

# Quality of Worklife: A Study of Employees in Thrifty Technologies Pvt Ltd, Tamilnadu, India

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**Abstract:** *The paper aims to study the concept "Quality of Work-Life" and the role it plays in enhancing the productivity and performance in an organization. It also aims at understanding a wide range of welfare activities to be undertaken in order to improve Quality of Work-Life (QWL) in an organization. The success of any organization is highly dependent on how it attracts recruits, motivates and retains its work force. Organizations are required to adopt a strategy to improve the employees QWL to satisfy organizational objectives and employee needs. This paper studies the effective QWL practices in organizations and their impact on employee performance and the overall organizational performance. The QWL consists of three main components, namely occupational health care, Suitable working time and appropriate salary. The conclusion drawn from the paper is that a better QWL leads to motivation and satisfaction and thereby increases production & performance. It helps in reducing absenteeism, stress & distractions. This study recommended to make the employees aware of the company goals, vision, mission, which will give them a sense of belonging and responsibility to the organization. This study examines Quality of Work Life (QWL) in Tamilnadu, India, terms of how their work lives satisfy eleven fundamental requirements of employees and how the fulfillment of each individual need in their work life.*

**Keywords:** Quality, Work Life, Employee, Job Security, Work Timings

## 1. Introduction

Work is an essential part of each day life, as it is our source of revenue or career or business. On an average we used up twelve hours daily life and it is the one third of our whole life. Quality of work life study measured to be more important at the individual and society level. Quality of work life is considered for both the human resources and society and it is involved with job satisfaction, productivity, job involvement, job enrichment, etc. Every organization's accomplishment is greatly reliant on how it attracts recruits, motivates, and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their workforce and enjoy their dedication. These result contribute to an understanding of ways by top management in attempts to attain a career fit between the needs of the employees and the needs of the organization. This piece of writing throws light on the existing literature on "quality of work life of employees and other variables which influence and then build a model for study. To Come to an end with an comprehensive definition, it could be said that satisfaction with quality of work life is experienced when individuals are satisfied with interacting factors, such as optimal external conditions and social aspects, as well as being internally motivated by factors intrinsic in the work itself and which ultimately results in a sense of psychological well-being of employees. Following is the flow chart show casing the various independent variables which influence the quality of work life of employees.

## 2. Statement of the Problem

Quality work environment factors are critical issues when examining the work life of employees. Some of the key issues that will be examined in this study are employee work place maintenance, basic amenities, welfare measures, job security, work and personal life balance, relationship with supervisors, sharing of information about company and its activities, arrangement of stress relieving programmes / tour

arrangements, recognition of employee problems by supervisors, the freedom given to take decisions related to work. Etc

### Objectives of the study

- 1) The study aims at evaluating the Quality of work life, satisfaction of the employees, and welfare facilities, at working environment
- 2) To analyze the participation of employer and an employee towards improving the quality of work life with special reference to Thrifty Technologies, Tamilnadu.

### Limitations of the study

The results of the research is based on working conditions work life balance perceived by the employees during the study period, the changes in policies of the organization and work circumstances may change their feelings towards the study parameters. The descriptive research design was used in this research, which has its own merits and demerits.

## 3. Review of Literature

(Sarina Mu hamad N oor and M ohamad Adli Abdullah 2012). 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. This study indicates that the human resources specialists in marble firms should improve each factor that affects the quality of work life, especially with blue collar employees.

(Selahattin Kanten and Omer Sadullah 2012). European Foundation for the Improvement of Living Conditions 2002 described that the QWL is a multi-dimensional construct, made up of a number of interrelated factors that

need careful consideration to conceptualize and measure. It is associated with job satisfaction, job involvement, motivation, productivity, health, safety, job security, competence development and balance between work and non-work life.

**Normal and Daud (2010)** investigated the relation between QWL and Organizational Commitment amongst employees in Malaysian firms. The objective was to investigate the relationship between QWL and Organizational Commitment and to identify the extent of QWL of employees. A random sample of 500 employees was taken at the supervisory and executives' levels in various firms in Malaysia received the questionnaire. Of these, 360 useable responses were returned and analysed, which represented a 72% response rate. Research based on the Quantitative approach and random sampling method used for data collection.

**W.N. thalang (2010)** studied on quality of work life indicators as a corporate social responsibility of electrical and electronics private Organizations in Thailand. Objective of the research was find out the quality of Work Life Indicators as a Corporate Social Responsibility. It is a documentary research and data was collected from the in-depth interview with experts and specialist and multiple research method. Health environment, total life span, work life balance, adequate and fair compensation, social integration support used as dimensions of QWL and four major dimensions of CSR, namely: economic, environmental, social and ethics used as a parameters.

**Gnanayudam & AjanthaDharmasiri (2008)** studied Influence of quality of work life on organizational commitment by investigated on unsatisfactory level of commitment among workers in medium and large organizations in the apparel industry in Sri Lanka. A convenient sampling technique was adopted for the research. The sample size was limited to 87 workers and Pearson correlation used for data analysis.

SWLB is a newly developed construct adapted from Valcour, 2007, defined as an overall level of contentment resulting from assessment of one's degree of success at meeting work and non-work role demands and it is most suitable construct in evaluating an employee's work-life balance. Career achievement is positively related to Quality of Work life (**Raduan Che Rose and Loo See Beh 2006**). 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.

#### 4. Conceptual Framework of Work Life Balance Factors

After reviewing the above literature, this paper aims to study eleven fundamental requirements of employees (shown in the Figure below) and when a individual and the company manages these eleven factors they gives scope to improve work place support, performance, excel the hidden talents, productivity and able to overcome work family conflict , family work conflict.

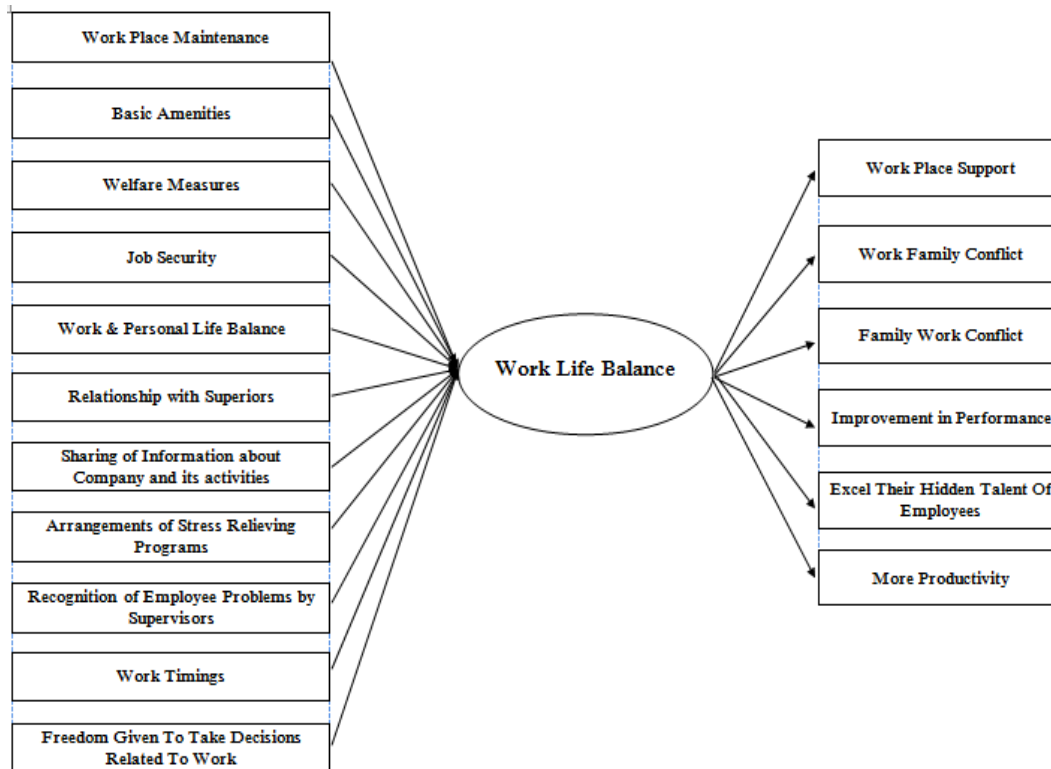


Figure: Conceptual Frame Work of Work Life Balance Factors

#### Methods and samples

This study followed descriptive research design. The survey method of data was implemented to gather the primary data.

The structured questionnaire was adopted to accumulate the primary data from the sample of 110 employees of Thirty technologies, Pvt. Ltd. taken from the skilled workers in

organization. From the universe of 300 employees, the sampling size accounted to nearly 110 out of total of 127 skilled employees, because some questionnaires were not properly answered. The research survey was conducted in the period of November 2018 to December 2018. The primary data collected was organized, edited, tabulated and analyzed using software packages such as IBM SPSS 22.0.

**Research Instrument**

A structured questionnaire is used as research instrument for this survey and used a five point liker scale to collect the responses from the employees.

**Statistical Tools**

- Percentage method
- Chi-square test

**Formula Used**

**Percentage of respondents = No of Respondents / Total Respondents \* 100**

**(Oij – Eij) ^2 / E** Here, O = Observed Frequency E = Expected Frequency

The sampling unit was taken from the skilled workers in organization. From the universe of 300 employees, the sampling size accounted to nearly 110 from a total of 127 skilled workers. The sampling technique used was convenience sampling.

**Table 1: Demographic profile and of the respondents**

Research Design	Descriptive Research
Data source/collection	Primary Data, Secondary Data
Research instrument	Questionnaire
Research approach	Survey
Contact method	Personal Interview
Sample units	Employees at Thrifty Technologies
Sample size	110
Sample area	Thrifty Technologies

**Table 1: Summarizes the demographic profile of the respondents.**

S. No	Particulars	Frequency	Percent
1	<b>Age group</b>		
	Up to 35 Years	7	6
	35 - 45 Years	38	35
	36 - 55 Years	32	29
	More than 55 Years	19	17
2	<b>Professional Experience</b>		
	Below 15 years	14	13
	16-20 years	35	32
	21-25 years	24	22
	26-30 years	17	15
3	<b>Number of Dependents</b>		
	None	9	8
	One	29	26
	Two	37	34
	More than two	35	32

6% of the respondents were aged up to 35 years, 35% of respondents belong to the age group of 35-45 years, 29% of the Respondents were belongs to the age group of 46-55 years, and few respondents (i.e. 17%) Comes under the age group of more than 55 years. 13% of the respondents are

having work experience of below 15 years, whereas 32 % of respondents are having work experience of below 16-20 years, and 22 % of respondents are having work experience of below 21-25 years, remaining 15 % of the respondents are between 26-30 years and 18% of the respondents are between 31-35 years of experience. 34% of the respondents opined that they have two dependents, whereas 32% stated that more than two dependents, 26% replied that they have only one dependent, and very few (8%) replied that they don't have any dependents in their family

**5. Result and Discussion**

**Table 2: Showing work place amenities and environment of respondents**

S. No	Particulars	Frequency	Percent
1	<b>Work Place Maintenance</b>		
	Excellent	35	32
	Good	62	56
	Average	13	12
	Poor	0	0
2	<b>Basic Amenities</b>		
	Excellent	8	7
	Good	88	80
	Average	13	12
	Poor	0	0
3	<b>Welfare Measures</b>		
	Excellent	11	10
	Good	48	44
	Average	46	42
	Poor	5	4
4.	<b>Job Security</b>		
	Excellent	59	54
	Good	49	44
	Average	2	2
	Poor	0	0
5	<b>Work and Personal Life Balance</b>		
	Excellent	64	58
	Good	41	37
	Average	5	5
	Poor	0	0
6	<b>Relationship with Supervisors</b>		
	Excellent	42	38
	Good	67	61
	Average	1	1
	Poor	0	0
7	<b>Sharing of information about company and its activities</b>		
	Excellent	12	11
	Good	77	70
	Average	20	18
	Poor	1	1
8	<b>Arrangement of stress relieving programmes</b>		
	Excellent	2	2
	Good	12	10
	Average	46	42
	Poor	46	42
9	<b>Recognition of employee problems by supervisors</b>		
	Excellent	29	26

	Good	66	60
	Average	14	13
	Poor	1	1
	Very poor	0	0
10	Work Timings		
	Excellent	40	36
	Good	61	55
	Average	8	7
	Poor	1	1
11	The freedom given to take decisions related to work		
	Excellent	18	16
	Good	81	74
	Average	7	6
	Poor	4	4
	Very poor	0	0

**Table 2:** Summarizes the factors that influence the work life balance of employee by work place amenities and environment.

Nearly 56 % of the respondents feel that the **work place** maintained at the company is good and 12% feel that it is average. 80 % of the respondents feel that the **basic amenities** provided at the company is good and 1% feel that it is very poor. From the above table, it is clear that 44% of the respondents feel that the **welfare measures** provided at the company is good and 4% feel that it is poor. 54% of the respondents feel that the **job security** at the company is excellent and 2% feel that it is average. 58% of the respondents feel that there is a balance between **work and personal life** and 5% feel that it is average. 61% of the respondents feel that the **relationship with their supervisors** is excellent and 1% feel that it is average.

70% of the respondents feel that the **sharing of information** about company and its activities is good and 1% feel that it is poor. 2% of the respondents feel that the **arrangement of stress relieving programmes** / tour arrangements conducted in the company is excellent and 42% feel that it is average. 60 % of the respondents feel that the **recognition of problems by their supervisors** is good and 1% feel that it is average 55 % of the respondents feel that the work timings is good and 1% feel that it is poor. 74 % of the respondents feel that the **freedom given to take decisions** related to work is good and 4 % feel that it is poor.

The analysis part of the research paper has application of two statistical tools namely, Independent samples ‘chi -square’ test and percentage method. Chi-sqaure has been used to know the significant difference between the experience of the respondents and their opinion towards the job security at their company, and also age group of the respondents and their opinion towards the basic amenities provided at the company. To know the relationship between the components of and work-life balance.

**Comparison table**

**Null Hypothesis**

**Ho**

There is no significant difference between the age group of the respondents and their opinion towards the basic amenities provided at the company.

**Alternative Hypothesis**

**H1**

There is a significant difference between the age group of the respondents and their opinion towards the basic amenities provided at the company

Age Group	Excellent	Good	Average	Total
35-39	0	7	0	7
40-44	1	31	6	38
45-49	4	24	4	32
50-54	2	15	2	19
55-59	0	13	1	14
Total	7	90	13	110

**Table 3:** Comparison between the age group of the respondents and their opinion towards the basic amenities provided at the company

Observed frequency O <sub>i</sub>	Expected frequency E <sub>i</sub>	O <sub>i</sub> -E <sub>i</sub>	(O <sub>i</sub> -E <sub>i</sub> ) <sup>2</sup>	(O <sub>i</sub> -E <sub>i</sub> ) <sup>2</sup> / E
0	0.44	-0.44	0.19	0.43
7	5.72	1.28	1.63	0.28
0	0.82	-0.82	0.67	0.81
1	2.41	-1.41	1.98	0.82
31	31.09	-0.09	8.1	0.26
6	4.49	1.51	2.28	0.5
4	2.03	1.97	3.88	1.91
24	26.18	-2.18	4.75	0.18
4	3.78	0.22	0.04	0.01
2	1.2	0.8	0.64	0.53
15	15.54	-0.54	0.29	0.01
2	2.24	-0.24	0.05	0.02
0	0.89	-0.89	0.79	0.88
13	11.45	1.55	2.4	0.2
1	1.65	-0.65	0.42	0.25

Total = 7.09

**Degree of Freedom**

$$= (R-1) (C-1)$$

$$= (5-1) (3-1)$$

$$= 4 * 2$$

$$= 8$$

For 8 degrees of freedom and 5 % level of significance, the table value is 15.507. The calculated value is 7.09. Since the calculated value is less than the table value, Ho is accepted.

**Interpretation**

There is no significant difference between the age group of the respondents and their opinion towards the basic amenities provided at the company

**Comparison table**

**Null Hypothesis**

**Ho**

There is no significant difference between the experience of the respondents and their opinion towards the job security at their company.



**Alternative Hypothesis**

**H1**

There is a significant difference between the experience of the respondents and their opinion towards the job security at their company.

Experience	Excellent	Good	Average	Total
Below 15	4	10	0	14
16-20	19	16	0	35
21-25	13	10	1	24
26-30	15	2	0	17
31-35	11	8	1	20
Total	62	46	2	110

**Chi-square Formula used :  $(O_i - E_i)^2 / E$**

$E_1 = (62 * 14) / 110$

$E_2 = (46 * 14) / 110$

$E_3 = (2 * 14) / 110$

**Table 4:** Comparison between the experience of the respondents and their opinion towards the job security at their company

Observed frequency $O_i$	Expected frequency $E_i$	$O_i - E_i$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E$
4	7.89	-3.89	15.13	1.91
10	5.85	4.15	17.22	2.94
0	0.25	-0.25	0.06	0.24
19	19.72	-0.72	0.51	0.02
16	14.63	1.37	1.87	0.12
0	0.63	-0.63	0.39	0.61
13	13.52	-0.52	0.27	0.01
10	10.03	-0.03	9	0.89
1	0.43	0.57	0.32	0.74
15	9.58	5.42	29.37	3.06
2	7.1	-5.1	26.01	3.66
0	0.3	-0.3	0.09	0.3
11	11.27	-0.27	0.07	6.21
8	8.36	-0.36	0.12	0.01
1	0.36	0.64	0.4	1.11

**Total** = 21.83

**Degree of Freedom**

= (R-1) (C-1)

= (5-1) (3-1)

= 4\*2

= 8

For 8 degrees of freedom and 5 % level of significance, the table value is 15.507. The calculated value is 21.83. Since the calculated value is greater than the table value,  $H_0$  is rejected.

**6. Interpretation**

There is a significant difference between the age group of the respondents and their opinion towards the job security at their company.

Each one of us departing to the job, to get better livelihood, which means superior living, but current industry scenario, expect the accessibility of employees for employment 24X7 hours. The present study of 'Work-Life Balance' again proved that occupational stress, and family- work conflicts can be reduced through providing best work hours, job

security, employees relationship with superiors etc . From the above analysis it is better to practice Training programmes for motivation could be arranged for the employee's which would excel their hidden talents on the job. Stress relieving programmes like yoga, gym and exercises could be accomplished to gain more productivity thereby increasing the profitability of the company. Education tours could be continued to make the employees aware of new market trends and to develop creativity. Family get-togethers could be brought into existence such that the family members realize the value of the earned money and also understand the amount of hard work put in by the employees for their family. Medical insurance policy / Medi-claim policy could be given to create a sense of belongingness which would indirectly create an opinion in the workers mind. The management takes extra care on them.

**7. Conclusion**

The data analysis section of the study evident that the employees of thrifty technologies that impact of work life balance is depends on work place maintenance, basic amenities, welfare measures, job security , work and personal life balance, relationship with superiors, sharing of information about company and activities, arrangement of stress reliving programmes, recognition of employee problems by supervisors , working hours, and freedom of decision making at work, along with above factors there are so many factors the influence the work life balance of employee. So this study paves a way to further studies to know the more factors of work life balance.

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