

# SOCIO ECONOMIC CONDITION AND QUALITY OF WORK LIFE AMONG WOMEN WORKERS IN TEXTILE INDUSTRY WITH SPECIAL REFERENCE TO COIMBATORE DISTRICT – A STUDY OF PUBLISHED LITERATURE

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## Abstract

Quality of work life is the work-cultural that serves as the cornerstone. Hence, work-culture of an organization should be recognized and improved for providing quality of work life for any organization. Quality of work life is a generic phrase that covers the feelings of the workers about every dimension of work including economic rewards and benefits, security, working conditions, organizational and interpersonal relationships and its intrinsic meaning in a person's life. Quality of work life is both an end and a means. It is an end in itself because it is a highly significant component in the quality of life in general and it is a means by which employees can acquire civic competence and skills.

*Keywords: Work life, Organisation Culture, Women empowerment, Women and Textiles.*

## INTRODUCTION

The textile industries in Coimbatore District also face plenty of problems related to QWL issues. The extended working time, forced overtime work by the employers, unrealistic delivery schedules, late arrival of materials for production, reshuffling of work, schedules, congested work place, job related stress, less autonomy in job, monotonous job, lack of managerial expertise, etc., are the serious Quality of Work Life related problems faced by the industries.

These problems lead to job dissatisfaction and thereby affect the retaining of the employees in their jobs and increase the attrition rate. Most of the units are small in size and they do not have separate facilities to train the new entrants for employment. Imparting training to the employees in the short span of time and engaging them in regular work is always a hardship for the Textile Units' employers of Coimbatore District.

## REVIEW OF LITERATURE

**Mohammad Taleghani and Mehrdad Goudarzvand Chegini (2014)<sup>i</sup>** there is a relationship between workplace of safety and organizational commitment, opportunities for continued growth and security legalism in organization social dependence of work life. The results of the study indicate that there are relationships between all components of quality of work life and organizational commitment

**Mohammed Reza Faghieh Parvar and Sayyed Mohsen Allameh (2013)<sup>ii</sup>** the effect of quality of work life adequate and fair compensation, safe and healthy environment, growth and security, development of human capabilities, the total life space, social integration, constitutionalism, social relevance on organizational commitment of employees. The result of the study showed that quality of work life directly influences the organizational commitment. QWL will increase employee's commitment, to their jobs more effectively. Safe and Healthy environment influences the organization commitment.

**P. Rathamani and Dr. Rameshwari Ramchandra (2013)<sup>iii</sup>** the level of satisfaction of the employees is again linked with the Quality of Work Life. The study has given favourable response towards the job satisfaction, safety and healthy working conditions, opportunities to develop human capacities and opportunities for continued growth and security of their organization. Obviously quality of work life had an influence on employees' productivity.

**T.S.Nanjundeswaraswamy and Swamy D. R. (2013)<sup>iv</sup>** Quality of work life is important for all organizations to maintain and attract the employees. It is also revealed that adequacy of resources is more correlated and training and Development are less correlated with quality of work life in teaching staffs and in case of non teaching staffs compensation and reward are more correlated and work environment is less correlated with QWL. The study indicated that enhancement in the dimensions of QWL, can lead to increase in overall quality of work life of faculties.

**Bijaya Kumar Sundaray and Chandran Kumar Shoo (2013)<sup>v</sup>** Quality of work life is the shared responsibility not only of management and employees, but also of the society. Intense efforts for the enhancement of quality of work life would do a lot to improve the morale and motivation of employees and as a result there would be an improvement in the health of organizations.

**S. Subhashini and C. S. Ramani Gopal (2013)<sup>vi</sup>** the objective of the study is to analyze the association between the total work experience of the women expectations and required changes. The research design chosen was descriptive in nature. The study indicated that increase in quality of work life results in increase in productivity and recommended that an attractive pay scale can be offered and permissible leave limits can be extended.

**R. Gayathiri and Dr. Lalitha Ramakrishnan (2013)<sup>vii</sup>** Quality of Work Job Satisfaction and Performance is Life – Linkage with indeed a difficult task. The objective physical and structural design factors provide work place setting and intervening policy factors that affect work process of employees. It is possible to study the relationship between the immediate effects psychology of employees (positive attitude, commitment and satisfaction) and ultimate effects on performance of organization are being considered.

**P. Rathamani and Dr. Rameshwari Ramchandra(2013)<sup>viii</sup>** the quality of work life involves job security, good working conditions, adequate and fair compensation and equal employment opportunity. It is suggested that the organization has to give equal importance to the achievements of the individuals. Participation of employees in decision making with their higher authority can be encouraged to avoid technical problems

**Dr. Selva Kumar J and Dr. Vidya RajaramIyer (2012)<sup>ix</sup>** the Quality of work life depends on various factors which cannot always complement one another. There is a positive correlation between emotional intelligence and quality of work life. It was found that women marginally lower in emotional intelligence and quality of work life when compared to men. There was no considerable difference noticed between academic and non academic teaching staffs.

**Sarina Muhamad Noor and Mohamad Adli Abdullah (2012)<sup>x</sup>** Quality work life among factory workers will lead to betterwell being of the workers and the society. The management's appreciation of the employees with high commitment and positive work attitude would contribute greatly to firms'success and would create support for the workers quality of work life

**Selahattin Kanten and Omer Sadullah (2012)<sup>xi</sup>** the objective of the study is to compare the quality of work life perceptions of blue collar employees with white collar employees in a large scale marble firm. The results showed that there was a significant relation between dimensions of quality of work life. It indicates that positive emotions are the key factors for organizational performance and commitment. Quality of work life facilitates employees to manage their personal life.

**Chitra D and Mahalakshmi V (2012)<sup>xii</sup>** Quality of work life is the degree to which members of a work organization are able to satisfy important personal needs through their experience the. The researcher found that the average score for majority of the items tested for job satisfaction, sources of stress and job related aspects the satisfaction level is to be around 2.0 to 3.6 (scale of 1 to 5) only.

**Zare, Hamid, Haghgooyan, Zolfa and Asl, Zahra Karimi (2012)<sup>xiii</sup>** Quality of work life can be explained by four factors (i).work life balance (ii).Social factors (iii). Economic factors and (iv).Job content.Quality of Work Life is a multi-dimensional concept and due to its multi-dimensional nature, it is a relative concept which cannot be precisely defined and measured.

**Ayesha to Tabassum (2012)<sup>xiv</sup>** Quality of Work Life Dimensions analysed that the interrelation between the quality of work life dimensions and job satisfaction of members. The objective of the study is to identify the critical factors of quality of work life, to investigate which factors affect overall of work life and job satisfaction of the faculty members. The dimensions perception of quality of work life are positively correlated with the job satisfaction of faculty members, and indicates that enhancement in the dimensions of quality of work life, can lead to increased amount of job satisfaction.

**P. Aranganathan and R. Sivarethinamohan(2012)<sup>xv</sup>** To improving the quality of work life, the management could motivate the employees through appreciations, distributing prizes and recognition. Appropriate induction training programmes shall be given to the employees, to provide a clear picture about the

organizational policies, procedures, culture and the expected performance standards from the employees. This will help them to understand the insights of the organization.

**Anand Pawar (2013)<sup>xvi</sup>** studied on QWL and job satisfaction of employees in VTPS to find out the level of satisfaction among the employees with regard to various job related aspects. To measure the QWL and job satisfaction of employees, major factors were included in this study and they include: (i) good wages and salaries; (ii) rewards the talented and hardworking; (iii) a safe and healthy environment; (iv) good working conditions; (v) good interpersonal relations and (vi) superiors are considerate and helpful. The result showed that there is dissatisfaction in the interpersonal relations between the cadre wise and no proper grievance handling procedure adopted among the employees which affect the job satisfaction

**Shalini Sheel (2012)<sup>xvii</sup>** Quality of work life is being used these days by organizations as a strategic tool to attract and retain the talent. QWL policies are increasingly becoming part of the business strategies and focus is on the potential of these policies to influence employees' quality of working life and more importantly to help them maintain work-life balance with equal attention on performance and commitment at work. One of the most important determinants of Quality of Work Life (QWL) is the career growth opportunities as supported by various researches done in past. Studies also predict that employee performance is also correlated with QWL.

**Behzad Shabhazi and Sadegh Shokrzad (2011)<sup>xviii</sup>** The Quality of work life is based on performance. QWL has positive relations with performance and developing human capabilities and constitutionalism in the work organization. The department chairpersons in the Esfahan medical university are in the high level concerning quality of work life dimension.

**Dr. Meenakshi Gupta, Parul Sharama (2011)<sup>xix</sup>** the quality of work life affects the satisfaction level of employees. There is a high level of satisfaction among the employees regarding the quality of work life in the organization where adequate income and fair compensation, safe and healthy working conditions, constitutionalism in work organization and Social relevance of work exist. These factors are positively correlated with the quality of work life in BSNL.

**Azril, M.S.H et. al., (2010)<sup>xx</sup>** in their study discovered whether quality of work life among the agriculture extension employee do have impact on their work performance or not. Results depict that all of the nine qualities of work life studied have significant and positive relationship with work performance where the highest relationship occurred between individual and family life with work performance. Multiple regression analysis demonstrated that five factors which are individual and family life, job satisfaction, organization policy and management style, work environment and remuneration are the main contributors to work performance among government agricultural extension employees.

**Normala, Daud (2010)<sup>xxi</sup>** investigated the relationship between Quality of Work Life and organizational commitment among employees in Malaysian firms. The results revealed that QWL and Organizational Commitment are a multidimensional construct and is a product of the evaluation of one's work place. This study provided information how employees in organizations view their work environment.

**Md. Zohurul Islam and Sununta Siengthai (2009)<sup>xxii</sup>** it is also found that variables relating to quality of work life towards workers development factors like, worker union formation, participation in decision making are with high standard deviation values. The management should come forward to meet workers demand that have the positive impact on firm performance. Quality of work life is beneficial for the entrepreneurs, managements as well as buyers according to high performance of work and high satisfaction for workers

**P. Kameswara Rao and P. Venugopal (2009)<sup>xxiii</sup>** The results provide a useful benchmark measure of Quality of Work Life, given major changes of the socio-technical systems in the work context and greater society. Further work needs to be carried out to examine the perception of quality of work life.

**Maimunah Ismail (2008)<sup>xxiv</sup>** in his study examined that many factors determine the meaning of quality of work life (QWL), one of which is work environment. A group of workforces that is greatly affected in QWL as a result of dynamic changes in work environment is information technology (IT) professionals. The constructs of QWL discussed are health and well-being, job security, job satisfaction, competency development, work and non-work life balance.

**Rama J. Joshi (2007)<sup>xxv</sup>** wanted to find out the issue of representation of legitimate interests of women workers in its entirety to make suggestions to help the policy makers to improve the QWL of women workers, specifically in Banking, Insurance, PSUs and Hospitals. It was found that the level of satisfaction of women employees with QWL in their respective organization was quite high.

**Kalayanee Koonmee and Busaya Virakul (2007)<sup>xxvi</sup>** surveyed in Thailand companies and conclude that, the institutionalization of ethics, both in implicit and explicit form, create a positive impact on a business organization's performance. The research findings seem to support the research framework, which proposes that ethical institutionalization positively influences QWL, which will in turn strengthen job-related outcomes (i.e., job satisfaction, organizational commitment, team spirit).

**Md. Zafar Sadique (2007)<sup>xxvii</sup>** in his study on QWL of four sugar mills in Bangladesh investigated that, Designation, experience and age of the sugar mill employees do not alter their rating of the existing and expected quality of work life (QWL). Sugar industry is functioning in an environment, where four major determinants of QWL i.e., *Participation in decision making, Pay and allowance, Compensation and Career advancement* are largely missing and the employees would like to see an environment that includes these determinants. Most of the determinants of QWL do need immediate attention from the government and the concerned authority to improve the quality of work life (QWL).

**Worrall and Cooper (2006)<sup>xxviii</sup>** reported that a low level of well-being at work is estimated to cost about 5-10 per cent of Gross National Product per annum, yet Quality of Working Life as a theoretical construct remains relatively unexplored and unexplained within the organisational psychology research literature.

**Martin Lees and Sandra Kearns (2005)<sup>xxix</sup>** outline the systematic approach and used at Blue water Health in Sarnia, Ontario, to recognize the importance of job quality in work life and progresses, for a diagnosis to the implementation of improvements, with positive outcomes

**Mala Bhandari (2004)<sup>xxx</sup>** made a study about women in two work roles and the quality of their life. The study was based on home and work as two overlapping spheres of life. It investigates how the quality of life of women is affected by their dual roles, one at home and the other in office. She studied their home and office lives with the quality of life approach; it analyses the socio-economic dynamics of their households and discussed the determinants of their quality of life.

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