



A Study On Quality Of Worklife Of Employees At Tvs Automobile Solutions Pvt.Ltd.

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ABSTRACT

Quality of work life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Quality of work life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work. Quality of work life is a process in organizations, which enables its members at all levels to participate actively and effectively in shaping the organization environment, methods, and outcomes.

The objective of the study is to help the organization to know the level of satisfaction of the workers and executives at various hierarchical levels, towards the facilities and welfare amenities provided by them and also to find out the challenges and difficulties faced by the management in providing better quality of work life to the employees. Most of the employees covered under my study have not been found to be feeling any stress in their jobs and related working environment. It has been an interesting revelation that there is no employee in TVS Automobiles, is working here just for the sake of the job and most of the employees are not only comfortable with TVS Automobiles, but also feeling proud of being in the company. There should be no communication gap between the team leader and group members. The communication flow must be improved to make it smooth to maintain cordial inter personal relations in the organization. The training and development programs have to be more effectively planned and implemented.

Keywords: Quality, Organization, Work life...

INTRODUCTION

Quality of Work Life:

Quality of work life (QWL) is viewed as an alternative to the control approach of managing people. The QWL approach considers people as an 'asset' to the organization rather than as 'costs'. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, organizations need to concentrate on job designs and organization of work. Further, today's workforce is realizing the importance of relationships and is trying to strike a balance between career and personal lives. Successful organizations support and provide facilities to their people to help them to balance the scales. In this process, organizations are coming up with new and innovative ideas to improve the quality of work and quality of work life of every individual in the organization. Various programs like flex time, alternative work schedules, compressed work weeks, telecommuting etc., are being adopted by these organizations. Technological advances further help organizations to implement these programs successfully.

REVIEW OF LITERATURE

Bhuvaneswari, Sugunya and Vishnu Priya (2013), in their article examined the Quality of work life among employees in Neyveli Lignite Corporation Limited, Tamilnadu. The findings reveals that majority of the respondents are satisfied with their job, nature of job, salary, co-operation with colleagues, training and development, freedom to work, rewards & recognitions, social & cultural Programmes, health, safety & welfare measure and Quality of work life. It is also found that all the employee benefits and other facilities shows above neutral on satisfaction. Thus the effort of NLC management for upgrading the living standard of the employees is encouraging and unique.

Pallavi, Kulkarni (2013), in his article examined about the literature review on training and development and quality of work life. They analysis various authors views regarding the role of training and development in different aspects and its relation with the employee's quality of work life. Based on the reviews it was concluded the training moulds the employee's attitude and helps them to achieve a better co-operation within the organization. Training and development program improve the quality of work life by creating an employee supportive workplace.

Valarmathi and Hema Bhalakrishnan (2013), in their study reckons the effects of quality of work life in textile sectors in and around Coimbatore district. The factors that were considered are salary, fair compensation, opportunities,, job rotation, Authority, activities, career prospects, job security, training and health. The study reveals that the respondents are not satisfied with salary and compensation. The ANOVA test reveals that there is no significant difference in the mean opinion on job rotation, training and there is significant difference for job security and authority to the work. The correlation test implies positive correlation between fair compensation and career opportunities.

Rathamani and Rameshwari Ramchandra (2013), in their study focused to examine the quality of work life of employees in Textile industry. Sipcot, perundurai. The research findings reveals the facts that motivational insight viz, promotion, insurance protection, training , awards recognition has been influencing factors of quality of work life. Quality of work life influence job security, good working condition condition, adequate and fair compensation and monetary rewards. The respondents have give favourable response on the job satisfaction, safety and healthy working condition oppurtunities to develop human capacities and opportunities for continued growth and security of their organization. Then also expect higher compensation from their employees.

Jerome (2013), in his study examines the quality of work life of employees at Jeppiaar Cement pvt ltd, Perambalur. The researcher study the various factors that influence the quality of work life viz compensation safety and healthy working condition opportunities for use and development of skills and abilities, work environment social relationship, welfare measures job satisfaction and overall quality of work life. From the study the researcher arrives the conclusion that the quality of work life contributes to the workers performance in a holistic manner and majority of the respondents were in high level of job satisfaction.

Guna Seelam Rethinam and Maimunan Ismail (2013), in their article reviews the meaning of QWL, analysis constructs of QWL based on models and past research from the perspective of IT professionals in many countries and in Malaysia. The constructs of QWL discussed are health and well being, job security, job satisfaction, competency development, work and non-work life balance. The article concludes that QWL from the perspective of IT professional is challenging of IT professional is challenging both to the individual and organization.

Vijay Anand (2013), in his study assess the quality of work life among employees in India Textile industry using Walton's model. The results with regard to fair and adequate payment shows that among employees' opinion this component is lower than the average and their salary is not satisfactory and is not associated with their job. Thus this cause job dissatisfaction among employees.

Fattah Nazem, et al. (2014), believes that higher quality of work life leads to higher career advancement and career advancement leads to productivity. They pointed out in their study that career advancement has been associated with leaving new ideas, concepts and facts that can improve one's opportunities, having strong personalities such as high-self efficacy and mentoring as well as developing new interaction may have similar benefit. Strong individualities and frequent networking need to become as important to one's plan for career advancement as they related significantly to individual's career advancement.

Sekhara Rao,(2018), It was observed that, due to both personal and work pressures, it is difficult for employees, i.e., faculty members due to commercialisation of educational

services, to balance their official and personal life. So, to balance at least workplace pressures, the managements' should provide improved QWL factors.

Balanagalakshmi, (2019), QWL of an employee is stable, the productivity is increased and in turn reduces the labour turnover by improving employee engagement and viceversa.

NEED FOR THE STUDY

The need of the study is to understand the Quality of work-life of the employees. The Employee opinion about the corporate can help them to enhance their work-life. This study helps the businesses to match their performances against employee standards, against internal process and identify opportunities for improvement. The study analyses certain parameters like cleanliness around the work place, stress levels, relationships on the campus, quality of training, adequate medical facilities, adequate security and privacy measures, etc. This will be helpful to know about various types of opinions and the organization's benefits extended to the employees.

OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE-

The main objective of the study is to find out the quality of working life of the Employees. The objective of the study is to find out the quality of working life of the Employees. Objectives of Quality of Work Life are to increase in individual productivity, accountability and commitment, to reduce organizational stress, to improve relationships both on and off the job, to better manage on-going change and transition, to participate in management at all levels in shaping the organization.

SECONDARY OBJECTIVES-

- The objective of the study is to help the organization to know the level of satisfaction of the workers and executives at all hierarchical levels towards the facilities and welfare amenities provided by them.
- The study is also aimed at reviewing the working conditions including total environment to bring in positive change for betterment of the Quality of Work Life of employees.
- The objective of the study is also to find out the challenges and difficulties faced by the management in providing better Quality of Work Life to the employees.
- The objective of the study is also to find out the thinking of the employees with respect to the work culture in the organization.

SCOPE OF THE STUDY

The Scope of the study covers employees of all the departments and in TVS Automobile solutions pvt.ltd. in order to understand their point of view with respect to Quality of Work Life.

The scope of the study also includes the response of the employees to the various measures taken by the management of TVS Automobiles to make the employees comfortable at the work place.

The scope is also widened to find out the expectations of the employees from the management with respect to the above concept.

The scope also includes the importance attributed to the grievance settlement procedure as a part of Quality of Work Life by the employees.

RESEARCH METHODOLOGY

RESEARCH

Under this method of data collection, the researcher personally interviews the respondents to gather the information. The respondents are asked to present their views and opinions about the topic under discussion. The opinions of the respondents are used as the primary source of information for preparing the study report.

STRUCTURED QUESTIONNAIRE

It is usually associated with the self-administered tools with items of the closed or fixed alternative type. The respondents feel greater confidence in the anonymity of questionnaire than in that of any interview. It places less pressure on the subject of immediate response. These were the reasons for choosing questionnaire as one of the tools for data collection. The questionnaire consists of two types of questions: Close-ended questions: The close-ended questions consist of multiple choices, which offer the respondents with a choice of specific answers. Open-ended questions: An open-ended question is a question where no choices of answer are given the respondent and the respondent is given freedom to respond according to his wish.

TARGET RESPONDENTS:

The target respondents are the permanent employees of the company.

SAMPLING METHODS:

Simple Random sampling technique has been used in my study.

SAMPLING DESIGN:

A Sample design is a finite plan for obtaining a sample from a given population. Convenience sampling is used in my study.

SAMPLE SIZE:

Among the whole employee in the automobile sector, a sample size of 105 was selected for the purpose of my study.

PRIMARY DATA:

Primary data are in the form of “Raw material” to which statistical methods are applied for the purpose of analysis and interpretation. The primary data source is discussion with employees and data collected through questionnaires.

ANALYSIS:

The collected data has been coded and represented diagrammatically in the form of bar diagrams by calculating the frequency and average. Based on this suitable interpretations were made.

Based on the responses obtained and the gathered data suitable recommendations were given which can help the organization in retaining their employees.

DATA COLLECTION:

The data collection method used for the project was the survey method. The survey method of collecting data involves questioning employees for their responses. The employees were asked questions in the form of statements to which they agreed, disagreed or were neutral based on the 5 choice Likert scale. They were asked a variety of questions regarding their attitudes, reactions and preferences in the light of situations and circumstances given in the statements. The questionnaire designed for this project also consisted of a multiple-choice question to ascertain the factor that motivated the employees the most.

Percentage Analysis

Percentage = Amount of response/Number of respondents*100

Percentage analysis refers to a ratio. With the help of absolute figures it will be difficult to interpret any meaning from the collected data, but when percentages are found out then it becomes easy to find the relative difference between two or more attributes.

STATISTICAL TOOLS AND TECHNIQUES

The tools which have been used for analysing the collected data are as follows:

- a) One-way ANOVA
- b) Chi-square

a) One-Way ANOVA

The one-way analysis of variance (ANOVA) is used to determine whether there are any significant differences between the means of three or more independent (unrelated) groups. This guide will provide a brief introduction to the one-way ANOVA, including the assumptions of the test and when you should use this test.

b) Chi-Square

Chi-Square Test is an important test among the several test of significance. Chi-Square symbolically written as χ^2 (pronounced as Ki Square).

Chi square test enables to explain whether or two attributes are associated. Chi- square is calculated as follows,

$$X^2 = \sum (O_{ij} - E_{ij})^2 / E_{ij}$$

Where O_{ij} = Observed Frequency

E_{ij} = Expected Frequency

LIMITATIONS OF THE STUDY

- The time taken for my project study was 80 days to gather opinions from the employees and the management.
- The data collected by me through primary source is constrained by the sample size which is only 105 employees.
- Time, sample size and research area were the major limitations of this study.
- The study is based on both primary as well as secondary study and has the limitations pertaining to the usage of both kinds of data.
- Some of the respondents might hesitates to fill the questionaries.
- Respondents may give based on the answer to the questions which affects the results of the study.
- With the presence of a neutral answer choice, it was difficult to gauge the attitude and profile of certain respondents.
- Contradictions were found in a few responses.

DATA ANALYSIS AND INTERPRETATION

STATISTICAL TOOLS

One-Way ANOVA between Employee age and How often do you find your work stressful.

Null Hypothesis [H0]

There is no significance difference between Employee age and How often do you find your work stressful.

Alternate Hypothesis [H1]

There is significance difference between Employee age and How often do you find your work stressful.

TABLE SHOWING ONE-WAY ANOVA TEST

ANOVA					
Age					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	10.795	3	3.598	5.285	.002
Within Groups	68.767	101	.681		

Total	79.562	104			
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Inference: Since the calculated value is lesser than the table value, the alternate hypothesis is accepted that there is significant association between the employee's age and their work stress.

Chi-Square Analysis between the age and how often they find their work stressful.

Null Hypothesis [H0]

There is no significant association between the age and how often they find their work stressful.

Alternate Hypothesis [H1]

There is a significant association between the age and how often they find their work stressful.

TABLE SHOWING CHI-SQUARE TEST

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	79.967 ^a	56	.019
Likelihood Ratio	87.529	56	.004
N of Valid Cases	99		
a. 86 cells (98.9%) have expected count less than 5. The minimum expected count is .24.			

Inference: Since $p < 0.05$, the alternate hypothesis is accepted that there is a significant association between the age and how often they find their work stressful.

Chi-Square Analysis between the Experience in the company and the ability to balance work life.

Null Hypothesis [H0]

There is no significant association between the Experience in the company and the ability to balance work life.

Alternate Hypothesis [H1]

There is a significant association between the Experience in the company and the ability to balance work life.

TABLE SHOWING CHI-SQUARE TEST

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	68.396a	60	.214
Likelihood Ratio	76.037	60	.079
N of Valid Cases	105		
a.92 cells (98.9%) have expected count less than 5. The minimum expected count is .19.			

Inference: Since $p > 0.05$, the null hypothesis is accepted that there is no significant association between the Experience in the company and the ability to balance work life.

SUMMARY OF FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS

- Majority Of the total population are Male employees.
- Majority Of the total population have below 12 year experience.
- Majority Of the total population feel they get stressed sometimes.
- Majority Of the total population travel upto 1 hour.
- Majority Of the total population feel that they are able to manage.
- Majority Of the total population rate 5/5 for canteen facilities.
- Majority Of the total population rate very good facilities.
- Majority Of the total population feel that their skills are valuable.
- Majority Of the total population feel that the company utilizes their skills utmost.
- Majority Of the total population feel they can speak up anytime.
- Majority Of the total population agree.
- Majority Of the total population agree with sharing their problems-personally..
- Majority Of the total population feel that the training programs are helpful.
- Majority of respondents find stress sometimes, 75 respondents find privacy measures are proper, 71 respondents find good utilization of their knowledge, 65

respondents find training programs effective and 36 respondents find stress level was moderately high during past 90 days(COVID-19 Pandemic).

- Most of the employees covered under my study have been found to be feeling stress sometimes in the job related and working environment.
- The employees in general felt that the work culture in the company is good.
- It has been an interesting revelation that there is no employee is working here just for the sake of the job and most of the employees are comfortable, but also feeling proud of being in this company.
- The training and development modules have been developed in a systematic way where in employee training need is assessed and met timely i.e. they are trained in due course, but some feel that it is not enough.
- Coming to study of personal attitudes, the employees have been found to be optimistic, sincere and they never try to avoid work.
- The employees working in the company are able to satisfy and achieve the organizational goals through their experience completely.
- The employees of TVS Automobile Solutions are fully satisfied with the grievance settlement procedure

SUGGESTIONS

- Motivation of the employees is main important to reach the ultimate goal. It increases job satisfaction of the employees.
- Recognition of the skills leads to achieve the company goals in broader view.
- Today's organization needs to be more flexible so that they equipped to develop their work force and enjoy their commitment.
- Organizations are needed to adopt a strategy to improve the employees QWL to satisfy both employee objectives and organization objectives.
- The best way of increasing QWL is to create a comfortable work culture.
- Recognition and individuals efforts and freedom to express individual views relating to work is to be needed. Transparency is also important thing to improve QWL.
- It is better to keep employees aware of the company goals, vision, mission and keep them informed of all the changes taking place in the company then it would definitely go a long way in the efficiency of the employees.
- There should be no communication gap between the Team leader and Group members. The communication flow must be smooth to maintain cordial relations in the organization, especially during pandemic situations, where they cannot reach the workplace.
- It is better to take timely preventive measures that the work would not be overloaded and maintain better Quality of Work Life.
- The efforts to further improve the work culture in the organization should be continued.
- The training and development programs can also be more effectively planned and implemented.

CONCLUSION

It is suggested that managers should understand the difference in individuals hold dissimilar opinions about change. Also, not all employees are outspoken and willing to be honest with their managers. Therefore, managers should have the initiative to interact with employees and keep them informed about any organizational change.

Work life balance must be maintained effectively to ensure that all employees are running at their peak potential and free from stress and strain. So it is up to the organization to focus on their workers and improve their quality of work life so that attrition, absenteeism and decline in workers productivity can be checked.

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