

A Study on Quality of Work Life in Pharmaceuticals Company in Sikkim

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Abstract: *This research work was undertaken on behalf of Pharmaceutical company located in Himalayan state Sikkim (India). Company reported that the working efficiency has been degraded to high extent as working staffs are unable to maintain their balance between personal as well as professional which reduce performance leads to huge losses in productivity. The purpose of this study is to identify the reason of low quality of work life of staff in particular Pharmaceuticle Company at Sikkim. This survey was conducted on 100 employees of the particular Company. For the sake of Confidentiality the name of the company is not being disclosed.*

Keywords: Quality of work Life, Performance, Employees satisfaction, job security

1. Introduction of Quality

Quality can be interpreted as "Customer's expressed and implied requirements are met fully". This is a core statement from which some eminent definitions of quality have been derived. They include: "the totality of features and characteristics of a product or service that bears on its ability to meet a stated or implied need" [ISO, 1994], "fitness for use" [Juran, 1988], and "conformance to requirement" [Crosby, 1979]. Quality is important to businesses but can be quite hard to define.

"Even those quality definitions which are not expressly relational have an implicit relational character. Why do we try to do the right thing right, on time, every time? To build and sustain relationships. Why do we seek zero defects and conformance to requirements (or their modern counterpart, six sigma)? To build and sustain relationships. Why do we seek to structure features or characteristics of a product or service that bear on their ability to satisfy stated and implied needs? (ANSI/ASQC.) To build and sustain relationships. The focus of continuous improvement is, likewise, the building and sustaining of relationships. It would be difficult to find a realistic definition of quality that did not have, implicit within the definition, a fundamental express or implied focus of building and sustaining relationships."

Quality is a momentary perception that occurs when something in our environment interacts with us, in the pre-intellectual awareness that comes before rational thought takes over and begins establishing order. Judgment of the resulting order is then reported as good or bad quality value.

2. Quality of work life

Quality of work life refers to the level of satisfaction, motivation involvement and commitment employees experience while employed by the form. It is also the existence of certain set of organizational condition or practices. Quality of work life generally try to instill in employees the feeling of security, Equity, Pride, ownership, responsibility and flexibility. QWL sometimes considered as a sub concept of the quality of life, which includes income, health, social relationship and other factor like happiness and fulfillment. The pursuit of improved productivity

through human resources has its foundation in the early nineteenth century with F.W Tailor developing Scientific management theory and creating a new awareness regarding human resources. It is very important to understand the human behavior at work and the ways to improve their job satisfaction, balanced with the aim of organizations to work for better productivity with job and employee satisfaction.

2.1 Management of QWL

Quality of work life is manage through conducting the programme like job re-design, supervision, group support, reward and reorganization, improving the working environment , participative management etc (nadler & Lawlwr,1983). Some of the approaches used to improve Quality of work are i) Flexiblity in working schedule, ii) Freedom of forming a work group, iii) opportunity for growth, iv) participation in employee decision making v) welcoming the suggestion system etc.

3. Pharmaceutical industry in India

Ranks 3rd in the world terms of volume and 14th in terms of value.^[1] According to Department of Pharmaceuticals, Ministry of Chemicals and Fertilizers, the total turnover of India's pharmaceuticals industry between 2008 and September 2009 was US\$21.04 billion. Hyderabad, Mumbai, Bangalore and Ahmedabad are the major pharmaceutical hubs of India.^[2] The domestic market was worth US\$13.8 billion in 2013.^[3] The government started to encourage the growth of drug manufacturing by Indian companies in the early 1960s, and with the Patents Act in 1970.^[4] However, economic liberalization in 90s by the former Prime Minister P.V. Narasimha Rao and the then Finance Minister, Dr. Manmohan Singh enabled the industry to become what it is today. This patent act removed composition patents from food and drugs, and though it kept process patents, these were shortened to a period of five to seven years. The Lack of patent protection made the Indian market undesirable to the multinational companies that had dominated the market. Whilst the multinationals streamed out, Indian companies carved a niche in both the Indian and world markets with their expertise in reverse-engineering new processes for manufacturing drugs at low costs. Although some of the larger companies have taken baby

Volume 7 Issue 9, September 2018

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steps towards drug innovation, the industry as a whole has been following this business model until the present.^[5]

3.1 Pharmaceutical industry in Sikkim

Sikkim, a pristine hill state synonymous with travel and tourism, could turn out to be the next pharmaceutical hub. Situated amidst the verdant Eastern Himalayas, the state has already attracted an investment of over \$400 million (Rs 2000 crores) from 22 major pharma companies in the last three years.

Sikkim has been able to offer a host of tax benefits to the industry. Thus it is no wonder that the state has already attracted an investment of over \$400 million from 22 major pharma companies in the last three years. At this pace, the state could emerge as a major pharma hub in the North Eastern region by 2020.

Many pharma companies and their ancillary units have migrated from Baddi in Himachal Pradesh and Uttarakhand to Sikkim, as the excise duty exemption given to these states will soon expire. In order to avail tax benefits for the next ten years, several pharma companies have opted to migrate to Sikkim. Besides tax incentives, low manufacturing and labour costs and a pollution – free environment have also proved to be the key attractions for these pharma companies.

“Sikkim, which offers 100 per cent excise and income tax benefits in addition to freight subsidy, provides continuous support to set up new plants with other facilities. By 2018, the state will become a full-fledged pharma hub in the North Eastern region, predict industry experts. A senior official from Commerce and Industries Department, Government of Sikkim, while speaking to *Express Pharma*, on condition of anonymity said, “Today, Sikkim is home to as many pharma companies. According to the official, North-East Industrial and Investment Promotion Policy (NEIIPP) 2007 has played an active role to attract pharma investments in the state.

“Many pharma companies have set up shop because of the big tax advantages as earning is at a faster pace due to tax savings. Apart from pharma companies, ancillary units like packaging, access to raw materials, components, machinery, have also set up their base. We are now working to make the state more conducive for pharma units, so that it can become a major pharma destination in the next two years,” the official stated.

4. Methodology

4.1 Objective of the study

4.1.1 To identify the factor that affects the Quality of Work Life.

4.2 Source of Data

Primary data: Data collected through interviews, and questionnaire

Secondary data: data collected through particular company profile, website, magazine etc

4.3 Sampling Frame

The sample sized comprised 100 staff all over the premises.

A questionnaire was developed and responses have been measured by Likert Scale. The sampling technology used was Random Sampling due to unavailability of employee's time for filling the questionnaire. The likert Sale comprised 5 ratings which is mentioned below.

- (i) Strongly Disagree
- (ii) Disagree
- (iii) Neither Agree nor disagree
- (iv) Agree
- (v) Strongly Agree

5. Analysis and Findings of Study

- 1) As expected, gender significance gender parity among those working in the Pharmaceuticals Company is seen. Almost equal distribution of man and women were found to be working.
- 2) Pharmatuciles sector had more employee working in the age group between 21 to 45 years age.
- 3) In Pharmaceuticals Company more number of people are graduate and have 4 or more years of experience.
- 4) The maximum number of staff feels safe in the working environment.
- 5) A significant 50% of staff feels that behavioral issues comes very frequently which reduce the QWL.
- 6) Commitment towards the work is slightly less in the pharmaceuticals company but 90% of staff take their work seriously, as they aware that it is a life saving drugs.
- 7) Staff feels disturbed by the external interference at working hours inside the company area.
- 8) Company give more preference to the local staff who eagerly wants to learn.
- 9) Management give trainings to the staff for adapting the new culture
- 10) Most of the non- local staff fells that there is no any life after office in the hills which leads to decrease in quality of life.
- 11) Top Management faces problem in interacting with locals, which create communication gap and some of the staff feel dissatisfaction.
- 12) Management ignore the cultural difference among the local and non local.
- 13) Common language Hindi and English is compulsory.

6. Conclusion

From the above findings we concluded that there is no any critical issues which leads to low quality of work life.

- 1) They agree that employee trust the management decision, and they have faith towards there organization.
- 2) The common language help them to interact each other openly.
- 3) They agree that management provides training on developing the technical skills.
- 4) They believes that the management always ignore the cultural difference among the employees.
- 5) Management do not take any intrest to train the people who don't want to learn

- 6) Huge communication gap is found in between top and lower level management.
- 7) Local staff feels that they have right to be asked to the management but they forget their responsibility.

7. Recommendation

- 1) Management should avoid the external interference in the organization
- 2) Management should ensure the equal opportunity towards all the employees.
- 3) Performance appraisal should be transparent and conduct the training programme to enhance skill and abilities of the employees.
- 4) Company should ensure that each employee has clearly defined their job description.
- 5) Employees should be allowed to take part in decision making.
- 6) Employee opinion on improvement in working process should be considered positively.
- 7) The company should make safe and healthy working environment.
- 8) Company should adopt some welfare measure to satisfy the employees.
- 9) Reward and reorganization should be given to the deserving employees.

As a practical implication, these factors can aid organizations to conceptualize strategies that strive to positively assimilate quality of work life and career development of the employees, thus guaranteeing long term competitive gain.

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