

QUALITY OF WORK LIFE OF WORKERS WITH SPECIAL REFERENCE TO JAI EMPIRE GARMENT PVT LTD PALAKKAD

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Abstract

Today the human resource is most important assets of every business concern. The success or Failure of the organisations depends up on our workers. If workers are happy in working environment, the organisation attains their objectives. So, the organisation should take more concentrate about their workers. By this way the organisation give the Quality of Work Life to their workers. Quality of Work Life represents a blending of motivational factors of work, socio-technical system etc. which are of very real concerns for human values in today's society with awareness that all individuals devote the greater part of their mature lives to the work, spending time, energy and physical and mental resources to this endeavour. Moreover, it recognizes that, work is the chief determinant of an individual's freedom, growth and self respect as well as his or her standard of living. Quality of Work Life denotes the experienced "goodness" of working in the organisational settings. A company provide good Quality of Work Life means that the result is High productivity, Increase organisational effectiveness, High workers satisfaction, High morale, Reduce the absenteeism and labour turnover, High worker involvement etc., so, the organisation easily attains their objectives.

KEYWORDS: *Quality of Work Life – Motivational factors of work, Socio-technical system – Work environment – Job satisfaction — High morale- Organisational effectiveness- Labour turnover*

INTRODUCTION

Quality of Work Life to various phases in history. Legislations enacted in early twentieth century to protect employees from job-injury and to eliminate hazardous working conditions, followed by the unionisation movement in the 1930's and 1940's were the initial steps in this direction. Emphasis was given to job security, due process at the work place and economic gains for the worker. The 1950's and the 1960's saw the development of different theories by psychologists proposing a positive relationship between morale and productivity that improved human relations. Attempts at reform to acquire equal employment opportunity and job enrichment schemes also were introduced.

Factors influencing quality of work life

There are many factors influencing the Quality of Work Life. Some factors are below

- **Quality of Working Environment**

Quality of work environment is an essential element for quality of work life. The management can normally ensure such an environment in the following way: Continuous, committed and, safety provisions and welfare amenities upkeep and environment, and occupational health and medical services. Safety culture is an essential element in the quality of work life. The environmental factors like sanitation, drinking water, rest shelters, ventilation, lighting facilities etc. do affect the quality of work life. These factors require continuous improvements.

- **Safety Measures**

Safety is the freedom from the occurrence of risk, injury or loss. The management should provide proper equipments, and tools and training for using the tools. Top management in the textile industries has made provisions for the worker and some of the workers found to be unaware of it.

- **Health Measures**

Health is positive state of well being in which harmonious development of mental and physical capabilities of the individual lead to the enjoyment of a rich and full life... It implies adjustment of the individual to his environment –Physical and social. The people with good health are generally enthusiastic and try to achieve higher and higher goals in life.

- **Welfare Measures**

Welfare measures are likely to promote good employee health and safety which may result in greater worker efficiency and productivity. It may also boost the employee morale and loyalty. Welfare measures of textile industries shows that they are in need of some provisions like sittings, suitable restrooms, transport facilities are found to be not adequate, but the making adjustments for late attendance, weekly holidays, rest hours, canteen facilities.

2. Pay and Compensation

The factor which has influence on Quality of Work Life is Pay and Compensation. The typical impetus to work is to earn a living. The Quality of Work Life is affected by how well this aim is achieved and what level of earning is adequate for particular job. Fairness in compensation, on the other hand, has various operational meanings. Job evaluation specifies certain relationship between pay and such factors as training required, job responsibility and no anxiousness of working conditions. In other words, supply and demand of particular skills

Determine the fair level of compensation. Another standard of fairness relates to ability to Pay-more profitable firms should pay more.

3. Alternative Work Schedule

Many employers have found it beneficial to allow alternate work arrangements for their employees. This is one way to improve employee productivity and morale. There are three alternate arrangements that are widely used today. The advantages of these alternate work arrangements to the employee include flexible work hours, shorter or no commute, and a comfortable working environment. The advantages to the employer include less need for office space, increased productivity, low use of sick leave, and improved employee morale.

4. Supervision

Supportive supervision may lead higher employee performance and satisfaction when workers are performing structured tasks. It was expected that the supervisors would assume the role of change agent in enhancing the self image of workers and to develop them. The study area shows that supervisors' role in work done from the employees found to be critical and they very supportive and assertive to complete the task assignment.

5. Participation in decision making

Participation in decision making, particularly workers in deciding important matters influence the workers to feel sense of workmanship and creativity. It is directly concerned with an individuals working and has an important bearing on his satisfaction. Only autocratic power of attorney is prevailed and supervisors are paying much attention to the proposal whispered by the employees.

6. Occupational stress

Occupational mental-health programmes dealing with stress are beginning to emerge as a new and important aspect of Quality of Work Life programmes obviously, and individual suffering from an uncomfortable and of work-related stress cannot enjoy a high Quality of Work Life.

7. Work security

Workers want stability of employment. They do not like to be the victims of whimsical personal policies and stay at the mercy of employ.

8. Employee Performance Recognition

Recognition of employee's performance increases the morale of them and stimulates an urge to excel at the work place, spreading cheer to the families and enhancing the social status of the employee. Sometimes photographs of good performers are displayed and also at felicitation functions publicity in house journals, letter of appreciation- all these increase the morale of the individual and team efforts to boost the quality of work.

9. Employee facilities

Grievance redressal is a must for an organisation. Grievance handling has advanced from a formalistic system to a predictive culture. Moving close with the workers and shop grievance enquiries reveal the problems of the workers not only at the workplace but also beyond its periphery. Canteen facilities have become a must today. Canteen facilities form an important factor in determining the estimation of worker on the company's care for him. All these efforts are made with the desire to keep the worker constructively engaged in the work place. Provision of catering services to the shop floor and mobile van services to scattered places are efforts to extend satisfaction levels of employees. Counselling is also undertaken to positively correlate the living habits with work attitudes.

STATEMENT OF THE PROBLEM

Today the Indian garments are the second largest manufacturer of garments after China being the global leader in garment production. India's Garment Industry has been rapidly growing in last few years. Exports have been rising as there is an increase in orders from global buyers accompanied by a rise of investments in the garment sector of the country. Even though, the Garment industries have problems relating to labour, production, and marketing and as a result, the performance gets affected. The problem poses a threat to the Garment industry.

The majority of the workers of these industries feel that their organisations are not providing adequate measures to balance their work life. The extended working hours, compulsory overtime, rest hours, improper payment of wages, shift work, Poor relationship with co-workers and supervisors, Poor working conditions, Minimum wages, committed deliveries by the company etc., increased the stress level of the workers at their work and lead to work dissatisfaction which ultimately end up with higher attrition rates and low morale and absenteeism. Thereby struggling to provide a comfortable climate for the workers to attain the Quality of Work Life. Hence it became necessary for this industry to concentrate on Human Resource related problems.

Against this background the study was conducted to know the workers perceptions towards **“Quality of Work Life of Workers”** With special reference to **Jai Empire Garments PVT LTD, Palakkad.**

OBJECTIVES OF THE STUDY

- To know the personal profile of the workers of Jai Emprise Garments PVT LTD.
- To identify the factors affecting quality of work life.
- To know the satisfaction with Health and Safety, Welfare measures.
- To identify the problems related to workers in work Environment.

HYPOTHESIS

- There is no significant relationship between personnel factors and satisfaction with Working hours.
- There is no significant relationship between personnel factors and satisfaction with wage (per day).
- There is no significant relationship between personal factors and satisfaction with work shifts.

RESEARCH METHODOLOGY

Research is an intensive study in a particular field to achieve at a better conclusion of a problem. Research Methodology is a systematic way of solving the problem. The methodologies followed for this study are as follows.

Sampling Design

A sample is a smaller representation of a larger whole. When some of the elements are selected with the intention of finding out something about the population from which they are taken, that group of elements is referred as a sample, and the process of selection is called Sampling.

Sampling Unit

Jai Emprise Garments PVT LTD workers strength is identified the entire universe, there are 428 employees are working in the company. In this research only consider for workers so, out of 428 employees, 391 respondents are workers. The workers are working in various cater of position. Convenient sampling method is adopted to get insight about the study.

Sample Size

The respondents of the study are part of population of workers of Jai Emprise Garments PVT LTD.125 respondents were conveniently selected for the study by adopting sampling convenient method.

Method of Data Collection

Among the various methods, the data was collected by using primary data, and secondary data.

- **Primary data**

The research has been conducted by schedule questionnaire method. This contained predominantly multiple choice questions.

- **Secondary data**

The data was collected from various sources like Journals, text books, websites.

SCOPE OF THE STUDY

The study aims to analyze the HR problems related with Quality of Work Life of workers worked in Jai Emprise Garments PVT LTD in Palakkad and is expected to provide an insight into the issues of Quality of Work Life of the workers. The company will be able to identify the problems related to the Quality of Work Life of its workers, their work satisfaction and work life balance. The study is expected to identify the bottlenecks in implementing the Quality of Work Life programmes and the perception level of the workers about the implementation of Quality of Work Life programmes. The company would be in a position to take adequate steps forward to improve the Quality of Work Life of their workers and to frame appropriate guidelines and to amend Quality of Work Life programmes successfully and to make periodic surveys to assess the Quality of work life.

LIMITATIONS OF THE STUDY

- The study is limited to the workers of Jai emprise garments PVT LTD in Palakkad and therefore the findings of the study cannot be extended to other areas.
- Convenient sampling has been used and it has its own limitations.
- Personal bias of the respondents might have crept in while answering a few questions in the structured interview schedule.

PERIOD OF THE STUDY

The study was conducted for a period of 6 months from June to December 2018. The respondents were contacted and interviewed in the factory premises during their on duty hours.

ANALYSIS AND INTERPRETATION

The data collected are classified and analysed with the help of statistical tools. The tools used are Simple percentage, Weighted Average and Chi – square test.

REVIEW OF LITERATURE

Yousaf and Anwar, (2001), had conducted the study on “**Accounting for the Quality of Work Life**” stated that through questionnaire, interviews etc., they collected the data required for the construction of the scale. With the help of the scale they arrived at the conclusion that those who were found using their skills and abilities most at work were found enjoying the best possible work life. The extent of feeling of successful work life was found related with quality of work performance and work activities. To have a sense of accomplishment there shall be good supervision too.

Ellis and Pompli, (2005), had conducted the study on “**Quality of working life for nurses**” In their study on nurses identified a numerous factors resulting in job dissatisfaction and quality of working life, including: Poor

working environments, Resident aggression, Workload, Unable to deliver quality of care expected, Balance of work and family, Shift work, no involvement in decision making, Professional isolation, non recognition of work, unhealthy relationships with supervisor/peers, Role conflict, absence opportunity to learn new skills.

Raduan Che Rose, (2010), had conducted the study on “**Quality of Work Life: Implications Of Career Dimensions**” Says QWL programs will benefit both faculty and management, By mutually solving work-related problems, building cooperation, improving work environments, restructuring tasks carefully and fairly managing human resource outcomes and payoffs. The result indicates that three exogenous variables are significant: career satisfaction, career achievement and career balance in QWL.

Indumathy.R; Kamalraj.S., (2014), had conducted the study on “**Quality of Work life of spinning industries workers**” A happy and healthy employee will give better turnover, make good decisions and positively contribute to organizational goal. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents. Quality of work life can affect such things as employees ‘timings, his or her work output, his or her available leaves, etc

Topper, (2018), had conducted the study on “**Quality of Work life**” stated that the investigation was primarily intended to measure the job satisfaction among library workers. It revealed that the library workers are very satisfied in their job. It also underlined the fact that job satisfaction should be the key factor for recruitment of the next generation library workers.

ANALYSIS AND INTERPRETATION

SATISFACTION WITH WORKING ENVIRONMENT

Measures	HS	S	N	DS	HD S	LS	Ran k
Physical health Measures	66	35	0	-10	-16	75	I
Mental health measures	54	33	0	-23	-38	26	VII
Social health measures	58	40	0	-17	-36	45	V
Safety measures	56	30	0	-29	-36	31	VI
welfare facilities	62	34	0	-11	-20	65	III
Social security benefits	72	31	0	-13	-16	74	II
Wages	68	35	0	-18	-24	61	IV
Working time	58	31	0	-27	-42	20	VIII

HS-Highly Satisfied, **S**-Satisfied, **N**-Neutral, **DS**-Dissatisfied, **HDS**-Highly Dissatisfied.

The above table shows that out of 125 respondents ,workers have stated that they are highly satisfied with Physical health Measures and the scale point seemed is (75).The next workers get satisfied with the Social security benefits and scaling points is (74) get second rank. The working environment that get third rank welfare facilities and the scale point seemed is (65).

Majority (75 points) of the respondents are highly satisfied with physical health measures in work place.

PERSONAL PROFILE AND SATISFACTION WITH WAGE (PER DAY)

S.No	Personal profile	Satisfaction with Wage(per day)		Significant/ Non Significant
		Table Value	Calculated value	
1	Age	26.296	20.0030	Not significant
2	Gender	9.488	6.9321	Not significant
3	Educational qualification	21.488	19.8527	Not significant
4	Marital status	9.488	3.0921	Not significant
5	Work experience	26.296	29.7123	Significant
6	Work security	15.507	21.2755	Significant
7	Wage(per day)	21.026	25.1356	Significant

The above table reveals that the factors are age, gender, educational qualification, and marital status is not significant at 5% level of significance. The remaining factors (work experience, work security, wage (per day)) are significant at 5% level. concluded that these points there is no relationship between age, gender, educational qualification, marital status, and satisfaction wage per day, but there is a relationship between work experience, work security and wage(per day).

FINDINGS AND SUGGESTIONS

- Majority (34%) of the respondents are in the age group of 21-30 years.
- Majority (66%) of the respondents are female.
- Majority (51%) of the respondents are studied up to high school level.
- Majority (29%) of the respondents have experience of 2-4 years.
- Majority (42%) of the respondents are fixed term workers.
- Majority (42%) of the respondents are receiving wages ranging from Rs.151-200 per day. Majority (78%) of the respondents are working extra hours.
- Majority (34%) of the respondents are working 3-4 extra hours per week.
- Majority (34%) of the respondents are working extra hours due to requirement of our employer.
- Majority (28%) of the respondents are dissatisfied with work schedule in the company.
- Majority (27%) of the respondents are satisfied with wage schedule providing by the company.
- Majority (75 points) of the workers are highly satisfied with cleanliness in work place.
- Majority (66 points) of the workers are highly satisfied with inculcation of ethical values in the work place.
- Majority (21) of the respondents are highly satisfied with arranging tours to nearby scenic places or hill stations.
- Majority (72 points) of the workers have get highly satisfied with safety of building and machinery.
- Majority (91 points) of the workers are highly satisfied with travelling facilities offered by the company.
- Majority (42) of the workers are highly satisfied with bonus and festival allowance.

Weighted Method

- Most of the respondents are suggested to their supervisors for welfare facilities.
- Majority of the respondents are feeling that their work is more interesting to motivating the work place.
- The majority of the respondents feels that most of the problems are in the work environment is work pressure.

Hypotheses testing results

- From the above table shows that there is no significant relationship between age, gender, educational qualification, marital status, work security and satisfaction with working hours. But the Work experience, Wage (per day) has significant relationship.
- From the above table shows that there is no significant relationship between age, gender,

educational qualification, marital status, and satisfaction with Wage (per day). But the Work experience, work security, Wage (per day) has significant relationship.

- From the above table shows that there is no significant relationship between age, gender, educational qualification, work security, Work experience, Wage (per day) and satisfaction with work shift. But the marital status has significant relationship.

SUGGESTIONS

The workers of Jai Empire Garments PVT LTD, Palakkad expecting from the company is....

- Appropriate pay strategies could be evolved to give fair and adequate compensation to the employees. Performance based increments would improve the performance of the workers.
- Adequate Work security provide to the workers. In this way the company reduce the workers turnover.
- For the proper balance between work and personal life, the company provides work shift facility.
- The safety measures in the company (Fencing of machinery, Precautions in case of fire, Safety of building and machinery, Precautions regarding the use of portable electric light) should be improving in continues way so that worker safety could be ensured and accidents could be minimized.
- Healthy working condition of the workers is ensured by providing dust proof facility, light ventilation, proper Lighting facility Latrines and urinals, etc.
- Providing adequate casual leave or permission may be considered.
- More welfare measures (Drinking water, first aid appliances, restrooms, rest hours, travelling facilities, canteen facilities) should be providing by the company to reduce work stress and to enhance the satisfaction of their working environment.
- The supervisor should try to create friendly relations with their subordinates so as to motivate the performance of the employees and workmen.
- Workers may be encouraged to offer suggestions for making improvements in the organization. This makes them to feel they are also importance in the company.
- Further suggesting that institutions should not pressurize for extra work load and so that it does not become hindrance in their forth coming work and affects the future development of work.
- Finally it is suggested that, the company may adopt a regular system to assess the grievances and problems of the workers. This committee only for permanent workers but try to give all workers in this way to reduce conflicts between co-workers and supervisors and appropriate guidelines should frame.

CONCLUSION

The study conducted among the workers at Jai Empire Garments Pvt Ltd, Palakkad on the topic “Quality of Work Life of workers” can be stated as a complete look into the way the company can improve their measures like (Safety and health, welfare, motivational factors) towards enriching the workers to derive better performance and productivity from the workers, hence bringing in profits to the company. Hence, an adequate and timely check should be maintained by the management to ensure that the worker’s Quality of Work Life is in high spirits. The workers should always be highlighted above the demands of the company and the role they have build upon in the company as to fulfil these demands. Jai Empire Garments Pvt Ltd, Palakkad, has been enriching the Quality of Work Life of the workers and is building up policies and strategies to improve the Quality of Work Life of their employees.

