

"A Study on Quality of Work Life with Special Reference to Sun Paper Mill, Tirunelveli"

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Abstract

Understanding the Health, safety, and welfare measures, growth and development of employees, working conditions, motivation, and interpersonal relationship & communication, and opportunity to use and develop human capacity in the organization. Consumers are very tremendously in age, income, education level and mobility patterns. The present study of the research entitled "A STUDY ON QUALITY OF WORK LIFE WITH SPECIAL REFERENCE TO SUN PAPER MILL, TIRUNELVELI."

The opinions regarding the consumer preference were collected through the Questionnaire with 150 respondents from the population. Simple random sampling has been used to choose the sample size from the population and Research design is descriptive in nature. The secondary data has been collected from websites, journals, text books, magazines. For the analyzing the data, simple percentage analysis, and ANOVA was calculated through SPSS.

Key words- *Quality of work life, working conditions, opportunity, Motivation.*

I. INTRODUCTION

Human Resource Development techniques include performance analysis and development, training and development, career planning and development, organizational change and development and quality circles. Quality of Work Life deals with various aspects of work environment, which facilitates the human resource development efficiently. Thus, Quality of Work Life helps in the development of human resources. In fact, QWL includes and motivates the employees to born further for present and future roles. Employees at the grass root level experience a sense of frustration because of the low level wages, poor working conditions, unfavourable terms of employment, inhuman treatment by their superiors and the like, whereas managerial personnel feel frustrated because of alienation over the conditions of employment, interpersonal conflicts, role conflicts, job pressures, lack of freedom in work absence of challenging work etc. As identified by Maslow in his Hierarchy of needs theory, all the five needs must be attended to in

order to achieve a quality working life. The needs are:-

- **Physiological:** These are basic physical comfort or bodily needs: food, sex, drink, and sleep.
- ❖ In the workplace, these needs translate into a safe, ergonomically designed work environment with appropriate base salary compensation.

- **Security/safety:** People want to feel safe, secure, and free from fear. They need stability, structure, and order.

- ❖ In the workplace, job security and fringe benefits, along with an environment free of violence.

- **Belongingness and love:** This is a need for friends, family, and intimacy—for social acceptance and affection from one's peers.

- ❖ In the workplace, this need is satisfied by participation in work groups with good relationships among co-workers and between workers and managers.

- **Esteem:** People want the esteem of others and they want to be regarded as useful, competent, and important. People also desire self-esteem and need a good self image.

- ❖ In the workplace, increased responsibility, high status, and recognition for contributions satisfy these needs.

- **Self-actualization:** This highest motivation level involves people striving to actualize their full potential, to become more of what they are capable of being. They seek to attain self-fulfilment.

- ❖ In the workplace, people satisfy this need by being creative, receiving training, or accepting challenging assignments.

Definition

QWL as a process by which an organization responds to employee needs for developing

mechanisms to allow them to share fully in making the decisions that design their lives at work. According to **Wheeler and Hunger** that the “Quality of, Work Life emphasizes improving the human dimension of work. They should they to improve QWL by introducing participative problem solving, restructuring work, introducing innovative reward systems, and improving the work environment”.

II. OBJECTIVES OF THE STUDY

A. Primary Objective

To analyze the quality of work life with special reference to Sun Paper Mill Pvt Ltd.

B. Secondary Objectives

- To identify working conditions provided in the Organization.
- To find out the interpersonal relationship and communication among the workers.
- To find out compensation provided in the organization
- To find out the motivation given by the organization.
- To identify the Health, Safety and Welfare measures given by the organization.
- To identify the growth and development of the employees.

Scope of the study

This study helps to improve the quality work life of the employees. It helps the organization to provide good working conditions. To improve the interpersonal relationship and communication among workers. It helps to understand the importance and purpose of quality of work life. It helps the organization to understand the safety of workers and to provide better safety measures. To know the importance of motivation given in the work place by the superiors / senior authority. It helps the management gives opportunity to use and develop the employee's skills.

III. RESEARCH METHODOLOGY

Research methodology is the ways of systematically solving the research problem. It may be understood as science of studying how research is done scientifically and systematically.

A. Research Design

A research design is an arrangement of conditions for collection and analysis of data in a manner that aims to combine with relevance to the research purpose with economy in procedure. The researcher had done a descriptive research for studying in the attitude of the employees.

B. Sample Size

Questionnaire was employed to collect the primary data, from the 150 respondents in SUN PAPER MILL.

C. Sampling Technique

The respondents were selected by using Simple random sampling from the population.

D. Primary Data

It is the first hand information, which is being collected by the researcher, or assistant is called primary data. In this study, the primary data was collected through structured questionnaire. Questionnaire was employed to collect the primary data from 150 selected sample respondents in SUN PAPER MILL.

E. Secondary Data

Besides the primary data, the secondary data was also collected for the study. Websites, books were referred for this purpose from the library to facilitate proper understating of the study.

ANALYSIS&INTERPRETATION

Table No 1 : Welfare Measures

Particulars	No. of Respondents	Percentage
Agree	19	12.7%
Strongly agree	131	87.3%
TOTAL	150	100%

INFERENCE

The above table shows that 12.7% of respondents are agree, 87.3% of respondents strongly agree and none of them neither agree nor disagree, disagree, strongly disagree that the welfare measures which is provided by the organization is help to develop the personality of the workers.

Table No: 2 : Promotions Based On Performance

Particulars	No. of respondents	Percentage
Neither agree nor disagree	9	6%
Agree	30	20%
Strongly agree	111	74%
TOTAL	150	100%

INFERENCE

The above tables shows that 6% of respondents neither agree nor disagree, 20% of respondents agree, 74% of respondents are strongly agree, and none of them disagree & strongly disagree that the promotions are based on performance.

Table No 3 : Schedule of Work

Particulars	No. of Respondents	Percentage
Neither agree nor disagree	18	12%
Agree	25	16.7%
Strongly agree	107	71.3%
TOTAL	150	100%

INFERENCE

The above table shows that 12% of respondents neither agree nor disagree, 16.7% of respondents agree, 71.3% of respondents strongly agree, and none of them disagree & strongly disagree that the schedule of work is properly prepared.

Table No 4 : Work Environment

Particulars	No. of Respondents	Percentage
Disagree	24	16%
Neither agree nor disagree	23	15.3%
Agree	11	7.3%
Strongly agree	92	61.3%
TOTAL	150	100%

INFERENCE

The above table shows that 16% of respondents disagree, 15.3% of respondents neither agree nor disagree, 7.3% of respondents agree, 61.3% respondents strongly agree, and none of them strongly disagree that the environment is help feel free to work.

Table no: 5 : Increments

Particulars	No. of Respondents	Percentage
Neither agree nor disagree	16	10.7%
Agree	18	12%
Strongly agree	116	77.3%
TOTAL	150	100%

INFERENCE

The above table shows that 10.7% of respondents neither agree nor disagree, 12% of respondents are agree, 77.3% of respondents are strongly agree and none of them disagree & strongly disagree that the organization provide increments to the employees based on their performance.

ONE WAY ANOVA**1: ANALYSIS OF VARIANCE OF AGE AND GROWTH AND DEVELOPMENT****Null hypothesis**

There is no significance difference between age and growth and development of the employees.

Alternative hypothesis

There is significance difference between age and growth and development of the employees.

Level of significance:

5% level of significance

AGE	Mean	Std .deviation	F	PV
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20-30	1.7273	.82703	3.523	.032
30-40	2.1224	.86472		
40-50	1.7333	.86834		
Total	1.9867	.87460		

INFERENCE:

Since p value (0.032) is less than 0.05, the null hypothesis is rejected at 5% level of significance. Hence conclude that there is significance difference between age and growth and development of employees. Comparing the mean score the age groups of 30-40 consumers have good opinion than other age groups.

2: ANALYSIS OF VARIANCE OF AGE AND MOTIVATION OF EMPLOYEES**Null hypothesis**

There is no significance difference between age group and motivation of employees.

Alternative hypothesis

There is significance difference between age group and motivation of employees.

Level of significance: 5% level of significance

Age	Mean	Std. deviation	F	PV
20-30	2.0455	.72225	6.393	0.002
30-40	2.0714	.91099		
40-50	1.4333	.81720		
Total	1.9400	.89914		

INFERENCE:

Since p value (0.002) is less than 0.05, the null hypothesis is rejected at 5% level of significance. Hence conclude that there is significance difference between age group and motivation of employees.

IV. REVIEW OF LITERATURE

➤ **Hackman & Othman (1976)** drew attention to psychological growth needs as necessary considerations in QWL. These needs include skill variety, task identity, task significance, autonomy and feedback.

➤ **Taylor (1979)** came up with components such as extrinsic job factors (e.g. wages, hours of work & working conditions) and intrinsic job factors. He states that quality of work life must have considerations such as:-

- Employee participation in management
- Fairness and equity
 - Social support
 - Self development
 - Meaningful future at work

➤ **Danna & Griffin (1999)** argues that Quality of work life is a wider concept that incorporates not only work based factors as pay and relations at work but also reflect on life satisfaction and general feeling of well being.

Job and Career Satisfaction (JCS) of quality work life is said to reflect on employee's feelings and their

satisfaction and contentment with their jobs and the training they receive to do it.

It has been proposed that positive job satisfaction has been influenced by factors such as:-

- Clarity of goals and role ambiguity
- Appraisal
- Recognition and reward
- Personal development career benefits
- Enhancement and training needs

Training and Development is aimed at nurturing employee talent and enable them perform more difficult tasks.

➤ According to Walton, (2005). He proposed eight major conceptual categories relating to QWL as (1) adequate and fair compensation, (2) safe and healthy working conditions, (3) immediately opportunity for continued growth and security, (4) Opportunity to use and develop human capacities, (5) Social integration in the work organization, (6), Constitutionalism in the work organization, (7), Work and total life space and (8), Social relevance of work life. Several published works have addressed the constructs that make up the QWL domain and key elements of QWL programs.

➤ Alan Price (2007) states that empowering frontline employees and emphasis on team work helps to harness intelligence & energies of employee's thus creating potential for success and quality results. This is achieved through giving knowledge and competencies to handle high performance work through team work, team briefings, interpersonal skills, appraisal and information sharing.

➤ Reward and compensation systems must also be aligned to satisfy, motivate and retain employees. Several reward criteria proposed include Rewards based on performance, effort, skill, seniority, job difficulty and discretion time. DeCenzo and Robbin (2004).

V. FINDINGS

➤ 87.3% of employees are strongly agreed that the welfare measures are help to develop their personality.

➤ 74% of respondents are strongly agreed that promotions are given based on the performance.

➤ 71.3% of respondents are strongly agreed that the schedule of work is properly prepared by the management.

➤ (64.7%) Majority of the employees are strongly agreed that the working environment is help to feel free to work.

➤ 77.3% of respondents are strongly agreed that the organization provide increments to the employees based on their performance.

VI. RECOMMENDATIONS

- The company has to concentrate more on improving working conditions for employees. It will helps to the employees to do the work freely.
- The company has to improve the chances for future growth of the employees. It has to make development of each and every employee.
- The company has to give more recognition when the employees achieve good results. It is a big motivation for the employees.
- The company has suggested their superior authority to give motivation to the employees. So the interest of the employees will be increase to do the work.

VII. CONCLUSION

In this study the most of the respondents accepting the Quality of work life is good for the employees in their organization. The management has taken the efforts to maintain cordial relationship with the workers. This has resulted in increase of business and also increasing profit in previous years. There is good relationship between the co-workers. The management gives full freedom to their employees to express their views and ideas. The major factor influencing the Quality of work life is working condition, motivation, relationship with work group, communication and training. In the above factors majority of the respondents are strongly agreed with communication, working hours.

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