

# A Study on Quality of Work Life among Employee at Jai Bharat Maruti Private Limited, Chennai

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## ABSTRACT

Quality of work life (QWL) refers to the favorableness or unfavorableness of a job environment for the people working in an organization. The period of scientific management which focused solely on specialization and efficiency, has undergone a revolutionary change. Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfilled are said to have a low quality of work life.

### 1.1 Introduction

Organization should provide the relaxation time for employees and offer tips to balance their personal and professional lives. They should not strain employee's personal and social life by forcing on them by demanding working hours, overtime work, business travel and untiring transfers. By the globalization the modern employees are experiencing distress. To meet the challenges posed by present standards, organization must focus their attention in bringing a balance between work life and personal life. The underlying assumption is that work life balance will ultimately ensure quality work life.

### 1.2 Need of the Study

In the current scenario every organization expects their employees to perform at their peak potential. Though monetary aspects play an important role in motivating employees, organization around the world have come to understand that there are many other aspects that contributes better employee performance. It is these aspects that form the basis for this study. In particular this study aims to identify the various tangible and intangible aspects that contribute to the quality of the

workplace. It is very important for an organization to create a very conducive working environment for employees.

### 1.3 Scope of the Study

The term Quality of work life in its broader sense covers various aspects of employment and non-employment conditions of work. This study covers the overall quality of work life of employees, i.e. their job satisfaction, work environment, working hours, work stress, their relation with their colleagues, work assignments, infrastructure provided etc. The present study aims at measuring the level of satisfaction of employees and to know about the various welfare activities and benefits provided for the employees. The study is dependent on the opinion expressed by all the employees of all the departments.

### 1.4 Objectives of the Study

#### Primary Objectives

- To know the overall quality of work life in the organization and its impact on employees work culture.

#### Secondary Objectives

- To measure the level of satisfaction of employees towards the quality of work life.
- To suggest suitable measures to improve the quality of work life.
- To identify the major areas of dissatisfaction if any, and provide valuable suggestion improving the employees satisfaction in those areas.

### 1.5 Statement of the Problem

The aim of the study includes the following factors towards the quality of Work life. They are such as poor working condition environments, resident aggression, balance of work and family, work load, inability to deliver quality of care preferred, shift timing, lack of involvement in work process and decision making, poor relationship between supervisor/ Team Leader, role conflict, lack of recognitions and lack of opportunity to learn new skills.

### 1.6 Research Methodology

In accordance with the objectives of the study the researcher has used descriptive research design. To called relevant data from the samples the researcher has used stratified random sampling methods. To select 150 sample respondents out of 300 employees. To collect data from the sample respondents the researcher has used direct interview method from sample respondents. Percentages analysis and chi-square test have been applied for analyzing the data.

## Type of Research

This study has adapted “Descriptive Research Type” because the major purpose of the research is description of the state of affairs as it exists at present further the researcher has no control over the variables.

**Sampling Design** - To select the sample for the study the researcher has adopted simple random.

**Sample size** - To represent the total population of the company the researcher has used 150 samples.

**Method of data collection** - The present study has used both primary and secondary data

## Sampling Plan

### ➤ Sampling frame

Sampling refers to the selection of a subset of individuals from a population to form the sample for your survey. There are two type of sampling methods: probability sampling and non-probability sampling. The sample frame used is probability sampling method.

### ➤ Sampling Unit

The primary data was collected from a group of 150 respondents from the employees of the Jai Bharat Maruti Pvt Ltd with simple random sampling method.

➤ **Sampling size** - The sample size is restricted to 150 employees selected at random from different working units in the company.

➤ **Sampling Method** - Simple random method was adapted for selecting the sample item.

## 1.7 Industry Profile

JBM Group began its journey of excellence in 1983. The organization commenced operations as a manufacturer of LPG Cylinders for the Delhi-NCR region of India. Moving strength to strength, assisted with experience and knowledge, JBM Group entered into the automotive industry in 1985. In 1986, the Group signed a joint venture with Maruti Suzuki India Ltd for the manufacturing of sheet metal components and assemblies. The journey began with a vision to expand the business in the automotive sector by keeping abreast with market trends and global technology. Headquartered at Delhi-NCR, JBM Group is a diversified conglomerate with presence in automotive, engineering & design services, renewable energy and education sectors. The organization’s commitment towards all stakeholders and community has made it a leading manufacturing and engineering player.

## Overview of JBM Industry

JBM Group is a focused, dynamic and progressive organization that provides customers with value added products, services and innovative solutions. The Group has a diversified portfolio to serve in the field of automotive, engineering & design services, renewable energy and education sectors and has an infrastructure of 35 manufacturing plants, 4 engineering & design centres across 18 locations globally. With turnover of USD 1.2 billion, JBM Group has broadened its horizons by focusing on quality delivery, solutions approach, product development processes, flexible manufacturing systems and contract manufacturing. JBM Group is primarily a tier- 1 supplier to the automotive OEM industry and caters services to esteemed clients that include Ashok Leyland, Bajaj Auto Ltd, Fiat, Ford, General Motors Corporation, Honda, Hero, JCB, Mahindra, Maruti Suzuki, Renault, Nissan, TATA, Toyota, TVS, Volvo-Eicher, Volkswagen and many more.

### 1.8 Data Analysis and Interpretation

Data analysis for quantitative studies, on the other hand, involves critical analysis and interpretation of figures and numbers, and attempts to find rationale behind the emergence of main findings. Comparisons of primary research findings to the findings of the literature review are critically important for both types of studies – qualitative and quantitative.

#### Interpretation

Interpretation refers to the task of drawing inferences from the collected facts after an analytical and/or experimental study. In fact, it is a search for broader meaning of research findings. The task of interpretation has two major aspects viz, the effort to establish continuity in research through linking the results of a given study with those of another, and the establishment of some explanatory concepts.

**TABLE No 1.1**

### RELATIONSHIP BETWEEN INCOME AND WORK EXPERIENCE

#### CHI SQUARE ANALYSIS

FACTORS	WORK EXPERIENCE				TOTAL
	BELOW 1 YEAR	2 -5 YEARS	6 -10 YEARS	ABOVE 10 YEARS	
BELOW RS 5000	5	2	15	13	35
RS 5001 – RS 1000	10	34	7	6	57
RS1001 - RS15000	17	3	5	5	30
RS 15001 ABOVE	5	2	11	10	28
TOTAL	37	41	38	34	150

**Source: Primary Data**

**Null Hypothesis (H0):** There is no significant relationship between income and work experience of the employee.

**Alternative Hypothesis (H1):** There is significant relationship between income and work experience of the employee.

**Chi Square Calculation** - The chi square may be calculated as

$$X^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

**Degree of freedom** DF = (r-1) (c-1) = (4-1) (4-1) = (3) (3) = 9

**CHI SQUARE TEST ANALYSIS**

GENDER AND SAFETY RELATED TRAINING			
LEVEL OF SIGNIFICANCE	TABLE VALUE	DEGREE OF FREEDOM	CALCULATED VALUE
0.05%	7.2	9	67.6

**Interpretation**

It is noticed from the above analysis that the calculated value is higher than the table value and hence the alternative hypotheses are accepted and the null hypothesis is rejected. There is significant relationship between income and work experience of the employee.

**TABLE No. 1.2**  
**RELATIONSHAP BETWEEN AGE AND JOB SATISFACTION**

FACTORS	JOB SATISFACTION			TOTAL
	SATISFIED	NEUTRAL	DISSATISDIED	
AGE				
BELOW 20 YEARS	16	22	7	45
21 – 30 YEARS	34	10	13	57
31 – 40 YEARS	10	5	5	20
41 ABOVE	24	2	2	28
TOTAL	84	39	27	150

**SOURCE: PRIMARY DATA**

**Null Hypothesis (H0):** There is no significant relationship between income and work experience of the employee.

**Alternative Hypothesis (H1):** There is significant relationship between income and work experience of the employee.

**Chi Square Calculation -** The chi square may be calculated as

$$X^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

**Degree of freedom - DF** = (r-1) (c-1) = (4-1) (3-1) = (3) (2) = 6

### CHI SQUARE TEST ANALYSIS

GENDER AND SAFETY RELATED TRAINING			
LEVEL OF SIGNIFICANCE	TABLE VALUE	DEGREE OF FREEDOM	CALCULATED VALUE
0.05%	4.6	6	29.92

### Interpretation

It is noticed from the above analysis that the calculated value is higher than the table value and hence the alternative hypotheses are accepted and the null hypothesis is rejected. There is significant relationship between income and work experience of the employees.

### 1.9 Findings

- It reviews that maximum of 35.3% of the respondent are satisfied with the salary package.
- It shows that majority of 34.7% of the respondent are agree with the bonus provide in the organization
- It reviews that 26% of the respondent are satisfied with the job security provide in the organization.
- It shows that 31,3% of the respondent are dissatisfied with the promotion policy.
- It is found that majority of 28.7% of the respondent are says that the quality of work life are good in the organization.

### 1.10 Suggestions

- The company must give a awareness about the quality of work life to the respondent.
- The management has to take necessary steps to reduce the stress of an employee.
- The company must satisfy the grievance of the employee.
- The organization must provide the promotion to the workers at least once in a year or yearly twice.
- The company has to conduct the career development program to the workers to improve their knowledge.

### 1.11 Conclusion

The success of any organization depends on the efficiency of labour. Every organization needs to update and improve the quality of work life of the employees. From the study it is clear that the overall quality of work life of employees is good.

### References

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