



A study of Quality of Work Life among office staff in an automobile industry

Muhammed Irfad P¹, Dr.S.A. Vasantha Kumar²

¹ Student M.Tech – MEM, Department of Industrial Engineering & Management, DSCE Bangalore Karnataka India

² Professor, Department of Industrial Engineering & Management, DSCE Bangalore Karnataka India

ABSTRACT

Quality of work life refers to the level of happiness and dissatisfaction with one's career. There is an attempt to look the quality of work life among workers with special reference to Automobile industry in Bangalore. The research design chosen is descriptive in nature. The sample size taken to conduct the research is 100 workers. Questionnaire method was used for primary data collection. Secondary data was collected from earlier research work, journals, websites and online articles. Simple percentage analysis and chi-square test are the tools used for the data analysis. The investigation remarkably pointed out the major factors that influence and decide the Quality of work life are attitude, nature of jobs, stress level, career, growth and development and rewards. This study helps for HR practices to design programs for improving QWL.

Keywords: Quality of work life, Job satisfaction, Motivation, Employee satisfaction.

1. INTRODUCTION

Nature of work life means all the progressive wellsprings of information which go for the specialist's satisfaction and updating definitive suitability. The key aim is to make occupations and working conditions that are astounding for agents and furthermore money related quality of affiliation. It insinuates the level of satisfaction, motivation, obligation and incorporation an individual association with respect to their line at the work. The Quality of work life is the level off lawlessness acknowledged work and working conditions that add to the general satisfaction & execution essentially at individual level in conclusion at affiliation level. Nature of Work Life has ended up being a champion among the most basic issues these days in every affiliation. Laborers are the oblige that is behind each successful affiliation. No affiliation can twist up discernibly viable with development essentially in light of the fact that for the usage of advancement moreover, affiliations require strong work propel. Nature of Work Life was the term truly exhibited in the late 1960's. From that period till now the term is expanding progressively criticalness all over, at each work put. At first Quality of work life was focusing on the effects of work on the general thriving and the prosperity of the authorities. However, now its focus has been changed. Every affiliation need to give incredible condition to their authorities including all cash related and non budgetary inspirations with the objective that they can hold their agents for the more amplified period and for the achievement of the affiliation destinations.. At the end we can express that a chipper and strong agent will give better turnover, utilize sound judgment and firmly add to the affiliation objective. The Quality of work life is a strategy by which an affiliation responds to agent necessities for making framework that empowers them to share totally in settling on decision that layouts by which an their by which an life by which an at by which an work. Along these lines QWL infers having awesome supervisiOn, incredible wOrking cOnditiOns, and intriguing, testing and compensating work.

2. Factors affecting quality of work life

Job satisfaction:- Work fulfillment is the colossal or unpropitious with which delegates see their work. Correspondingly as with motivation, it is impacted by nature. Work fulfillment is influenced by occupation arrange. Occupations that are rich in positive behavioral parts, for instance, self-run, arrangement, undertaking character, errand importance and feedback add pleasant to delegate. Thus, presentation is basic in light of the fact that the specialist's affirmation by the work amass adds to fulfillment.



Pay:- Nature of work life is fundamentally worked around the idea of impartial pay. Presently a daysahead, laborers might need to take part in the benefit of the association.

People: - Nearly everyone necessities to oversee 3 game plan of people in the work put. Those are to be particular supervisor, relates in a comparable level and subordinates. Beside this, a couple of reasons for living require relationship with people like patients, media individuals, open, customers, gangsters, cheats, physically disabled people, stupid, adolescents, outside delegates, crooks, legislators, open figures and huge names. These conditions ask for unusual condition of reasonability, cool temper, class, amusingness, liberality, technique and affectability.

Health condition:- Organization ought to comprehend that their actual riches lies in their specialists thus giving healthy environment to workers ought to be their essential target.

Participative administration style and acknowledgment:- Level affiliation structure enables relationship to support delegate intrigue.

Inspiration:- Inspiration is a psyche boggling subject. It incorporates the surprising feelings, thoughts and past experiences of each of us as we offer an arrangement of associations inside and outside affiliations. To expect a singular motivational approach work in every condition is in all likelihood unrealistic. Without a doubt, even researchers and investigates take changed points of view about motivation. Coincidentally, motivation can be described as a man's drive to make a move since that individual needs to do accordingly. People act since they feel that they have to. Regardless, if they are moved they settle on the positive choice to speak to a reason in light of the fact that, for example, it may fulfill some of their needs.

Work life balance:- Association should give the loosening up time to specialists and offer tips to modify their own particular and master lives. They should not strain delegates individual and social life by convincing on them by asking for working hours, additional minutes work, business travel, un timing trades. By the globalization the present day delegates are experiencing inconvenience. To address the troubles acted by present rules, legitimate must fixation their thought in bringing a congruity between work life and individual life. The basic doubt is that work life alter will finally ensure Quality of work life.

3. NEED OF THE STUDY

In the current circumstance every affiliation envisions that their specialists will perform at their zenith potential. In spite of the way that monetary points of view expect a basic part in influencing laborers, relationship around the world have come to fathom that there are various diverse edges that contributes better illustrative execution. It is these perspectives that casing the explanation behind this survey. Particularly this survey arrangements to recognize the distinctive unmistakable and vague points of view that add to the way of the workplace. It is basic for a relationship to make an astoundingly supportive work environment for delegates. This survey is relied upon to ensure that all specialists are performing at their apex potential, free from tension, and to ensure each one of their needs are totally satisfied. This survey will be used as feedback from agents to know their present point of view of work environment and furthermore to identify the ranges of change for the association.

4. SCOPE OF THE STUDY

The term Quality of work life in its more broad sense covers diverse parts of business and non-work conditions of work. This audit covers the general way of work life of agents, i.e. their occupation satisfaction, work environment, working hours, work extend, their association with their partners, work assignments, establishment gave et cetera. The present audit goes for measuring the level of satisfaction of agents & to consider the distinctive welfare activities and favorable circumstances obliged the delegates. The survey is liable to the appraisal imparted by each one of the delegates of the extensive number of divisions. Nature of work life is a multi dimensional point. Some of these edges are Compensation and the reward for the work.

5. SIGNIFICANCE OF THE STUDY

QWL covers the distinctive perspectives under the general umbrella of enduring affiliation direct. In this way the nature of work life should be broad in its augmentation. Survey the demeanor of specialists towards workforce approaches. The exploration will be useful in under standing the present position of the association. What's more, give a few techniques to broaden the worker fulfillment with little adjustment which depends on the inside offices of the

association. The exploration can be additionally used to assess the offices given by the administration towards the representative. This review likewise controls the desires of the representatives.

6. METHEDOLOGY

An examination is watchful inquiry; especially through scan for new actuality in any branch of learning. It is a systemized push to acquire knowledge. Research methodology is the way to systematically solve the investigate issue. It might be comprehended as a study of examining how research is done deductively. It is important for their searcher to know the examination strategies or strategy as well as the procedure. Scientist dependably needs to comprehend the supposition underline different system and they have to know the criteria by which they can choose that specific strategy and methods will be material to certain issue and other won't.

Descriptive research:-The specialist has embraced distinct research outline with the end goal of this overview. Enlightening reviews are those reviews which are worried with depicting the qualities of a specific individual, or of a gathering

Primary data:-Primary data collected from the employees of the company by means of questionnaire

Secondary data: - Here the data is collecting from the books , journals, company profile etc

Source of data:-The survey did in an automobile industry and the data collected from the workers of an Automobile Industry, Bangalore.

Sample size:- Sample size play very important role in survey. Conclusion will be depending on the sample size. Sample size for the present study is 100.

Tools and techniques:- simple percentage analysis, chi-square test, and descriptive analysis are used for survey and data analysis.

7. RESULT

Reliability test:-Reliability test was conducted using Microsoft Excel. The entire data was fed into the software it was ensured that the data was fed properly without any flaws and any errors. Following to the same the Chronbach's Alpha was to be found. The entire data was selected and the function was applied. The Chronbach's Alpha coefficient was found to be 0.87 which was well above the threshold value of 0.70. Thus, the instrument i.e. the questionnaire form was found to be reliable

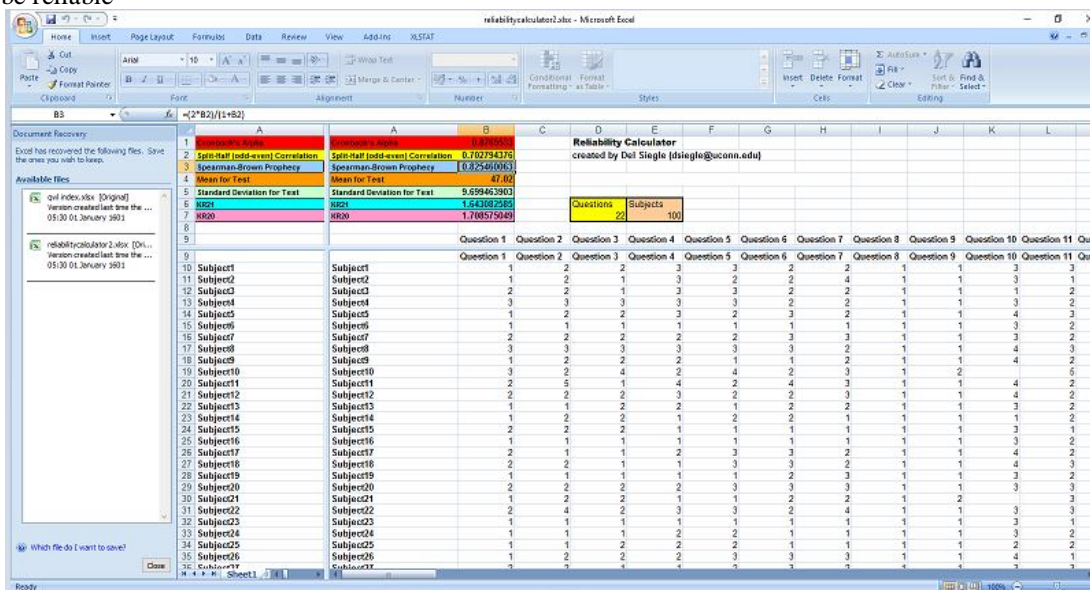


Figure representing Screen shot of Reliability calculator

DATA ANALYSIS:-The survey conducted in a automobile company the respondents 84% are from male and 16% are from female.

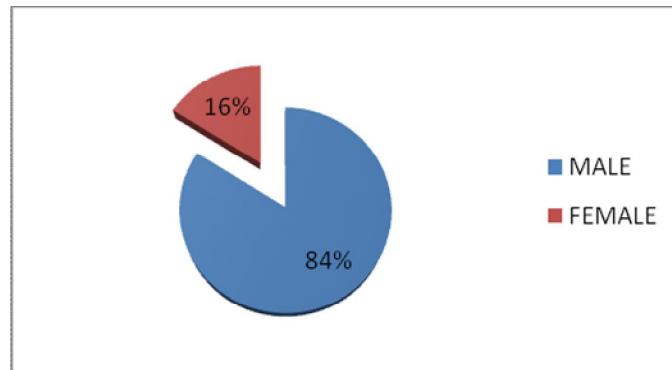


Figure representing the no. of gender respondents

In this survey identified that 22 % are age group of 20-30 years, 65% and 15% are collected from age group of 31-45 years and above 45 years respectively

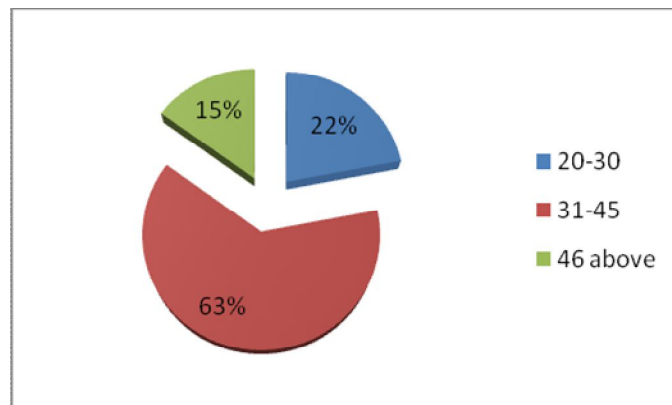


Figure Representing The Age Group Of Respondents

Also undergo with the experience analysis in that 13% are from <1 year experience 21% are from 1-5 years experience 36% of respondents are from 6-10 years and 30 % are from >10 years of experience. Also survey taken from qualification basis 42% of the respondents are Diploma candidates 41% of respondents are Graduate in various degree and 17% of the respondents are Post Graduates .

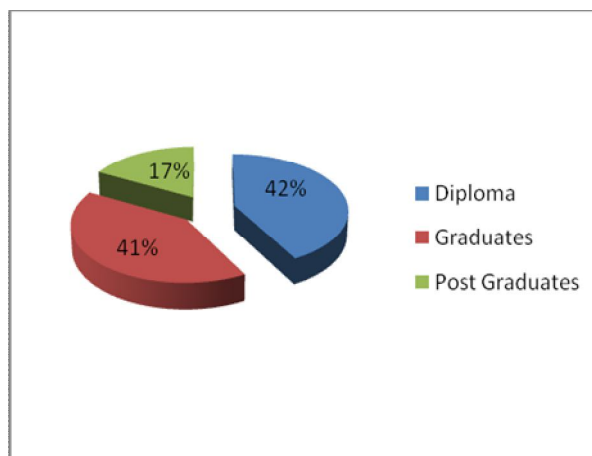


Figure representing Education qualification of respondents

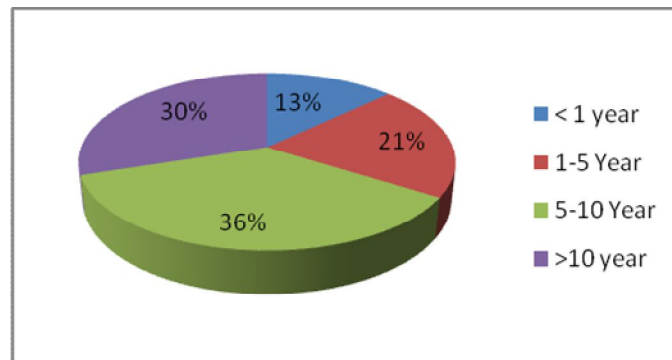


Figure representing Experience of Respondents

The survey conducted in industry by using questionnaire method. Questions are related to quality of work life and employee satisfaction. Most of the workers are happy with their organization but also some workers are dissatisfied with many things like promotions, salary, stress level, career development team etc.

Chi-squared test:- A chi-squared test is likewise called as χ^2 test (or chi-square test), is the factual test in which the examining of the test in which invalid speculation is valid. Test insights that take after a chi squared circulation risen up out of the conviction of typically dispersed free information, it is well found because of the focal constrained hypothesis.

The chi-square test is made to choose whether there is a critical distinction between the normal frequencies and watched frequencies in at least one characterization.

The recipe for computing chi -square is $\chi^2 = (o - e)^2 / e$

8. DISCUSSION AND CONCLUSION

This study examines the level of QWL in automobile industry. Overall the findings of the present study have provided answer to the research questions. This study revealed that majority of workers has considered all dimensions of QWL investigated in this study as favorable. It was evident that value growth and development, physical environment, work place integration, supervision, participation and pay and benefits. After discussion and take out from the survey find out some general observations.

- ✓ Majority of the employees are satisfied with salary
- ✓ Majority of the employees are satisfied with benefits.
- ✓ Majority of the employees are satisfied with their work space and work assignment.
- ✓ Majority of the employees are satisfied with transfer policies but some of the employees are dissatisfied with their transfer policies.
- ✓ Majority of the employees are satisfied with the quality, quantity and rate of food in the canteen.
- ✓ The superiors are cooperative.
- ✓ Interaction between superiors and employees are good.
- ✓ Maintenance and service of electrical and computer appliances are good.
- ✓ Rectification/repair is done instantly.
- ✓ Majority of the employees feel that the ventilation is good.
- ✓ Majority of the employees feel that the infrastructure facilities are good.
- ✓ Many of the employees have positive opinion towards the quality of work life in the organization.
- ✓ Majority of the employees are having job security.
- ✓ Some of the employees are partially satisfied with the pay structure in the Organization.

This study highlighted that some positive aspects of the QWL among workers. This study provides valuable information about the how employees in the organization. After discussion find out with some suggestions.

- ✓ The organization can review the promotion policies.
- ✓ The organization can review the pay scale of the workers.



- ✓ The organization can provide effective training for workers.
- ✓ The organization can concentrate on transfer policies.
- ✓ The organization can review the fringe benefits.
- ✓ The organization can improve the bus/cab facilities from and to the office.
- ✓ The organization improves the job security.
- ✓ The organization can improve the career development programme.
- ✓ Majority of the workers are stressful during the work time. Organization should take care of some stress release programme to improve efficient result of the product.

Observation from Chi- Square Test:-

- ✓ No real evidences against the null hypothesis. The employability of the workers not depends on the gender
- ✓ No real evidences against the null hypothesis. The employability of the workers not depends on the Education Qualification.
- ✓ No real evidences against the null hypothesis. The employability of the workers not depends on the Age.
- ✓ No real evidences against the null hypothesis. The employability of the workers not depends on the Experience.

Scope for future work:- QWL study can be extended to all other sectors of economy and compared

References

- [1] ZHU Su-li "The Treadmill Effect on the Utility of Quality of Working Life" School of Management,- Huazhong University of Science and Technology, P.R.China.- 1-4244-2388-0/08/\$20.00 ©2008 IEEE
- [2] Normala Daud-"The Influence of Quality of Work Life Organizational Commitment: A Study on Academic Staff in Public Institution of Higher Learning in Malaysia"- Faculty of Business Management Universiti Teknologi MARA Shah Alam, Selangor, Malaysia-978-1-4244-8618-2/10/\$26.00. 2010 IEEE
- [3] Seyed Mehdi Hosseini "Quality of work life(QWL) and its relationship with performance"- PHD - Islamic Azad University Of Firouzkooh Branch, Tehran, Iran- 978-1-4244-6932-1/10/\$26.00 ©2010 IEEE
- [4] Hélène Denis "Matrix Structures, Quality of Working Life, and Engineering Productivity"- IEEE TRANSACTIONS ON ENGINEERING MANAGEMENT, VOL. EM-33, NO. 3, AUGUST 1986- 0018-9391 /86/0800-0148\$01.00 © 1986 IEEE

AUTHOR

Muhammed Irfad P received the B.E. Mechanical Engineering and M.Tech. degrees in Master of Engineering and Management in 2015 and 2017, respectively.

Dr. S.A. Vasantha kumar BE (Mech), M.Tech (Engineering Management), M.Phil (Entrepreneurship), PhD (VTU) Professor Department of Industrial Engineering & Management Dayananda Sagar College of Engineering, Bangalore-560 078, Karnataka, India