

# A STUDY ON QULITY OF WORK LIFE AMONG EMPLOYEES OF KOSOFLUID CONTROL (FOUNDRY DIVISION) AT THE COIMBATORE

Mr. A. BALAKRISHNAN

Mrs. T. NANCY PAUL

## ABSTRACT

This project has been undertaken on the topic “MEASUREMENT OF QULITY OF WORK LIFE AMONG EMPLOYEE WITH REFERENCE TO KOSO FLUID CONTROLS (P) LTD. –FOUNDRY DIVISION, ANNUR, COIMBATORE”.

Work is an integral part of our everyday life, as it is our livelihood or career or business. On an average an employee spend 12 hours daily in the work place, ie., 1/3<sup>rd</sup> of his/her entire life, it does influence the overall quality of his/her life. It should yield job satisfaction, give peace of mind, a fulfillment of having done a task, without any flaw and having and spend the time fruitful constructively and purposefully.

In growing scenario, competition between organizations is high. In order to increase the productivity of the company there should be proper balance between personal life and professional life of the employees. This study is to conduct to find out how effective is the quality of work life in KOSO.

The researcher is of the view that in this era of competition, the company should use the application of latest technology and to provide succession planning, mentoring to the employees. Today employees need work with positive stress and tension if the company is ready to provide this the employee can balance their personal life and professional life. The employees responding to this survey have an excellent quality of work life.

## 1. INTRODUCTION OF THE STUDY

### 1.1. INTRODUCTION

The project work is “a study on measurement of quality of work life of employees” in **KOSO INDIA PVT LTD**, Annur, and Coimbatore. QWL is the quality of relationship between employees and the total working environment. QWL is the degree to which members of a work organization are able to satisfy their personal needs through their experience in the organization. The basic purpose of improving QWL is to change the climate at work so that human-technological-organizational interface leads to a better QWL. Its focus is on creating a human work environment where employees work co-operatively and contribute to organizational objectives. The major indicators of QWL are job involvement, job satisfaction and productivity.

Quality of work life (QWL) is viewed as an alternative to the control approach of managing people. The QWL approach considers people as an ‘asset’ to the organization rather than as ‘costs’. It believes that people perform better when they are allowed to participate in managing their work and make decision. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, organization needs to concentrate on job designs and organization of work. Further, today’s workforce is realizing the importance of relationships and is trying to strike a balance between career and personal lives. Successful organizations support and provide facilities to their people to help them to balance the scales. In this process, organizations are coming up with new and innovative ideas to improve the quality of work and quality of work life of every individual in the organization.

### 1.2. PERIOD OF THE STUDY

Original research work done by A.Balakrishnan during the Dec 2017 to March 2018

### 1.3. OBJETIVES OF THE STUDY

#### Primary Objective:

- To measures the effectiveness the quality of work life of employees in the organization.

#### Secondary Objective:

- To study the various dimensions of quality of work life in the organization.
- To study the factors that influence and decide quality of work life.
- To examine the welfare activities that affect performance of employees in the organization.

### 1.4.STATEMENT OF THE PROBLEM

Quality of work life is gaining attention today especially in the wake of a very competitive business environment. This organization KOSO FLUID CONTROLS PVT LTD, is also forced to concentrate more on QWL because, it basically is all about employee involvement, which consists of methods to motivate employees to participate in decision making. Due to changes in work environment i.e. technological, high competition, rise of employee unions etc the quality of the work life of the employee are affected.

Thus, the research problem here in this study is to know about the quality of work life of employees of KOSO FLUID CONTROLS PVT LTD. Through this study on QWL we could get the various factors affecting the quality of work life and the approaches to improve the QWL within the organization.

### 1.5. LIMITATIONS OF THE STYDY

- The reliability of the study depends upon the accuracy of respondent`s responses.
- The study was conducted during the working hours so the employees were concentrating on their own work, so their opinion may be biased.
- The use of structured questionnaire limits to get elaborate details on concerned topic.

### 1.6.RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It is the description, explanation and justification of various methods of conducting research. Research is a process through which we attempt to achieve systematically and with the support of data the answer to a question, the resolution of problem, or a greater understanding of a phenomenon. This process, which is frequently called research methodology.

#### 1.6.1 Sample Design:

Population – 235 employees who are working in KOSO FLUID CONTROLS PVT LTD

#### 1.6.2. Statistical Tools in the dissertation

# Simple Percentage Analysis:

# Chi – Square Test:

# Rank analysis:

## 2.

### ANALYSIS AND INTERPRETATION

#### 2.1. Simple percentage analysis

VARIABLES		No of Respondents	Percentage
AGE	18-20	15	12%
	21-30	52	42%
	31-40	49	39%
	Above 40	9	7%
GENDER	Male	116	93%

	Female	9	7%
MARITAL STATUS	Single	48	38%
	Married	77	62%
QUALIFICATION	School	56	45%
	Under Graduate	39	31%
	Post Graduate	15	12%
	Others	15	12%
SALARY	Below 5000	11	9%
	6000-10000	95	76%
	11000-15000	17	14%
	Above 16000	2	1%
ORGANIZATION INVOLVES STRATEGIC DECISION MAKING PROCESS	Yes	109	87%
	No	16	13%
TRAINING PROGRAM HELP TO ACHIEVE THE REQUIRED SKILL FOR PERFORMING JOB EFFICIENCY	Yes	95	76%
	No	30	24%
PERFORMANCE APPRAISAL METHODS ARE ADEQUATE	Yes	90	72%
	No	35	28%
FEEL TO BE PART OF THE ORGANIZATION	Proud	50	40%
	Not Interest	32	26%
	Fear To Take Part	41	33%
	None Of These	2	1%
SATISFIED THE ORGANIZATION PROVIDE SUITABLE JOB	Strongly Agree	42	34
	Agree	55	44
	Disagree	26	21
	Strongly Disagree	2	1
MANAGEMENT PROVIDES A PARTICULAR WORK, HOW TO TURNOUT	Perfectly	36	29
	Sincerely	35	29
	Usually	51	40
	None Of These	3	2
TREAT IN AN ORGANIZATION	Dignity	36	29
	Respect	45	36
	Casual Labor	42	34
	Ignore	2	1
OPINION ABOUT THE WORK ENVIRONMENT PREVAILING IN AN ORGANIZATION	Good	62	50
	Fair	46	37
	Bad	17	13
	Very Bad	0	0
FEEL ABOUT THE TECHNICAL METHOD IN WORK	Up To Date	48	38
	Initial Stage	54	43
	Necessary Arrangement	21	17

	None Of These	2	2
IMPLEMENTING SAFETY MEASURES IN AN ORGANIZATION	Fire	30	24
	Insurance	9	7
	First Aid Method	84	67
	None Of These	2	2
RELATIONSHIP WITH SUPERVISOR AND COLLEAGUES	Very Good	41	33
	Good	61	49
	Normal	23	18
	Bad	0	0
WORK PERFORMANCE	Strongly Satisfied	39	31
	Satisfied	75	60
	Strongly Dissatisfied	2	2
	Dissatisfied	9	7
CO - ORDINATION IN THE ORGANISATION	Good Co Ordination	46	37
	Better Co Ordination	50	40
	Non Co Ordination	27	22
	None Of These	2	1
SOLVE THE GRIEVANCES OF EMPLOYEE	Immediately	52	42
	Smoothly	48	38
	Discussion	22	18
	None Of These	3	2
SATISFIED THE CAREER OPPORTUNITIES PERIOD	Strongly Satisfied	51	41
	Satisfied	60	48
	Strongly Dissatisfied	4	3
	Dissatisfied	10	8
SATISFIED PROMOTION POLICIES	Strongly Satisfied	41	33
	Satisfied	73	59
	Strongly Dissatisfied	3	2
	Dissatisfied	8	6
SATISFIED THE PROVIDING MEDICAL AND HEALTH FACILITIES	Strongly Satisfied	51	41
	Satisfied	62	50
	Strongly Dissatisfied	5	4
	Dissatisfied	7	5
MANAGEMENT PROVIDES REASONABLE WORKING HOUR TO A WORK	Enough	64	51
	More Enough	46	37
	Requirement Of More Work	13	10
	None Of These	2	2
PROVIDE WELFARE MEASURE	Travel Allowances	13	10
	Incentives	62	50
	Tour Arrangement	27	22

	None Of These	23	18
MAINTAINING A HEALTHY BLANCE BETWEEN WORK AND PERSONAL LIFE	Strongly Satisfied	39	31
	Satisfied	63	50
	Strongly Dissatisfied	9	8
	Dissatisfied	14	11

## 2.2. CHI – SQUARE ANALYSIS

### 2.2.1. CHI – SQUARE TEST

#### Aim:

To find out the relationship between the educational qualification and treat in an organization.

#### HYPOTHESIS:

##### Null Hypothesis:

Ho- The hypothesis is that there is no significance relationship between the educational qualifications and treat in an organization.

##### Alternative Hypothesis:

Ha- The hypothesis is that there is significance relationship between the educational qualifications and treats in an organization.

### 1. CHI – SQUARE TEST

#### Observed Frequency

How to You Treat In An Organization	Educational Qualification				Total
	A	B	C	D	
A	5	11	15	2	33
B	12	17	2	5	36
C	16	9	2	0	27
D	4	9	0	16	29
Total	37	46	19	23	125

#### Expected Frequency

How to You Treat In An Organization	Educational Qualification				Total
	A	B	C	D	
A	10	12	5	6	33
B	11	13	5	7	36
C	8	10	4	5	27

<b>D</b>	8	11	5	5	<b>29</b>
<b>Total</b>	<b>37</b>	<b>46</b>	<b>19</b>	<b>23</b>	<b>125</b>

<b>O</b>	<b>E</b>	<b>O - E</b>	<b>(O - E)<sup>2</sup></b>	<b>(O - E)<sup>2</sup>/E</b>
5	10	-5	25	2.5
11	12	-1	1	0.08
15	5	10	100	20
2	6	-4	16	2.66
12	11	1	1	0.09
17	13	4	16	1.23
2	5	-3	9	1.8
5	7	-2	4	0.57
16	8	8	64	8
9	10	-1	1	0.1
2	4	-2	4	1
0	5	-5	25	5
4	8	-4	16	4
9	11	-2	4	0.36
0	5	-5	25	5
16	5	11	121	24.2
<b>Total</b>				<b>76.59</b>

**LEVELS OF SIGNIFICANCE: 5%**

**Degrees of Freedom** =  $(C-1) \times (R-1) = (4-1) \times (4-1) = 3 \times 3 = 9$

**Table Value** : **16.919**

**Calculated Value** : **79.59**

**INTERPRETATION:**

From the above table it could be inferred that the calculated value (79.59) is more than table value (16.919). The calculated value is more than the table value so the null hypothesis cannot be accepted.

**RESULT:**

Since there is significance, there is a relationship between monthly belong educational qualification and treat in an organization.

**2.CHI – SQUARE TEST****Observed Frequency**

How Do You Feel The Technical Method In Your Work	Salary of the Respondent				
	A	B	C	D	Total
A	13	11	8	2	34
B	4	7	4	3	18
C	23	15	2	0	40
D	7	5	11	10	33
<b>Total</b>	<b>47</b>	<b>38</b>	<b>25</b>	<b>15</b>	<b>125</b>

**Expected Frequency**

How Do You Feel The Technical Method In Your Work	Salary of the Respondent				
	A	B	C	D	Total
A	13	10	7	4	34
B	7	5	4	2	18
C	15	12	8	5	40
D	12	10	7	4	33
<b>Total</b>	<b>47</b>	<b>37</b>	<b>26</b>	<b>15</b>	<b>125</b>

O	E	O - E	(O - E) <sup>2</sup>	(O - E) <sup>2</sup> /E
13	13	0	0	0
11	10	1	1	0.1
8	7	1	1	0.14
2	4	-2	4	1
4	7	-3	9	1.28
7	5	2	4	0.8

4	4	0	0	0
3	2	1	1	0.5
23	15	8	64	4.26
15	12	3	9	0.75
2	8	-6	36	4.5
0	5	-5	25	5
7	12	-5	25	2.08
5	10	-5	25	2.5
11	7	4	16	2.28
10	4	6	36	9
<b>Total</b>				34.19

**LEVELS OF SIGNIFICANCE: 5%**

**Degrees of Freedom** = (C-1) X (R-1) = (4-1) X (4-1) = 3 X 3 = 9

**Table Value** : 16.919

**Calculated Value** : 34.19

**INTERPRETATION:**

From the above table it could be inferred that the calculated value (34.19) is more than table value (16.919).The calculated value in more than the table value so the null hypothesis cannot be accepted.

**RESULT:**

Since there is significance, there is a relationship between monthly belong salary and feel the technical method in work.

2.3. Ranking analysis

**RANKING QUSETION**

S. No	Particulars	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Score	Rank
i.	Safety measures	122	111	105	95	42	475	I



ii.	Welfare measures	112	119	103	87	40	461	<b>II</b>
iii.	Remuneration	120	105	113	43	64	445	<b>III</b>
iv.	Communication	97	108	55	121	59	440	<b>IV</b>
v.	Promotional method	111	102	67	89	67	436	<b>V</b>

**INREPRETATION:**

From the above table among 125 respondents 1<sup>st</sup> prioritized is safety measures, 2<sup>nd</sup> prioritized is welfare measures, 3<sup>rd</sup> prioritized is remuneration, 4<sup>th</sup> prioritized is communication, 5<sup>th</sup> prioritized is promotional method.

**CONCLUSION**

Human Resource Management function today is much integrated and strategically involved. The most important task of the human resource department is to make sure that the people working in the organization. Many researchers defined the quality of work life by their different approach resource is the vital asset of the organization. This study QWL is need of the hour. The level and work environment. Some suggestion is given based on the findings. Better QWL leads to increased employee morale.it minimizes attrition and checks labor turnover the absenteeism.

QWL is to change the climate at work so that human-technological- organizational interface leads to a better quality of work life. QWL has a very important role in shaping the personality of the employees. Every organization should consider the importance of its workforce in achieving involvement, job satisfaction, performance and productivity and finally to achieve its organizational goals.

From the study on measurement of Quality of Work Life of employees with reference to KOSO FLUID CONTROLS PVT LTD- FOUNDRY DIVISION, Annur, Coimbatore, the researcher found out that the quality of work life is good here.

**References**

1. Amir HD. The Study Relationship between Quality of Work Life and Human Resource Development of Teachers (Case Study: Saveh. Iran). International Journal of Management and Humanity Sciences. 2014; 3(1):1269-1280.

2. Anbarasan V, Mehta N. An Exploratory Study on Perceived Quality of Working Life among Sales Professionals Employed in Pharmaceutical, Banking, Finance and Insurance Companies in Mumbai. Abhigyan, 2009; 27(1):14. Retrieved 5 10, 2015, from <http://www.freepatentsonline.com/article/Abhigyan/206056230.html>

3. Arun RR. A Study on Work - Life Balance of Employees in Pharma Marketing. International Research Journal of Pharmacy. 2013; 4(1):209-211. Retrieved January 16, 2014, from [https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwi-ocvRzdzMAhUGRI8KHWiMBywQFggcMAA&url=http%3A%2F%2Fwww.irjponline.com%2Fadmin%2Fphp%2Fuploads%2F1598\\_pdf&usg=AFQjCNEoeD7bNXqxTPMA-FxR28u4pjzVyA](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwi-ocvRzdzMAhUGRI8KHWiMBywQFggcMAA&url=http%3A%2F%2Fwww.irjponline.com%2Fadmin%2Fphp%2Fuploads%2F1598_pdf&usg=AFQjCNEoeD7bNXqxTPMA-FxR28u4pjzVyA)

4. Behnaz K, Hassan D, Mehdi R, Khodadad N. Teaching Hospitals And Correlation Between Organizational Climate And Organizational Commitment. International Journal of Current Research, 2016; 8(3):27987-27992.

5. Chand S. Quality of Work Life: it's Meaning and Definition | Employee Management, 2012.

International: YourArticleLibrary.com. Retrieved

March 1, 2016, from

<http://www.yourarticlelibrary.com/employee->

[management/quality-of-work-life-its-meaning-and-](http://www.yourarticlelibrary.com/employee-)

[definition-employee-management/26112/](http://www.yourarticlelibrary.com/employee-)

