

A Study on the Quality of Work Life of Employees in Straive Private Company with Special Reference to Chennai

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Abstract: *Quality of Work Life (QWL) refers to the overall well-being of employees in their workplace environment. It encompasses various factors that influence employees' satisfaction, productivity, and overall experience at work. This study aimed to investigate the factors influencing the quality of work life (QWL) of employees within private limited companies in the Chennai region. Assessing the QWL involves gauging employees' opinions on various aspects of their work environment. Employee satisfaction not only fosters superior performance but also aids in attracting and retaining top talent, thereby enhancing the organization's capacity to deliver high-quality services. The sample size for the study 385 by using row software calculator. The sampling method adopted for the data collection is probability method. For selecting the Employees', simple random sampling method was adopted in the study. The findings of the study shows that the employees are highly influenced on the following variables such as Opinion about working hours, Satisfaction about feedback, Healthy and Safety Measures, and Opinion with Workload.*

Keywords: Quality of Work Life, Employee satisfaction, organizations, work environment

1. Introduction

The phrase 'Quality of Work Life' (QWL) connotes different meanings to different people. Some consider it an industrial democracy or co-determination with increased employee participation in the decision-making process. For others, particularly managers and administrators, the term denotes improvement in the psychological aspects of work to improve productivity. Unions and workers interpret it as more equitable sharing of profits, job security, healthy and congenial working conditions. Still others view it as improving social relationship at workplace through autonomous work groups. Finally, others take a broader view of changing the entire organizational climate by humanizing work, individualizing organizations and changing the structural and managerial systems. Management considers it as a broader view of changing the entire organizational climate by humanizing work, individualizing organizations, and developing the structural and managerial systems. QWL is the favourableness or unfavourableness of a job environment for people; it refers to the quality of relationship between employees and the total working environment. According to Harrison (1985) 3, QWL is the degree to which the working organization contributes to material and psychological well-being of its members. The QWL as "a process of joint decision making, collaboration and building mutual respect between management and employees"; it is concerned with increasing labour management co-operation to solve the problems, improving organizational performance and employee satisfaction. According to the American Society of Training and Development (1979), it is a process of work organization which enables its members at all levels to actively participate in shaping the organization's environment, methods and outcomes. This value-based process is aimed towards meeting the twin goals of

enhanced effectiveness of the organization and improved quality of life for employees.

Broadly, the concept of QWL involves four major aspects: (i) safe work environment, (ii) occupational health care, (iii) suitable working time, and (iv) appropriate salary. The safe work environment provides the basis for a person to be happy at work. The work should not pose a health hazard for the person. The employer and employees are aware of their risks and rights, and could achieve a lot for their mutual benefit. The working time has been indicated by the State according to the legislation. The concept of QWL is based on the assumption that a job is more than just a job; it is the centre of a person's life. In recent years there has been increasing concern for QWL due to the following factors:

- Increase in education level and consequently job aspirations of employees;
- Association of workers;
- Significance of human resource management;
- Widespread industrial unrest;
- Growing of knowledge in human behaviour, etc.

2. Review of Literature

Karthika. S, Sona. P (2022) in their article examined that quality of work life of employees in private company. The study aimed to identify the characteristics such as satisfaction, work environment, physical, psychological, labour turnover, and work environment of the firms that have an impact and influence on the quality of work life of employees in private limited enterprises. The study's goal is to examine workers' work-life quality. QWL includes a wide range of components that impact employee performance. The sample size used to conduct the research is 50 employees from private limited

enterprises in Salem. The researcher concluded that the employees are regarded as the organization's most valuable asset in today's environment. Guaranteed high quality of work life not only attracts young and new talent but also keeps currently experienced personnel. Private enterprises must satisfy and go the additional mile in order to retain employees with the least effort and deliver the greatest outcomes to the company in order to have a higher and more effective quality of work life. The success of every organization is dependent on the efficiency of labor, which is rising.

Dr. Mily Velayudhan T. K, Yameni M. D (2017) in their article stated that quality of work life of employees. The main objective or the purpose of this research is to investigate and identify the significance of work environment towards the performance and also to study the effectiveness of the QWL in the organization. The sample size for the study is 123. The data were collected by using convenience sampling method. The findings of the study shows that it also helps the employers to know that their employees who are working in their organization are happily working leading to good QWL which will boost up their performance to come happily daily to their work place.

V Sumathi & Dr. R Velmurugan (2017), in their article examined that Quality of work life of employees in private companies with reference to Coimbatore. Quality of work life is a critical concept with having lots of importance in employee's life. A high quality of work life (QWL) is essential for all organizations to continue to attract and retain employee. This study attempted to find out the factors that have an impact and influence on quality of work life of employees in private limited companies of Coimbatore. The Quality of Work Life of an organization can be assessed by opinions of employees on statements regarding quality of work life [QWL] aspects. If employees perceive an organization as offering a good quality of work in return for their contribution to an organization, then it is likely that employees will report higher levels of performance and job involvement. Employee satisfaction facilitates superior performance and also greater attraction and retention of the best employees, thereby enhancing the ability of the organization to deliver higher quality services.

Hemanth Kumar (2020) in their article examined that quality of work life of employees an empirical study, it aims to increase an insight into current working life policies and practices as well as work life balance issues of employees. Quality of work life provides for the balanced relationship among work, non-work and family aspects of life. The researcher said that family life and social life should not be strained by working hours including overtime work, work during inconvenient hours, business travel etc. Primary data is collected through questionnaire and secondary data is collected from company's records & Websites. The primary data was analyzed with the help of statistical tools simple percentage analysis, chi-square test and ANOVA. The findings of the study shows that mutually convenient time and place for discussion about quality of work life should

be scheduled and enough time and privacy should be needed.

3.Objective of the study

The main objective of the study shows that the Quality of Work Life of Employees in Private Company.

3.1 Research Methodology:

Research design is the procedure for collection of data. This type of research is mainly concerned with description of facts. This study is called descriptive since it describes the Perception of Employees towards various factors affecting Quality of Work Life.

3.1.1 Selection of the study area:

Taherdoost (2016) stated that the first step in sampling is defining the target population clearly. Target population refers to the group of individuals or objects the researcher is interested in generalizing the findings. The sampling procedure begins with the selection of the study area and ends with data collection. The main purpose of the study is to analyze the quality of work life employees in the private organization in Chennai region. The Primary data were collected from employees.

3.1.2 Sample Size:

The sample size for the study 385 by using row software calculator.

3.1.3 Sampling Technique:

The sampling method adopted for the data collection is probability method. For selecting the Employees', simple random sampling method was adopted in the study.

3.1.4 Sources of Data:

For the purpose of the study the researcher collected both primary as well as secondary data.

(a) Primary Data:

The Primary data were collected from private employees of Chennai region.

(b) Secondary Data:

The secondary data were collected from the reports of collected from research work, various published journals, magazines, websites and online articles.

(c) Tools used for Analysis:

Tools used for the analysis such as descriptive statistics, Mean score analysis and ANOVA.

3.2 Factors including Quality of Work Life:

1. Work-Life Balance: Ensuring that employees

have enough time and resources to balance their work responsibilities with personal commitments and leisure activities.

2. **Job Security:** Providing stable employment and minimizing concerns about job loss or insecurity.
3. **Fair Compensation:** Offering competitive wages and benefits that are commensurate with employees' skills, experience, and contributions.
4. **Safe and Healthy Work Environment:** Maintaining physical safety standards and promoting mental well-being through initiatives such as stress management programs and access to counselling services.
5. **Opportunities for Career Growth and Development:** Providing avenues for employees to advance in their careers, such as training programs, mentorship opportunities, and promotions.
6. **Employee Recognition and Appreciation:** Acknowledging and rewarding employees for their contributions and achievements, which can foster a sense of belonging and motivation.
7. **Workplace Culture and Relationships:** Cultivating a positive work environment characterized by open communication, mutual respect among colleagues, and supportive relationships with supervisors and peers.
8. **Workload and Job Design:** Ensuring that

workloads are manageable and tasks are designed in a way that allows employees to utilize their skills and experience effectively.

9. **Flexibility:** Offering flexible work arrangements such as telecommuting, flexible hours, or compressed workweeks to accommodate employees' individual needs and preferences.
10. **Workplace Policies and Procedures:** Implementing fair and transparent policies and procedures related to areas such as performance evaluation, grievance resolution, and disciplinary actions.

Overall, investing in the quality of work life not only benefits employees by enhancing their job satisfaction and well-being but also yields positive outcomes for organizations, including increased productivity, reduced turnover, and improved employee morale.

3.3 Demographic Profile of the Respondents:

In order to understand the demographic profile of the respondents, percentage analysis was used to identify the personal information like Gender, Age, Marital status, Educational Qualification, Monthly Income. The Table 1.1 shows the demographic profile of the respondents.

Table 1.1: Demographic profile of the respondents

Demographic Profile	Options	Frequency	Percent
Gender	Male	228	59
	Female	152	41
	Total	385	100
Age	18 to 25 years	36	9
	25 to 32 years	46	12
	32 to 39 years	144	37
	39 o 46 years	130	34
	Above 46 years	29	8
	Total	385	100
Marital status	Married	249	65
	Unmarried	68	18
	Widowed	28	7
	Divorced	40	10
	Total	385	100
Educational Qualification	Not Formally Educated	78	20
	High school	51	13
	Degree	112	29
	Master Degree	101	26
	Illiterate	43	12
	Total	385	100
Monthly Income	Below Rs.10,000	15	4
	Rs.10,001 to 15000	75	20
	Rs. 15,001 to 20,001	110	29
	Rs. 20,001 to Rs. 25000	149	39
	Above Rs. 25001	36	8
	Total	385	100

Source: Primary Data

Gender: Among 385 respondents considered for the study, 228 respondents (59%) are male and 152 respondents (41%) are females. It is observed that majority of the male respondents working in private employees.

- **Age:** Age is one of the most important factors for a human being and age also serves as a yard stick to

participate or discontinue in any occupation or profession. Among 385 respondents considered for the study; 36 respondents (9%) were age between 18 to 25 years, 46 respondents (12%) were in the age group of 25 to 32 years, 144 respondents (37%) were in the age group of 41 to 50 years, 130 respondents (34%) belong to the age group between 39 to 46 years and 29

respondents (8%) were above 46 years. Thus, majority of the customers contacted are in the age group of 32 to 39 years.

- **Marital status:** Marital status gives a person social recognition. It increases the responsibility of a person in the society and in his family. Among 385 respondents considered for the study, 249 respondents (65%) are married, 68 respondents (18%) are not married and 28 respondents (7%) are widowed and 40 respondents (10%) of them were divorced. Hence, majority of the respondents contacted for the study are married.
- **Educational Qualification:** Education is one of the most important factors that influence a person in the society to a large extent. So, an attempt is made to analyze the level of education of customers. Among 385 respondents considered for the study, 78 respondents (20%) are Not formally educated, 51 respondents (13%) have completed their high school, 112 respondents (29%) are qualified with degree, 101 respondents (26%) are qualified Master Degree and 43 respondents (12%) are categorized as belonging to

Illiterate. Therefore, majority of the customers are qualified degree.

- **Monthly Income:** Among 385 respondents considered for the study, 15 respondents (4%) have a monthly income of less than Rs.10,000, 75 respondents' (20%) monthly income is between Rs.10,001 to Rs.15,000, 110 respondents' (29%) monthly income is between Rs.15,001 to Rs.20,001, 149 respondents' (39%) monthly income is between Rs.20,001 to Rs.25000 and remaining 36 respondents' (8%) monthly income is above Rs. 25,001. It shows that majority of the respondents' monthly income is between Rs. 20,001 to 25000.

3.3.1 Perception of employees towards various factors affecting quality of work life

Mean Score Analysis

Descriptive statistics were used to analyze the perception of employees towards various factors affecting quality of work life.

Table 1.2: Perception of Employees towards various factors affecting Quality of Work Life - Rank Analysis

Perception of Employees	Mean	Standard Deviation	Rank
Relationship with Co-worker	3.256	1.427	8
Opinion with Workload	4.658	0.786	4
Healthy and Safety Measures	4.724	0.486	3
Satisfaction about feedback	4.896	0.421	2
Training programmes given by the organisation	4.589	0.821	5
Opinion about working hours	4.891	0.936	1
Grievance handling procedure	4.528	0.981	6
Opinion about Respect at workplace	3.356	1.046	7

Source: Primary Data

The rank analysis was performed by using the overall mean score on factors. The following perception of employees towards quality of work life; it is inferred from the Table that out of 8 variables the mean score value is more than 4.00, for six variables namely, 'Opinion about working hours' (4.891), 'Satisfaction about feedback' (4.896), 'Healthy and Safety Measures' (4.724), 'Opinion with Workload' (4.658), 'Training programmes given by the organisation' (4.589) and Grievance handling procedure (4.528). It is identified that all the above six variables are Perception of Employees towards various factors affecting Quality of Work Life.

3.3.2 Difference between Age and Perception of Employees towards various factors affecting Quality of Work Life

ANOVA:

The basic principle of ANOVA is to test and find out the differences among the means by examining the amount of variation within each of this sample, related to the amount of variance made viz. one based on samples between variance and the other based on within sample variance. ANOVA is used to uncover the main and

interaction effects of categorical independent variables (called factors) on an interval metric variable. An analysis of variance effect is any difference between two or more independent variables with the dependent variable. The key statistic in ANOVA is the F-test of difference of group means, testing, if the means of the groups formed by values of the independent variable (or combinations of values for multiple independent variables) are different enough and not have occurred by chance. If the group means do not differ significantly then it is inferred that the independent variable(s) do not have an effect on the dependent variable, and then multiple comparison tests of significance are used to explore just to know which values of the independent(s) variables have the most to do with the relationship. To know the relationship between Age and Perception of Employees towards various factors affecting Quality of Work Life, the ANOVA is used in the present study.

In the present study, one way ANOVA is performed to find out the difference between the age and Perception of Employees towards various factors affecting Quality of Work Life. **Hypothesis:** There is no significant difference between the age and Perception of Employees towards various factors affecting Quality of Work Life.

Table 1.3: Difference between Age and Perception of Employees towards various factors affecting Quality of Work Life**ANOVA:**

Factors		Sum of Squares	df	Mean Square	F	Sig.
Relationship with Co- worker	Between Groups	1.241	4	.310	.649	.000
	Within Groups	84.561	381	.478		
	Total	85.802	385			
Opinion with Workload	Between Groups	1.364	4	.341	.770	.001
	Within Groups	78.399	381	.443		
	Total	79.764	385			
Healthy and Safety Measures	Between Groups	.795	4	.199	.478	.003
	Within Groups	73.540	381	.415		
	Total	74.335	385			
Satisfaction about feedback	Between Groups	1.830	4	.458	1.047	.385
	Within Groups	77.379	381	.437		
	Total	79.209	385			
Training programmes given by the organisation	Between Groups	.553	4	.138	.286	.001
	Within Groups	85.732	381	.484		
	Total	86.286	385			
Opinion about working hours	Between Groups	.152	4	.038	.079	.989
	Within Groups	84.683	381	.478		
	Total	84.835	385			
Grievance handling procedure	Between Groups	2.578	4	.645	1.395	.000
	Within Groups	81.801	381	.462		
	Total	84.379	385			
Workplace	Between Groups	.561	4	.140	.301	.877
	Within Groups	82.433	381	.466		
	Total	82.995	385			

Source: Primary Data

The Table 1.3 reveals the ANOVA test results. Based on the result, the significant value is found to be lower than 0.05 for Grievance handling procedure, Training programmes given by the organisation, Healthy and Safety Measures, Relationship with Co-worker and Opinion with Workload. So, the null hypothesis is rejected and it is concluded that there is significant relationships between the Age and Perception of Employees towards various factors affecting Quality of Work Life. On the other hand, the significant value is found to be greater than 0.05 for Opinion about working hours, Satisfaction about feedback, Opinion about Respect at workplace. So, the null hypothesis is rejected and it is concluded that there is a significant relationship between the age and Perception of Employees towards various factors affecting Quality of Work Life.

4. Conclusion

In today's world, Employees are considered as the most important assets of the organization. An assured good quality of work life not only attracts young and new talent but also retain the existing experienced talent. In order to have a greater and effective quality of work life the private companies must fulfill and need to go extra mile in order that the employee can retained with least effort and can provide the best results to the company. The success of any organization depends on the efficiency of labour are increasing the efficiency. The organization promote of Quality of work life in the employees. The findings of the study shows that the employees are highly influenced on the following variables such as Opinion about working hours,

Satisfaction about feedback, Healthy and Safety Measures, and Opinion with Workload.

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