

A STUDY ON QUALITY OF WORK LIFE IN SL LUMAX LTD., CHENNAI

¹P.Kasthuri, ² A.Kanimozhi, ³ S.Gayathri

¹Faculty Department of Commerce(CA), Shri sakthi kailassh women's college,salem-636003,Tamilnadu,India.

² Faculty& HOD, Department of Commerce(CA), Shri sakthi kailassh women's college,salem-636003,Tamilnadu,India

³Faculty Department of Commerce(CA), Shri sakthi kailassh women's college,salem-636003,Tamilnadu,India.

ABSTRACT

‘Quality of work life is an indicator of how free the society is from exploitation, injustice, in equality, oppression and restriction on the continuity of growth of man, leading to his development to the fullest’.

1. INTRODUCTION

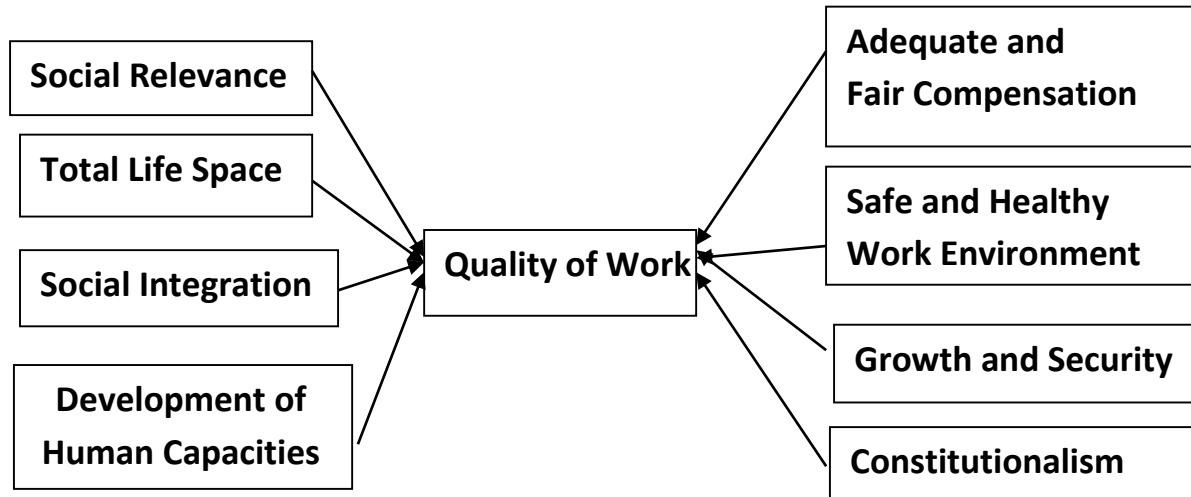
Human Resource Management (HRM) is a dynamic process of bringing people and organizations together so that the goals of each other are met. Since people constitute the most significant resources of any organization, management of human resources become critical for the success of the organization. Human Resource Management has long traversed from the traditional personnel management that confined itself to administering and managing the personnel affairs. To meet the global challenges all the functions of business have undergone a see change both technically and structurally and Human Resource Management is no exception to this phenomenon.

2. QUALITY OF WORK LIFE

Human Resources Management considers human resource as human capital and thus requires growth and development. Human Resource Management is no more just an administrative function, but growth oriented professional function. There is consensus on the issues that employee's quality, Quality of Work Life (QWL) and the degree of involvement that people have in their work are critical factor for achieving higher level of productivity. QWL is the catalyst which will take business to higher level of productivity. Quality of work life and its relationship with employee health and performance has become an explicit objective for many of the human resource policies in modern organization.

The element that are relevant to an individual quality of work life includes the task, the physical work environment, the social environment within the organization, administrative system and a relationship between life on the off the job.

3. CORRELATES OF QUALITY OF WORK LIFE



The nature of the work environment determines the general health of any organization. The work environment is considered favourable when the following are present:

- A good system of employee compensation.
- Job security and satisfying career.
- Greater employee participation in management decision.
- Good employer- employee relationship.
- Open communication.
- Excellent facilities for developing employee skills.
- Greater commitment on part of employees.
- Higher level of job satisfaction.
- Greater motivation and higher employee morale.
- Absence of excessive stress conditions.
- Absence of excessive compliant and grievance.
- Optimum level of conflicts.
- Low rate of absenteeism and labour turnover.

4. STATEMENT OF THE PROBLEM

The literature review reveals an important aspect that various factors contribute to motivating human beings at work. Most of the recent literature has highlighted the role of motivation, job satisfaction and quality of work life for improving the performance of organizations by aligning the individual contributions. Therefore, there needs to be a relationship between the factors contributing to individual motivation and perception of quality of work life and their willingness to contribute towards organizational goals. The perception of the individual about the work life is not consistent and vary considerably from person to person.

As such, the problem has been formulated for this study as to what are the factors that contribute to quality of work life and the relationship between quality of work life and related factors in SL Lumax Ltd., Chennai.

5. REVIEW OF LITERATURE

Keith Davis, John W. Newstrom (1971) Quality of work life refers to the favourableness or unfavourableness of a job environment for people. The basic purpose is to develop work environments that are excellent for people as well as for the economic health of the organization. Open communications, equitable reward systems, a concern for employee job security, and participation in job design. Many Qwl efforts focus on job enrichment. In addition to programs for improving the socio technical work system, Qwl programs usually emphasize employee skill development, the reduction of occupational stress, and the development of more cooperative labour-management relation.

Walton (1974) one of the important exponent and interpreters of the Quality of Work life movement has proposed eight major conceptual areas.

Rosow (1979) identified five aspects of Quality of Work Life in public sector-pay benefits, job security, training, development and participation.

Sayeed and Sinha (1981) also examined the relationship between Quality of Work Life, job stress and performance. The results indicate that higher Quality of Work Life leads to greater job satisfaction and better performance.

6. OBJECTIVES OF THE STUDY

- To have an insight into the concept of QWL, in its broad perspective.
- To present a picture of the profile of SL LUMAX Ltd., Chennai.
- To ascertain the perceptions of employees and workers of SL LUMAX Ltd., Chennai, about Quality of Work Life.
- To identify and analyse the factors constituting the Quality of Work Life.
- To analyse the relationship between Quality of Work Life and some of the demographic characteristics.
- To study the relationship between Occupational Stress, Motivational Factors and Quality of Work Life.

SCOPE OF THE STUDY

The present study was conducted with the main objectives of identifying and analysing the factors constituting the Quality of Work Life and to study the relationship between Quality of Work Life and associated factors in SL LUMAX Ltd., Chennai. Thus the scope of the study is to relate the socio-psychological perspectives and deals with the perception of respondents about Quality of Work Life.

7. RESEARCH METHODOLOGY

As the total number of employees and workers in SL LUMAX Ltd., are 150 and 140 respectively, complete enumeration method has been adopted. Hence data have been collected from the entire population consisting of 290 respondents.

• Sources of Data

The study is mainly based on primary data collected from the respondents through structured questionnaire and discussion with the management personnel in SL LUMAX Ltd., Chennai.

- **Tools for Data Collection**

A structured Questionnaire of Quality of Work Life and the personal information about the respondent was administered to collect the perceptions and opinions.

To access the Quality of Work Life, 32 items in the form of statements consisting of 7 dimensions were framed and are analysed based on Likert's Scaling Principle. However the number of items per dimension is not uniform because of the nature of each dimension.

- **Tools used for Analysis**

After collecting the data, editing was done carefully. Based on the responses, tables and exhibits were prepared with the help of which analysis and interpretation were made. Exhibits in the form of bar diagram and pie charts were used in appropriate places.

The data so collected was analysed by using the basic statistics such as Mean, Standard Deviation and Coefficient of Variation. Since each dimension had no uniform number of items, it is necessary to obtain Coefficient of Variation of values in addition to normally used mean and standard deviation.

Further the data was analysed for arriving at relevant interferences by using correlation analysis to ascertain the relationship between the QWL dimensions and overall QWL as well as to find out whether occupational stress and motivational factors influence QWL.

RATIONALE OF THE STUDY

Today's business environment is characterized by a large quantity and variety of goods and services available for the customer to exercise their powerful option of choice. The organizations need to be innovative to survive and this calls for better job involvement, constant skill up-gradation and sincere team work. All these needs better and better motivation techniques.

The management thoughts till recent past have been influenced by the western philosophy wherein human beings are treated as dispensable commodities. The sustained success of the Japanese firms have proved that human ingenuity can be the key for organizational effectiveness in terms of survival and growth. Against this backdrop understanding the dynamics of Quality of Work Life in the Indian context, has assumed importance for the Indian organizations to face the global challenges.

With the quantum of natural resources going down and are becoming expensive and scarce, understanding the human behaviour in terms of organization climate and organization effectiveness linkage is of paramount importance to give any sustainable credence to quality and productivity improvement efforts. Against such a scenario study and Quality of Work Life is of utmost importance to any organization.

LIMITATIONS OF THE STUDY

Due to time constraint the study is confined to SL LUMAX Ltd., Chennai only.

The study being a primary one, the accuracy and reliability of data depend on the information provided by the respondents.

The respondents' views and opinions may hold good for the time being and may vary in future.

FINDINGS

- Most (90%) of the employees and all the workers are males.
- Most of the employees and workers are satisfied with the basic amenities and other facilities.
- All workers and 46% of the employee belong to production department.

SUGGESTION

- Improvements should be made to basic amenities especially safety measures.
- Suitable steps may be taken to reduce the conflict that arise between workers and departments.
- Working hours are to be rescheduled so that sufficient time may be allowed for employees & workers for spending time with their families.

CONCLUSION

Though job creation is very important issue in our country the issue of improving quality of work life for those already employed is equally important. It is important because it affects an individual very personally from health to over all satisfaction with in life in general. Hence in an organisation, a high level of QWL is necessary to continue to attract and retain employees. Happiness at work not only contribute to the quality of production but improves the quality of work.

REFERENCES

1. Keith Davis, John w. Newstrom (1971), Human Behaviour at Work Organizational Behaviour, Mc. Graw-Hill International Editions.
2. Walton.R (1974), QWL Indicators: Prospects and Problems; In A. Portugal (ed), Measuring the Quality of Work Life, Ottawa: Department of labour,pp.57-40
3. Rosow, J.M (1979), "Human Dignity in the Public Sector Work Place," Public Personal Management, 8(1),7-4.
4. Sayeed O.B. and Sinha P (1981), "The Quality of Working Life (QWL) in relation to Job Satisfaction and performance in two Organisations," Managerial Psychology,2 (1),pp.15-30.