Quality of work experience rather than work place wiliness is crucial in promoting healthier working environment .Past research on QWL: The evolution of QWL began n late 1960's emphasizing the human dimensions of work. By focusing on the quality of the relationship between the works and the working environment. QWL as a discipline began in the US in September 1972 when the phrase was coined at a 'democratization of work' conference held at Columbia University.

Arden house to discuss two movements. The first was political movement in Western Europe called 'industrial democracy' militant. Socialist labour unions were lobbying the parliaments and assemblies of England, France, West Germany, Sweden and Italy to legislate worker participation in corporate decision making. The second movement was the emergence in the US of a number of social science theories about humanizing the work place. This shows that the model that evolved during the early years.

INDUSTRY PROFILE

In India, the software boom started somewhere in the late 1990s. Most of the Indian software companies at that moment offered only limited software services such as the banking and the engineering software. The business software boom started with the emergence of Y2K problem, when a large number of skilled personnel were required to fulfill the mammoth database-correction demand in order to cope up with the advent of the new millennium.

The profile of the Indian IT Services has been undergoing a change in the last few years, partly as it moves up the value chain and partly as a response to the market dynamics. Ten years ago, most US companies would not even consider outsourcing some of their IT projects to outside vendors. Now, ten years later, a vast majority of US companies use the professional services of Indian Software engineers in some manner, through large, medium or small companies or through individuals recruited directly.

The market competition is forcing organizations to cut down on costs of products. The professional IT services on the other hand are becoming increasingly expensive. The offshore software development model is today where onsite professional services were ten years ago. There is a high chance (almost a mathematical certainty), that in less than ten years, the vast majority of IT services (software development being just one of them) from developed countries, will be, one, outsourced and two, outsourced to an offshore vendor.

Despite the global economic slowdown, the Indian IT software and services industry is maintaining a steady pace of growth. Software development activity is not confined to a few cities in India. Software development centers, such as Bangalore, Hyderabad, Mumbai, Pune, Chennai, Calcutta, Delhi-Noida-Gurgaon, Vadodara, Bhubaneswar, Ahmadabad, Goa, Chandigarh, and Trivandrum are all developing quickly. All of these places have state-of-the-art software facilities and the presence of a large number of overseas vendors. India's most prized resource is its readily available technical work force. India has the second largest English-speaking scientific professionals in the world, second only to the U.S. It is estimated that India has over 4 million technical workers, over 1,832 educational institutions and polytechnics, which train more than 67,785 computer software professionals every year. The enormous base of skilled

manpower is a major draw for global customers. India provides IT services at one-tenth the price. No wonder more and more companies are basing their operations in India.

The industry is in an expansion mode right now, with dozens of new offshore IT services vendors emerging everyday, the industry has a high probability of being subjected to the 80:20 rule in not too distant a future. In perhaps another ten years, 80 percent of all outsourced offshore development work will be done by 20 percent of all vendors, a small number of high qualities, trusted vendors. Only a few select countries and only the most professional companies in those countries will emerge as winners. India will definitely be the country of choice for offshore software development. We have the potential to become and remain the country of choice for all software developments and IT enabled services, second only to the USA. The third choice could be far distant.

India is among the three countries that have built supercomputers on their own. The other two are USA and Japan. India is among six countries that launch satellites and do so even for Germany and Belgium. India's INSAT is among the world's largest domestic satellite communication systems. India has the third largest telecommunications network among the emerging economies, and it is among the top ten networks of the world.

HUMAN RESOURCES DEPARTMENT:

The role of human resource department in QWL efforts vary widely .in some organization top management appoints an executive to ensure that QWL and productivity efforts occur throughout the organization. In most cases there executives have a small staff and must rely on the human resources department for help with employee training communication attitude survey feedback and similar assistance .In other organization the department is responsible for initiating and directing the firm QWL and productivity efforts perhaps the most crucial role of department s winning the support appears to be an almost universal prerequisite for successful QWL programs By substantiating employees satisfaction and bottom un benefits which range from lower absenteeism and turn over to higher productivity and fewer accidents the department can help convince doubting managers .sometimes documentation of QWL can result from studies of performance before and after a QWL effort .without documentation of these results top management might not have continued its strong support.

M SQUARED stands for its total Quality culture in terms of people, products, services, work place safety, energy and environment .The Company is fully equipped to train manpower at all levels covering the entire range of activities from mining to manufacture to marketing. the emphasis is to attract nurture and train the best human resources in the industry . the company's biggest asset is its human resources quality with a 2000 plus workforce .The company have a full fledged human resource development (HRO) department .that focus on regular training and refresher courses for skill betterment and personality

development and also to inculcate. Quality consciousness and safety awareness .We are committed to training and retainers the best of human resources from the world over building capabilities in the organization across boundaries in the IT sector.

The company's HR strategy and policy looks to achieve optimum productivity through best use of the human and technology potential fulfilling the company's vision to become a world class organization for mining and mineral separation to reduce the paucity of professionals arising due to higher capacity utilization retirement ,expansion and modernization .This is achieved by deciding a program of inducting qualified technocrats and management professional of multiple levels ,to ensure smooth technology transition , a series of human resources training program and familiarization regimens are conducted regularly .This department is concerned with the manpower management of the company and it is headed by the joint general manager (personnel and administration).The sincerity and dedication of the employees is a major success factor with a fully fledged HRD department ; regular training and refresher courses are given to employees .Apart from skill development there courses include quality consciousness safety awareness and personality development .

Functions of Human Resource department In M SQUARED

1. Recruitment ,selection and placement of personnel
2. Matters relating to promotion and transfers of personnel
3. Training and development to staff
4. Matters relating to welfare safety and security salaries, allowances, bonus, incentives etc.
5. Matters relating with public relation disciplinary with public relation disciplinary proceedings , retirement and superannuation
6. Maintenance of attendance registers.

OBJECTIVES OF THE STUDY

- ▶ To study about the quality of work life among the employees in M SQUARED.
- ▶ To understand the effectiveness of working as a group to the quality of work life.
- ▶ To findout the association between age, workload and stress in employees of M SQUARED.
- ▶ To study the importance of communication, motivation, leadership and its effectiveness in QWL.
- ▶ To identify the major factor that influences the QWL of employees.
- ▶ To understand the working environment prevailing in M SQUARED.
- ▶ To identify the major factor that influence to take leave on job.

NEED OF STUDY

The basic purpose of QWL is to develop jobs and working conditions that are excellent for people as well as for the economic health of the organization. Quality of work life means having quality supervision, quality working conditions, good pay and benefits, challenging and rewarding job etc. Quality of work life is concerned with the overall climate of the work .Quality of work life is making everything of quality and

because of these reasons, this study became worth .Many large companies in India have tested and are still experimenting with the ways to improve the quality of the work life and improve the productivity .It is interesting to note that most have reported noteworthy success with enrichment effort.

METHODOLOGY

Type of research

“A study on quality work life among the employees in M squared” has been under taken to study the nature of the tasks performed by different categories of employees and their feeling about their job, and their physical environment prevailing in the organization relationship maintained with other employees and the benefits extended in of it views of the respondents covered for this study describe the opinion of employees on above aspects which decide the quality of work life of employees of M SQUARED . Hence the research study is categorized as descriptive research method.

Sources of Data

The source of information for this study has been collected from the personnel and HR Department unit of M SQUARED. Manuals and respects published by M Squared and the same is also the source of the information for making preparation for this study.

Primary Data

Primary data have been collected from the employees (respondents)objectives and purpose of the study have been explained to the respondents who are in permanent rolls in M Squared and the data needed for this study has been directly collected from them.

Secondary Data

Data required for this study have been collected from official sources of M Squared. All the industry details provided by the organization have been collected from personnel and administration department. The reports and pamphlets released by the organization is also a source of information.

Data Collection method

Secondary data have been collected from official sources of Kerala minerals and metals ltd. And through their manuals and reports. Primary data have been collected through survey method. The tool used for conducting survey was questionnaire a well structured questionnaire has been formulated as the basis of the objectives framed for this study summated scale (likert type 5 point scale) has been used here .A pilot study has been conducted to know the practicability and statistical amenability of the questionnaire and accordingly necessary modification was made before final survey close ended questions have been incorporated in questionnaire to bring out the views employees of minerals and metals ltd . Data collected through primary sources have been analyzed for arriving findings and collection.

Population

Employees of M Squared who are in the rolls of the organization during the period of survey the total population was around 1900.

Sampling frame

List of the employees has been collected from the official records of M Squared and source list or sampling frame has been prepared for the study.

Sample size

The sample size chosen for the study is 110.

Sampling Technique

Sampling technique used for this study is simple random sampling from the sampling frame the respondents needed for this study has been prepared. Employees (respondents) who are working in M SQUARED have been selected on a random basis after approaching different departments of employees the respondents needed for this survey has been prepared by a way of covering all the categories of the employees M Squared.

Statistical Techniques

(1) Percentage analysis

Percentage analysis is the technique which is used to analyze and interpret the collected data.

FINDINGS

- There is statistically significant relation between the marital status and motivated enough to do work and also there is statistically significant relation between the Work is interesting and Salary. There is an association between job security and experience and also there s a association between work load and stress. 36.4% of the respondents are between 30-40 years of age is revealed by the study.
- 59.1% of the respondents are male as is revealed by the study.
- 40.9% of the respondents have between 10-15 years of experience as revealed by the study.
- 59.1% of the respondents are travel daily 1-5 kilometers is revealed by the study.
- 44.5% of the respondents strongly agree that their work is interesting is revealed by the study.
- 43.6% of the respondents agree that the job security is good in the company is revealed by the study.
- 40.9% of the respondents agree that they receive good fringe benefits is revealed by the study.
- 46.4% of the respondents strongly agree that they are well trained for their job is revealed by the study.
- 35.5% of the respondents strongly agree that they are motivated to do their work is revealed by the study.
- 50.9% of the respondents strongly agree that the physical environment is satisfactory is revealed by the study.
- 49.1% of the respondents agree that high priority is giving to the safety of workers is revealed by the study.

- 43.6% of the respondents agree that they can work well in the atmosphere is revealed by the study.
- 35.5% of the respondents neutral in their opinion that the relationship with their supervisor is good is revealed by the study.
- 43.6% of the respondents neutral in their opinion that the work load and stress is reasonable is revealed by the study.
- 40.9% of the respondents agree that their group work is interesting and help them complete their job easily is revealed by the study.
- 43.6% of the respondents strongly agree that they receive enough help and equipment to get the job done is revealed by the study.
- 40.9% of the respondents neutral in their opinion that they get enough time meet their family and job demands is revealed by the study.
- 40.9% of the respondents agree that in the work place they are treated with respect is revealed by the study.
- 36.4% of the respondents neutral in their opinion that their satisfaction in life comes from their work is revealed by the study.
- 35.5% of the respondents strongly agree that they are usually involved with the decisions that affect their work is revealed by the study.

SUGGESTION

Quality of work life of employees in M Squared is on the positive side .In order to improve the quality of work life of employees in the organization the management can concentrate in following areas .

- More focus has to be given n assigning the work load and chance for stress in accordance with the age of the employees.
- Similarly efforts should be taken to maintain work life balance with respect to experience of the employees.
- The management has to show interest in and explore the possibility to provide skill development to a greater extent.
- The scope of this practice should be extended by collecting the data about the change in job performance and feedbacks periodically.
- Measures has to be implemented to finish the work n the office hours or by allowing to extend the work time and facilities , allowances as only less numbers of the employees stated as they are interested in working at home as part of job .
- The efforts to co-ordinate and enhance the relationship between employee and the groups should be taken with responsibility by the respective departments heads.

- In order to strengthen the inter personal relation of employees with their superior the heads of departments can conduct departmental meetings periodically and encourage all the employees to give their views without hesitation.
- The management also facilitates to have get together at section or department level for reducing the gap between employees and managers.
- Employees of M SQUARED require educational facilities to be offered in the organization to facilitate more chances for their children to get admission in premier institutions for the betterment of the wards of employees.
- The gap between the managerial employees and workers has to be reduced and the relationship has to be strengthened.
- The need of the organization has to be properly explained to the employees during counseling sessions and make the employees to feel that they are part and parcel of the organization.

CONCLUSION

Modern organization are taking continuous efforts to improve the quality of work life of its employees .There organization are very much interested in attracting potential condition in the market ,trying to retain the efficient manpower and making attempts to reduce turnover rate of employees .

Being a New age company M Squared is also taking steps to improve the quality of work life of its employees. For making any improvement, it is necessary to know the prevailing environment in the organization through the views expressed by its employees. Therefore an attempt has been made to gets the view of employees of M Squared about the quality of work life enjoyed by them .The outcome of the study will facilitate the authoritarian to know the pulses of employees and their expectation and makes improvements in the quality of work life of employees.

The Data needed for this study have been collected through officials source and primary data was collected directly from the respondents selected for the study .The collected data have been compiled and analyzed based on the analysis the findings of the study have been listed and suggestions have been offered to strengthen the prevailing quality of work life of employees of M Squared.

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