



## **ON DOES QUALITY OF WORK LIFE REALLY MATTERS FOR THE ORGANIZATIONS? - THE EXPLORATORY STUDY**

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### **1.1 Introduction**

The research was conducted in **ELCOM INTERNATIONAL PRIVATE LIMITED**. Theoretical knowledge is insufficient to cope up with the modern functioning of the companies. So in order to gain knowledge about competencies of employees from ELCOM INTERNATIONAL PRIVATE LIMITED on the paper “**A research paper ON significance of competencies for organization**”.

### **1.2 Significance of the Study:**

Quality of work life covers various aspects under the general umbrella of supportive organizational behavior. Thus, the QWL should be broad in its scope. It must be evaluate the attitude of the employees towards the personnel policies. The research will be helpful in understanding the current position of the respective company. And provide some strategies to extent the employee's satisfaction with little modification which is based on the internal facilities of the company.

This research can be further used to evaluate the facilities provided by the management towards the employees. This study also helps in manipulating the basic exception of the employees.

### **1.3 Objectives of the Study:**

- To study the quality of work life of (QWL) employees in ELCOM INTERNATIONAL PRIVATE LIMITED.
- To find out how quality of work life leads to high satisfaction.
- To know the existing working conditions, Industrial Health and safety help to improve the quality of work life.

- To study the workers participation in ELCOM INTERNATIONAL PRIVATE LIMITED
- To examine how the training and development programmes helps to improve the quality of work life.
- To know how the various welfare activities and other benefits helps to bring a better quality of work life.

### **1.5 Review of Literature**

#### **Definition**

Quality of work life means “the degree top which members of a work organization are able to satisfy important personal needs through their experience in the organization”

QWL could be defined as “the Quality of the relationship between the man and task.

#### **Meaning**

Quality of work life has gained deserved prominence in the Organizational Behavior as an indicator of the overall of human experience in the work place. It expresses a special way of thinking about people their work, and the organizational in which careers are fulfilled.

QWL refers to the relationship between a worker and his environment, adding the human dimension to the technical and economic dimensions within which the work is normally viewed and designed. QWL focus on the problem of creating a human working environment where employees work co – operatively and achieve results collectively. It also includes.

- The programme seeks to promote human dignity and growth
- Employees work collaboratively They determine work change participate
- The programmes assume compatibility of people and organization

QWL refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their line at work. QWL is the degree of excellence brought about work and working conditions which contribute to the overall satisfaction and performance primarily at the individual level but finally at the organizational level.

#### **Concept**

QWL is a prescriptive concept, it attempts to design work environments so as to maximize concern for human welfare. QWL acts in two dimensions.

- Goal
- Process

#### **QWL acts as goal by**

- Creation of more involving

- satisfying and effective jobs
- Work environment for people at all levels of the organization

### **QWL acts as process by**

- Make efforts to realize this goal through active participation

The whole essence of QWL may be stated thus, the QWL is co – operative rather than authoritarian; evolutionary and open rather static and rigid; informal rather than mechanistic; mutual respect and trust than hatred against each other.

### **Objectives of QWL**

The major two main objectives for the QWL are

- Improve employees satisfaction strengthen workplace learning, and
- Better manage on – going change and transition

stated thus.

### **1.7 Sampling Procedure**

Sampling is a method of selecting a few items from a particular group to be obtaining relevant data which help in drawing conclusions regarding the entire group i.e. population or universe.

#### **Sampling Size:**

The sample size selected for the study was 100 employees of “ELCOM INTERNATIONAL PRIVATE LIMITED”.

#### **Analysis And Interpretation:**

The data collected are classified, analysed and calculated. The statistical tools are applied for the analysis of the data. The tools used are Percentage analysis, weighted average method and Chi – square test.

#### **1. Percentage analysis:**

Percentage refers is a special kind of ratio. Percentages are used in making comparison between two or more series of data. They are used to describe relationship. More over percentages can also be use to compare the relative terms of the distribution of two or more series of data.

#### **Formula:**

$$\text{Percentage of Respondents} = \frac{\text{No. of respondents}}{\text{Total no. of respondents}} * 100$$

#### **2. Weighted Average Method:**

Weighted Average Method was applied to find out the desirable policies & practices that are adopted by the company by ranking certain criteria's in some of the important functional areas of H.R.

**Formula:**

$$\text{Weighted average method} = \frac{(X_1W_1 + X_2W_2 + X_3W_3 + \dots)}{n}$$

**3. Chi - square test:**

Chi - Square is a non-parametric technique, most commonly used for a research to test the analysis. The main objective of chi-square is to determine whether significant difference exist among group of data.

**Formula:**

$$\text{Chi - Square test} = \sum (O_i - E_i)^2 / E_i$$

O<sub>i</sub> = Observed frequency

E<sub>i</sub> = Expected frequency

Degree of freedom = n – 1.

**Table No. 2 Experience of the respondents**

Experience	No. of Respondents	Percentage
Below 1 year	-	-
1 – 5 years	19	19
5 – 10 years	24	24
Above 10 years	57	57
Total	100	100

**INFERENCE:**

The above table shows that majority of 57% of the respondents are with an experience of more than 10 years and 24% are 5 to 10 years of experience. 19% of the respondents are with 1-5 years experience. No respondent is less experienced. The study reveals that all the respondents are well experienced, so they are well capable of assessing the quality of their work life.

**Table No – 3 Income level of the respondents**

<b>Income Level</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Below Rs. 5,000	-	-
Rs. 5,000 – Rs.10,000	38	38
Rs. 10,000 – Rs.20,000	59	59
Above Rs. 20,000	3	3
Total	100	100

**INFERENCE:**

The above the table shows that as much as 82 per cent of the respondents are in the higher income group of more than Rs. 10,000 income per month. Hence it can be inferred that monetary benefits are not a constraint to assess the quality of work life, in the study unit.

**Table No – 4 Using skills and abilities to perform the job**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	46	46
Agree	51	51
Disagree	2	2
Strongly Disagree	1	1
Total	100	100

**INFERENCE:**

The above the table states that as much as 97% of workers in the study unit were of the opinion that their job enables them to use their skills and abilities in full. Only 3% of them disagreed to this point. Hence it can be inferred that the work in the study unit is such that which allows almost all the workers to use their skill and ability in full.

**Table No – 5 Equal treatment at work place**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	43	43
Agree	57	57
Disagree	-	-
Strongly Disagree	-	-
Total	100	100

**INFERENCE:**

The above the table shows that no harm is done to the self-respect of the workers in the study unit. 43% of the respondents strongly agreed to the statement and 57% of the respondents also opinioned that the workers are treated equally with respect at their work places. Thus it can be concluded that the organization provides equal treatment at work place.

**Table No – 6 Conditions on my job allows me to be productive**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	46	46
Agree	51	51
Disagree	2	2
Strongly Disagree	1	1
Total	100	100

**INFERENCE:**

From the above table it can be understood that almost 97% all the workers in the study unit either agree or even strongly agree that the conditions on their job allow them to be productive. Only 3% of them were of negative opinion. Thus, it is clear that the conditions on job are congenial to raise the productivity of the workers which is very essential for both the management and workers to achieve their objectives of higher productivity.

**Table No – 7 Opportunity to develop special abilities**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	25	25
Agree	63	63
Disagree	12	12
Strongly Disagree	-	-
Total	100	100

**INFERENCE:**

The above table states that 25% of the workers strongly agree to the point that there are adequate opportunities to develop their own special abilities in the work place. 63% of the respondents agree to it only to some extent. Only 12% of the workers find no such opportunities in the study unit. Hence, it can be inferred that the opportunities available in the workplaces to develop the special abilities of the workers is satisfactory. No doubt in the improvement of special abilities would definitely improve the quality of work life in the study unit.

**Table No – 8 Organisations provides enough guidance to get the job done**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	24	24
Agree	58	58
Disagree	17	17
Strongly Disagree	1	1
Total	100	100

**INFERENCE:**

The above table shows that 82% of the workers in the study unit are satisfied with the guidance provided to them by the superiors/managers to get the work done easily. 18% of the respondents disagreed to accept it. Hence, it can be inferred that guidance to work, which is essential for the quality work life which is provide at the work place in the study unit.

**Table No – 9 Organization provides high quality tools and techniques to do the job**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	65	65
Agree	32	32
Disagree	3	3
Strongly Disagree	-	-
Total	100	100

**INFERENCE:**

As shown in the table, the opinion of the respondents as regard to the positive factors of the high quality tools and techniques required to perform the job. 65% of the respondents very strongly agree & with the provisions made to utilize quality tools and techniques to perform the job, and 32% of the respondents also agree with then statements, are hand only 3 per cent of the respondents are refused to accept it. Hence it can be concluded that there is positive attitude towards the provisions of tools techniques.

**Table No – 10 Opportunities for promotion are good**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	20	20
Agree	52	52
Disagree	27	27
Strongly Disagree	1	1
Total	100	100

**INFERENCE:**

As shown in the table, the opinion of the respondents as regard to the chances for promotion is not appreciable compared to other determinants of quality of work life. Only 72% of the respondents has agreed that the chances for promotion are good in the study unit whereas, as much as 28% of the workers refused it. Hence, it can be concluded that the chances for promotion are not attractive among the workers even though majority of them agree to it.

**Table No – 11 Infrastructure facilities are Good**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Yes	90	90
No	10	10
Total	100	100

**If “Yes” which of the following do you like**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
First aid	7	7
Canteen	27	27
Lightening and ventilation	56	56
Others	10	10
Total	100	100

**INFERENCE:**

Above table shows that 56% of the respondents are satisfied with lightening and ventilation facilities provided in the work place, followed by 27% satisfied with canteen facilities and 7% of the respondents opinioned on first aid facilities, 10% of the respondents opinioned on others includes drinking water, rest rooms etc.

**Table No – 12 Fringe benefits are good in the organization**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	28	28
Agree	56	56
Disagree	15	15
Strongly Disagree	1	1
Total	100	100



**INFERENCE:**

As shown in above table 34% of the workers accept that the fringe benefits offered to them are good and enough to their expectations. As much as 56% were of the opinion that the fringe benefits are somewhat good, though not up to their expectations. The remaining 16% were of the opinion that the fringe benefits offered in the study unit are not at all up to their expectations. Hence it can be concluded that the fringe benefits offered in the study unit, in general, are not up to the expectation of the workers.

**Table No - 13 The supervisor is concerned about the welfare of the workers**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	25	25
Agree	45	45
Disagree	25	25
Strongly Disagree	5	5
Total	100	100

**INFERENCE:**

As the above table states that the attitude of the supervisor towards the welfare of the workers is positive for 70% of the workers only. The remaining 30% were of the opinion that the attitude of their supervisor was not in favor of their welfare. Thus the attitude of the supervisors are not satisfactory and it is a hurdle in the assessment of the quality of work life in the study unit.

**Table No – 14 Job security**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	53	53
Agree	46	46
Disagree	1	1
Strongly Disagree	-	-
Total	100	100

**INFERENCE:**

The above table shows that 53% of the workers strongly feel that there is security for their job and only one worker feel that there is no security for the job. Job security is the vital factor to access the quality of the work life in any organization. Since the job security in the study unit ensures that there are majority chances for good performance and as a result the quality of work life are up to the expectation.

**Table No – 15 Helping tendencies of supervisor**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	33	33.0
Agree	54	54
Disagree	11	11
Strongly Disagree	2	2
Total	100	100

**INFERENCE:**

From the above table, it can be understood that the helping tendency of the supervisor is not up to the expectations of the respondents as only 33% of them strongly accept that the supervisors are lending their helping hands always. 54% of the workers are the view that the supervisor are helping at times are not always. The remaining 13% are of the opinion that they are not at all helped by their supervisor. The helping tendencies of the supervisors determine the quality of work life in any organization, it is up to the required expectations level of the workers in the study unit.

**Table No – 16 Training opportunities helped in terms of improving the quality of work**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	30	30
Agree	54	54
Disagree	15	15
Strongly Disagree	1	1
Total	100	100

**INFERENCE:**

The above the table states that only 30% of the workers strongly accept that there are training opportunities in the study unit, which helps them to perform their job safely and competently. 54% of the workers accept to some extent that the training opportunities are available and helpful. The remaining 17% were of the opinion that they had no such opportunities. Training is very essential for quality of work life in any organization. The training opportunities offered in the study unit are up to the expectations of the workers at present.

**Table No – 17 Employees opinion about work stress**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Always	29	29
Often	64	64
Sometimes	6	6
Never	1	1
<b>Total</b>	<b>100</b>	<b>100</b>

**INFERENCE:**

The above table shows that except only one worker of all the 99 workers are of the opinion that their work is stressful one. Among them, 29% of the workers opinioned that the stress is always there in the work and a vast majority of 64% feels that they often find their work stressful. Only 6% of the workers have stated that their work is stressful sometimes and not always. Hence it can be inferred that the work is stressful one, which if allowed uncontrolled will spoil the quality of work in the study unit.

**Table No – 18 Employees opinion on work schedule**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
First Shift	65	65
Second Shift	4	4
Third Shift	0	0
General Shift	31	31
<b>Total</b>	<b>100</b>	<b>100</b>

**INFERENCE:**

From the table 69% of workers are satisfied with first shift, 31% of workers are satisfied with general shift and 4% of the workers opinioned on second shift. Hence the majority of the respondents accepts with their first shifts.

**Table No – 19 Accepting suggestions by the supervisors**

<b>Opinion</b>	<b>No. of Respondents</b>	<b>Percentage</b>
Strongly Agree	35	35
Agree	51	51
Disagree	12	12
Strongly Disagree	2	2
<b>Total</b>	<b>100</b>	<b>100</b>

**INFERENCE:**

Above the table 35% of the workers opinioned that their supervisors are always accept their suggestions and get positive motivations from them. 58% state that their

supervisors accept their suggestions sometimes and not always. The remaining 14% reveals that their supervisors never lend their ears to their suggestions. So, these workers were motivated negatively by their supervisors. Though there is no need for the supervisors to accept all the suggestions offered by the workers yet they shall not be motivational exists in the study unit in the form of discarding the suggestions made by the workers.

**Table No – 20 Proud to be a part of ELCOM INTERNATIONAL PVT & LTD**

Opinion	No. of Respondents	Percentage
Strongly Agree	81	81
Agree	18	18
Disagree	1	1
Strongly Disagree	-	-
Total	100	100

**INFERENCE:**

The above table shows that except only one worker, all the 99% of the workers are of the opinion that they are very proud to work in the study unit. Thus the image of the study unit in the minds of the workers is very high, which is very essential for improving the quality of work life in it.

**Chi - Square –Test – I**

**Table – 21 Opinion about promotions and the experience of the workers.**

Experience Level	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
1 -5 years	5 (3.8)	9 (9.9)	5 (5.1)	0 (0.2)	19
5 – 10 years	3 (4.8)	11 (12.5)	10 (6.5)	0 (0.2)	24
>10 years	12 (11.4)	32 (29.6)	12 (15.4)	1 (0.6)	57
Total	20	52	27	1	100

**HYPOTHESIS:**

There is no significant relationship between the experience level of workers and their opinion about promotions.

**Conclusion:**

Since the calculated value is less than the table value, the null hypothesis is accepted. So it is proved that there is no significant relationship between the experience level of workers and their opinion about promotions

### Chi - Square –Test – II

**Table – 22 Opinion about fringe benefits and income level of the workers.**

Income Level	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
5000-10000	8 (10.6)	22 (21.3)	8 (5.7)	0 (0.4)	38
10000-20000	20 (16.5)	32 (33.0)	6 (8.9)	1 (0.6)	59
>20000	0 (0.8)	2 (1.7)	1 (0.5)	0 (0.0)	3
Total	28	56	15	1	100

### HYPOTHESIS:

There is no significant relationship between the opinion of respondents with different income level and their opinion on fringe benefits.

Degrees of Freedom[d.f] = (r-1) (c-1)

$$= (4 - 1) (3 - 1)$$

$$= 3 * 2 = 6$$

Significance level of 6 at 5%

Calculated value [C.V] = 5.559

Table value [T.V] = 12.592

### Conclusion:

Since the calculated value is less than the table value, the null hypothesis is accepted. So it is proved that there is no significant relationship between the opinion of respondents with different income levels and their opinion on fringe benefits.

### Chi – Square Test – III

**Table – 23 Opinion about the opportunities provided in the organization to Develop the employee’s abilities and their equal treatment at work place.**

<b>Equal Treatment at work place.</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Total</b>
Strongly Agree	25 (10.8)	14 (27.1)	4 (5.2)	43
Agree	0 (14.2)	49 (35.9)	8 (6.8)	57
Total	25	63	12	100

**HYPOTHESIS:**

There is no significant relationship between the equal treatment of workers and their opportunities to develop their own abilities in the organization.

$$\text{Degrees of Freedom[d.f]} = (r-1) (c-1)$$

$$= (3 -1) (2 - 1)$$

$$= 2*1 = 2$$

Significance level of 2 at 5%

$$\text{Calculated value [C.V]} = 44.694$$

$$\text{Table value [T.V]} = 5.991$$

**Conclusion:**

Since the calculated value is higher than the table value, the null hypothesis is rejected. So it is proved that there is significant relationship between the equal treatment of workers and their opportunities to develop their own abilities in the organization.

**Chi – Square Test –IV**

**Table – 24 Opinion about the Employees Priority to Safety and Their Acceptance of Suggestions by their Superiors.**

Employees opinion prior to safety	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Yes	16 (20.7)	33 (30.1)	8 (8)	2 (2)	59
No	19 (14.4)	18 (20.9)	4 (4.9)	0 (0.8)	41
Total	35	51	12	2	100

**HYPOTHESIS:**

There is no significant relationship between the employee’s opinion on priority to safety and their acceptance of suggestion by their superior.

$$\begin{aligned} \text{Degrees of Freedom[d.f]} &= (r-1) (c-1) \\ &= (4 -1) (2 - 1) \\ &= 3*1 = 3 \end{aligned}$$

Significance level of 3 at 5%

$$\text{Calculated value [C.V]} = 4.922$$

$$\text{Table value [T.V]} = 7.815$$

**Conclusion:**

Since the calculated value is lesser than the table value, the null hypothesis is accepted. So it is proved that there is no significant relationship between the employee’s opinion on priority to safety and their acceptance of suggestion by their superior.

**Weighted Average Method:**

**Table – 24 Employee’s perception on motivational insights**

Insights	Rank (1-5)					Total
	5	4	3	2	1	
Interest in work	28	26	26	14	6	100
Recognition	34	24	1	16	16	100
Award and Rewards	9	22	23	24	22	100
Compensation	10	12	20	17	41	100
Friendly Co-workers	19	16	21	29	15	100

Weighted average method =  $(X1W1 + X2W2 + X3W3 + \dots)/N$

**a.** Interest work =  $(28*5 + 26*4 + 26*3 + 14*2 + 6*1)/N$

$$= (140 + 104 + 78 + 28 + 6)/100$$

$$= 356/100 = 3.56$$

**b.** Recognition =  $(34*5 + 24*4 + 10*3 + 16*2 + 16*1)/N$

$$= (170 + 96 + 30 + 32 + 16)/100$$

$$= 344/100 = 3.44$$

**c.** Awards &

Rewards =  $(9*5 + 22*4 + 23*3 + 24*2 + 22*1)/N$

$$= (45 + 88 + 69 + 48 + 22)/100$$

$$= 272/100 = 2.72$$

**d.** Compensation =  $(10*5 + 12*4 + 20*3 + 17*2 + 14*1)/100$

$$= (50 + 48 + 60 + 34 + 14)/100$$

$$= 233/100 = 2.33$$



**e. Friendly**

$$\text{Co-workers} = (19*5 + 16*4 + 21*3 + 39*2 + 15*1)/100$$

$$= (95 + 64 + 63 + 58 + 15)/100$$

$$= 295/100 = 2.95$$

**Rank Weighted Average Score**

Rank	Weighted Average	Attributes
I	3.56	Interest in work
II	3.44	Recognition
III	2.95	Friendly Co-workers
VI	2.72	Awards and Rewards
V	2.33	Compensation

**INFERENCE:**

From the table it is clear that among the motivational insights factors interest in work ranks the top with 356 points resulting an average of 3.56 followed by recognition with 344 points weighing an average of 3.44. It reveals that both the management and the workers are in mutual understanding as the interest in the work ranks high and the recognition of the workers ability and skill by the management is also at high level.

The motivational factors like awards and rewards, compensation and friendliness with co-workers rank less than the general average of 3. It envisages that the management needs concentration on awarding rewards and in paying compensation where as the workers shall develop friendliness with their co-workers to make the work life a quality one.

**4.1 FINDINGS FROM THE STUDY**

The following findings were observed:

- From the table 1, it is inferred that majority of 45% of the respondents belongs to the age group of 31 to 45 and 30% of the respondents lies between 20 to 30 age group. 25% of the respondents fall from the age group of 46 and above.
- From the table 2, it is inferred that majority of 57% of the respondents are with an experience of more than 10 years and 24% are 5 to 10 years of experience. 19% of the respondents are with 1-5 years experience. No respondent is less experienced.
- From the table 3, it is inferred that as much as 82 per cent of the respondents are in the higher income group of more than Rs. 10,000 income per month.

- From the table 4, it is inferred that as much as 97% of workers in the study unit were of the opinion that their job enables them to use their skills and abilities in full. Only 3% of them disagreed to this point.
- From the table 5, shows that no harm is done to the self-respect of the workers in the study unit. 43% of the respondents strongly agreed to the statement and 57% of the respondents also opined that the workers are treated equally with respect at their work places.
- From the table 6, it is inferred that almost 97% all the workers in the study unit either agree or even strongly agree that the conditions on their job allow them to be productive. Only 3% of them were of negative opinion.
- From the table 7, it is inferred that 25% of the workers strongly agree to the point that there are adequate opportunities to develop their own special abilities in the work place. 63% of the respondents agree to it only to some extent. Only 12% of the workers find no such opportunities in the study unit.
- From the table 8, it is inferred that 82% of the workers in the study unit are satisfied with the guidance provided to them by the superiors/managers to get the work done easily. 18% of the respondents disagreed to accept it.
- From the table 9, it is inferred that the opinion of the respondents as regard to the positive factors of the high quality tools and techniques required performing to do the job. 65% of the respondents very strongly agree & with the provisions made to utilize quality tools and techniques to perform the job, and 32% of the respondents also agree with the statements, and only 3% of the respondents are refused to accept it.
- From the table 10, it is inferred that the opinion of the respondents as regard to the chances for promotion is not appreciable compared to other determinants of quality of work life. Only 72% of the respondents have agreed that the chances for promotion are good in the study unit where as, as much as 28% of the workers refused it.
- From table 11, it is inferred that 56% of the respondents are satisfied with lightening and ventilation facilities provided in the work place, followed by 27% satisfied with canteen facilities and 7% of the respondents opined on first aid facilities, 10% of the respondents opined on others includes drinking water, rest rooms etc.
- From the table 12, it is inferred that 34% of the workers accept that the fringe benefits offered to them are good and enough to their expectations. As much as 56% were of the opinion that the fringe benefits are somewhat good, though not up to their expectations.

The remaining 16% were of the opinion that the fringe benefits offered in the study unit are up to their expectations.

- From the table 13, it is inferred that the attitude of the supervisor towards the welfare of the workers is positive for 70% of the workers only. The remaining 30% were of the opinion that the attitude of their supervisor was not in favor of their welfare.
- From the table 14, it is inferred that 53% of the workers strongly feel that there is security for their job and only one worker feel that there is no security for the job.
- From the table 15, it is inferred that the helping tendency of the supervisor is not up to the expectations of the respondents as only 33% of them strongly accept that the supervisors are lending their helping hands always. 54% of the workers are the view that the supervisor are helping at times are not always. The remaining 13% are of the opinion that they are not at all helped by their supervisor.
- From the table 16, it is inferred that only 30% of the workers strongly accept that there are training opportunities in the study unit, which helps them to perform their job safely and competently. 54% of the workers accept to some extent that the training opportunities are available and helpful. The remaining 17% were of the opinion that they had no such opportunities.
- From the table 17, it is inferred that except only one worker of all the 99 workers are of the opinion that their work is stressful one. Among them, 29% of the workers opined that the stress is always there in the work and a vast majority of 64% feel that they often find their work stressful. Only 6% of the workers have stated that their work is stressful sometimes and not always.
- From the table 18, it is inferred that 69% of workers are satisfied with first shift, 31% of workers are satisfied with general shift and 4% of the workers opined on second shift.
- From the table 19, it is inferred that 35% of the workers opined that their supervisors are always accept their suggestions and get positive motivations from them. 58% state that their supervisors accept their suggestions sometimes and not always. The remaining 14% reveals that their supervisors never lend their ears to their suggestions. So, these workers were motivated negatively by their supervisors.
- From the table 20, it is inferred that shows that except only one worker, all the 99% of the workers are of the opinion that they are very proud to work in the study unit. Thus the image of the study unit in the minds of the workers is very high, which is very essential for improving the quality of work life in it.

## **4.2 SUGGESTIONS AND RECOMMENDATIONS**

- ❖ The employees of ELCOM INTERNATIONAL PVT. LTD., expecting the following from the company.
  - i. Improvement in rewarding and awarding policies.
  - ii. Introduction of Promotion policy at operation level
- ❖ Employees need high motivation from the top management of the company.
- ❖ Employees needs more compensation from the company.
- ❖ Employees expects mutual relationship between co-workers
- ❖ Employee's needs special training from the company related to their job during working period.
- ❖ Employees expects the quality of work to be measured periodically by the company

## **4.3 CONCLUSIONS**

From the study, it is clear that quality of work life of employees in ELCOM INTERNATIONAL PVT LTD., is good. This research highlights some of the small gaps in employee's satisfaction towards the company.

Compared to other companies believe in employee's satisfaction and brilliant productivity hours. Quality mission includes not only the quality of the products but also the Quality of Work Life.

ELCOM INTERNATIONAL PVT LTD aims to promote the peaceful industrial relations and good organization which is highlighted by management and the employees.

Since employees are the backbone of the company. So company should satisfy them in order to improve the business in the higher competitive market of the liberalized economy.

## **REFERENCES**

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### **WEBSITES:**

- www.humanresources.com*
- www.qualityofworklife.com*
- www.ask.com*
- www.indianplasticportal.com*

**ANNEXURE**

**QUESTIONNAIRE**

**1. Personal Details**

NAME (OPTIONAL) :

AGE : 20 TO 30

: 31 TO 45

: 46 AND ABOVE

  
  

QUALIFICATION :

DESIGNATION :

EXPERIENCE :

<1 year  years

5-10 years  years

INCOME

<5000  0-10000

10000-20000  0000

2. The Job allows me to use my skills and abilities to the maximum level

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

3. I am treated with respect in the work place

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

4. Conditions in the job allows me to be productive

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

5. The organization provides an opportunity to develop my own abilities

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

6. The organization provides enough instruction to get the job done

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

7. The organization is providing a high quality tools and techniques to do the job

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

8. The opportunity for promotions are good

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

9. Fringe benefits are good in the organization

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

10. Does the infrastructure facilities is good

➤ Yes  No

➤ If, yes which of the following do you like

➤ First aid  Canteen

➤ Lightening arid Ventilation  Others

11. The supervisor is concerned about the welfare activities of the employees

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

12. The job is secured

- Strongly agree
- Agree
- Disagree
- Strongly Disagree

13. The supervisor is helpful to me in getting the job done

- Strongly agree
- Agree
- Disagree
- Strongly Disagree

14. The training opportunities has really helped in improving the quality of work.

- Strongly agree
- Agree
- Disagree
- Strongly Disagree

15. How often do you find work stressful?

- Always
- Often
- Sometimes
- Never

16. Which of the following best describes your usual work schedule?

- First Shift
- Second Shift
- Third Shift
- General Shift

17. Rank the following motivational insights:

	Insights	Rank (1-5)
1	Interesting work	
2	Recognition	
3	Awards & Rewards	
4	Compensation	
5	Friendly co – workers	

18. The suggestions give by me are always accepted and motivated by the superior

- Strongly agree
- Agree
- Disagree

➤ Strongly Disagree

19. I am proud to be a part of ELCOM INTERNATIONAL PVT LTD.

➤ Strongly agree

➤ Agree

➤ Disagree

➤ Strongly Disagree

20. Your valuable suggestion to improve QWL \_\_\_\_\_

### **Weighted average method**

Weighted average method =  $(X_1W_1 + X_2W_2 + X_3W_3 + \dots)/N$

**b. Interest work** =  $(28*5 + 26*4 + 26*3 + 14*2 + 6*1)/N$

$$= (140 + 104 + 78 + 28 + 6)/100$$

$$= 356/100 = 3.56$$

**b. Recognition** =  $(34*5 + 24*4 + 10*3 + 16*2 + 16*1)/N$

$$= (170 + 96 + 30 + 32 + 16)/100$$

$$= 344/100 = 3.44$$

**f. Awards &**

**Rewards** =  $(9*5 + 22*4 + 23*3 + 24*2 + 22*1)/N$

$$= (45 + 88 + 69 + 48 + 22)/100$$

$$= 272/100 = 2.72$$

**g. Compensation** =  $(10*5 + 12*4 + 20*3 + 17*2 + 14*1)/100$

$$= (50 + 48 + 60 + 34 + 41)/100$$

$$= 233/100 = 2.33$$



**h. Friendly**

$$\text{Co-workers} = (19*5 + 16*4 + 21*3 + 39*2 + 15*1)/100$$

$$= (95 + 64 + 63 + 58 + 15)/100$$

$$= 295/100 = 2.95$$