

“A PROJECT REPORT ON QUALITY OF WORK LIFE WITH SPECIAL REFERENCE BHARATHI CEMENTS”

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QUALITY OF WORK LIFE

ABSTRACT :

A study on Quality of work life done at Bharathi cements Pvt Ltd located in nallingayapalle.

Quality of Work Life manages different parts of workplace, which works with the human resource improvement proficiently. In this way, Quality of Work Life helps in the advancement of HR. As a matter of fact, QWL incorporates and persuades the employees to born further for present and future jobs. The working environment also largely influence the employee behavior .

QWL as a cycle by which an association answers employee requirements for creating systems to permit them to share completely in settling on the choices that design their lives at work. This study is to find out the financial background of the employees and their Commitment to QWL. Many of the researchers explained quality of work life as the degree to which individuals are able to satisfy their personal needs while employed by the firm.

The study also helps us to know the loop holes of the Company in providing the workers' basic necessities. It also helps us to know how the workers are treated by the management. It also helps the workers to address greivances.

KEYWORDS: Quality of work life, Basic necessities, Working environment, Employee welfare.

1.INTRODUCTION

Quality is generally defined as “Conformance to requirements”. Quality is “as fitness for purpose”. The concept of quality is not apply to all goods and services created by human beings, but also for workplace where the employees were employed. Quality in the workplace comes from understanding and then fully meeting, the needs of all your internal and external customers, now and into the future and doing so with continual improvement in efficiency and effectiveness. Quality of work life refers to the favorableness or un favorableness of a total job environment of the people. The basic purpose is to develop jobs and working conditions that are excellent for people as well as for the economic health of the organization. Quality of work

life provides a more humanized work environment. It attempts to serve the higher order needs of workers as well as their more basic needs. It seeks to employ the higher skills of workers and to provide an environment that encourages improving their skills. Q - Quest for excellence
 U - Understanding
 A - Action
 L - Leadership
 I - Involvement of the people
 T - Team spirit
 Y - Yardstick to measure progress
 The above said are very essential things to improve the work life of employees in the organization.

THEORETICAL REVIEW

DEFINITION:

Quality of work life means “the degree to which members of a work organization are able to satisfy important personal needs through their experience in the organization”
 Quality of work life could be defined as “The Quality of the relationship between the employee and the working environment .

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. Quality of work life 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. Quality of work life 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
 Quality of work life refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their line at work
 Quality of work life, 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.

Main considerations Influencing “The quality of work life”:

Quality of work life implies having great management, great working circumstances, great pay and benefits an intriguing and testing, and a remunerating position. The main considerations that impact the Quality of work life might be expressed accordingly.

Pay

Quality of work life is essentially worked around the idea of evenhanded compensation. In the days ahead, workers might need to take part in the benefits of the firm as will. Workers should be paid their due share in the advancement and success of the firm.

Benefits

Employees or workers all through the globe have raised their assumptions throughout the long term and presently feel entitled to benefits that were once viewed as a piece of the bartering system.

Work Fulfillment

The term work fulfillment alludes to how fulfilled a representative is at his/her association. Factors like work space, individuals at work, employer stability, and work liabilities significantly influence a singular's work disappointment levels.

With better work fulfillment comes a superior QWL. A representative who is happy with his situation at the organization is bound to accomplish great work. Thusly, work disappointment is bound to bring down representative commitment along with higher turnover rates.

Work environment Stress

Stress is a quiet executioner. This is particularly valid for most working people. With the additional strain to deal with their work-life, representatives feel outrageous degrees of stress. Besides the fact that it influences their actual wellbeing, however it influences their profound prosperity too.

Monetary Repayment

The reason behind any work is to receive a significant pay consequently.

Rewards pay and advantages improve authoritative QWL. With better remuneration, representatives are more engaged with their work. Except if the organization gives extraneous inspiration laborers will more uncertain go past the gig prerequisites.

In the wake of getting great compensation, workers are bound to secure position fulfillment as well as more dedicated to accomplishing the organization's objectives.

Balance between serious and fun activities

Inflexible plans for getting work done are a major no for the ongoing millennial labor force. The advanced specialist needs to adjust his life at work with his own life. That implies more remote working and more adaptable work hours.

Accomplishing a good balance between fun and serious activities is a critical consider the nature of work-life. Parting time, energy, and assets into two unique parts of your life is testing. Adding to this challenge are snags like extended periods of time of drive, family responsibilities, or longer working hours.

To work on the Quality of work-life in your association, you can't disregard the significance of presenting a magnificent balance between serious and fun activities. Be that as it may, not every person looks for a similar sort of balance between serious and fun activities. That is the reason it is imperative to have open correspondence channels with your labor force.

REVIEW OF LITERATURE

Chakraborty (1986)⁴ identified that there are numerous authoritative circumstances which determine stowed away real factors of Quality of Work Life. He likewise established out that Specialists are need to look at Quality of Work Life considering new convention in light of investigation of Indian psycho theory presented from a severe critical thinking perspective and may have significance to teach estimating supervisors.

Rao (1986)⁵ researched the differentiation between nature of working existence of people representatives accomplishing equivalent work and inspected the impact of work on ladies. The outcome revealed that there were significant higher complex characteristics of working life scores for men than for ladies representatives. Men representatives had fundamentally higher scores for an amazing open door to get familiar with their abilities, challenge in work and optional components in works. He likewise established out that age and pay emphatically affect apparent Quality of Work Life for ladies. Further, Rao didn't tracked down critical relationship between's Quality of Work Life and the personal satisfaction for the example of ladies. Besides, he likewise got no impact of instruction on Nature of Work Educational experience.

SubbaRao, P and Rao,V.S.P(1990)⁶ In their book on Work force/Human Asset Management“ have talk about the reasonable issues on QWL. They additionally dropped with QWL issues and job of the public authority in light of various examinations and perceptions. Truth be told, there is lack of exact exploration in the space like humanistic administration ,nature of work life and occupation previously.

David lewis et al (2001)¹⁴ concentrated on the outer and inward components of quality of work life. The motivation behind the exploration was to check whether extraneous or natural or earlier qualities test foresee fulfillment with QWL in medical care. The factors utilized outside credits are: pay or other unmistakable, inside ascribes are: abilities, level, independence and challenge, advance attributes: orientation and business qualities, support, boss, treatment and correspondence. Overview was managed in 7 different medical care and respondents was 1,819/5486 staff (33%). Information was gathered from coursing poll and test utilized for information investigation was relapse technique and component examination. Female representatives were less happy with these properties than male.

Linda K. Johnsrud (2006)¹⁵has expressed on Quality of personnel work life: the College of Hawaii to portray the progressions in QWL. The reason for the review was to distinguish the ongoing degree of fulfillment. Factors were utilized Relations with the office seat, grounds administration, local area administration, workforce connection, compensation and segment

ascribes. The review cover every one of the 3,490 individuals from the UH personnel and/marks whenever that this study first was done completely on the web and yielded 1,340 responses for a 38% return rate and to investigate the information T-test was utilized by the specialist. He established out that compensation was the fundamental component for fulfillment from year 1998 to 2006. Personnel relations and local area administrations are the best parts in staff work life.

J.Gnanayudam&AjanthaDharmasiri (2008)¹⁶ has noticed the impacts of Quality of work life on hierarchical Responsibility by explored on unacceptable degree of responsibility among laborers in medium and huge associations in the clothing business in Sri Lanka. A helpful testing method was utilized for the examination. The example size was restricted to 87 laborers and Pearson connection strategy was taken on for information investigation. He established out that QWL has a decidedly significant connection with the responsibility and mediator impact of HRDC.

Ordinary and Daud (2010)¹⁷ investigated the association among QWL and Authoritative Responsibility among workers in Malaysian firms. The reason for the assessment was to know the association among QWL and Authoritative Responsibility and to recognize the degree of QWL of workers. An irregular example of 500 representatives draw at the administrative and chiefs' levels in different firms in Malaysia got the survey. Of these, 360 reactions were returned and broke down, which addressed a 72% reaction rate. Research in light of the Quantitative methodology and irregular examining technique utilized for information assortment. He additionally established out that development and improvement, support, actual climate, management, pay and advantages social pertinence and work environment combination, aspects of OC: emotional responsibility, standardizing responsibility, duration responsibility (choices), and continuation responsibility (costs) are impacting traits of nature of work life.

T. Ayesha et al (2011)¹⁸ had accomplished a work about QWL among male and female representatives of private business banks in Bangladesh to figure out there is any significant contrast among male and female bank worker's methodology over QWL issues. Scientist utilized helpful inspecting strategy to information gathering over an example 192 workers .

NEED OF QWL:

This study entitled "A Quality of Work Life of employees' in "Bharathi cements ltd" . The Need of quality of work life is:

- To know what are the loop holes existing in the organization in providing the basic facilities to the employees ,allowing them to share fully in making the decisions that design their lives at work.
- The QWL approach considers people as an asset to the industry rather than costs. It believes people perform better when they are allowed to participate in managing their work.
- The approach motivates people by satisfying not only their economic needs but also social and psychological needs.

SCOPE OF QWL:

Work is a necessary piece of our daily existence, be it our job or vocation or business. On a normal we spend close to twelve hours day to day in the work place, that is 33% of our whole life; it impacts the generally the Quality of our life. It ought to yield work fulfillment, give genuine serenity, a satisfaction of having done an undertaking, for all intents and purposes expected, with practically no imperfection and having invested the energy productively, helpfully and intentionally. Regardless of whether it is a little step towards our lifetime objective, by the day's end it gives fulfillment and excitement to look forward forthe following day. A cheerful and a solid employee will give better turnover, use sound judgment and emphatically add to the hierarchical objective. A guaranteed decent nature of quality of work life won't just draw in youthful and new ability yet in addition hold the current experienced ability.

OBJECTIVES OF QWL:

- 1.To review the working conditions of an employee.
- 2.To improve the standard of living of workers.
- 3.To integrate work environment with individual objectives of employees.
- 4.To improve employer-employee relationships.
- 5.To improve job satisfaction of employees.

RESEARCH METHODOLOGY:

Research methodology is an approach to make sense of how a researcher want to do their examination. Its a sensible ,orderly intend to determine an examination issue .A technique subtiles a specialist way to deal with the examination to guarantee solid ,legitimate outcomes that addresses their points and goals.

RESEARCH DESIGN: Descriptive research design “Descriptive research aims to accurately and systematically describe a population, situation or phenomenon. It can answer what,where,when,and how questions, but not why questions”

A descriptive research design can use a wide variety of research methods to investigate one or more variables. Unlike in experimental research, the researcher does not control or manipulate any of the variables, but only observes and measures them.

SAMPLE SIZE: 100

SAMPLING METHOD : Simple random sampling.

SOURCES OF DATA:

There are two types of data collection methods available :

1. Primary data
2. Secondary data.

1. Primary data Collection :

Primary data referred to as freshly collected data through personal experiences , surveys etc.....Here I used structured questionnaires for collecting the data which is referred to as the primary data used in this Research .

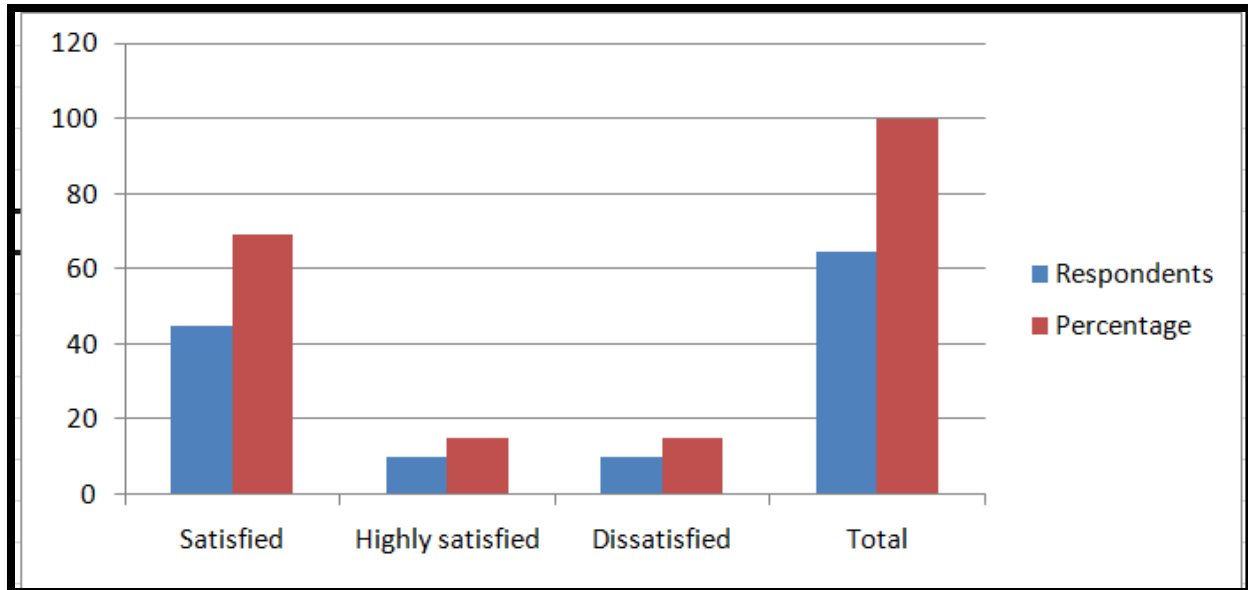
2. Secondary data collection:

The data which has already gone through survey or analysis, or which was already used by someone earlier referred to as the secondary data. It was taken from journals, books, research papers etc...

DATA ANALYSIS AND INTERPRETATION :

1.Are you satisfied with the current working hours ?

Category	Respondents	Percentage
Satisfied	45	69.4
Highly satisfied	10	15.3
Dissatisfied	10	15.3
Total	65	100

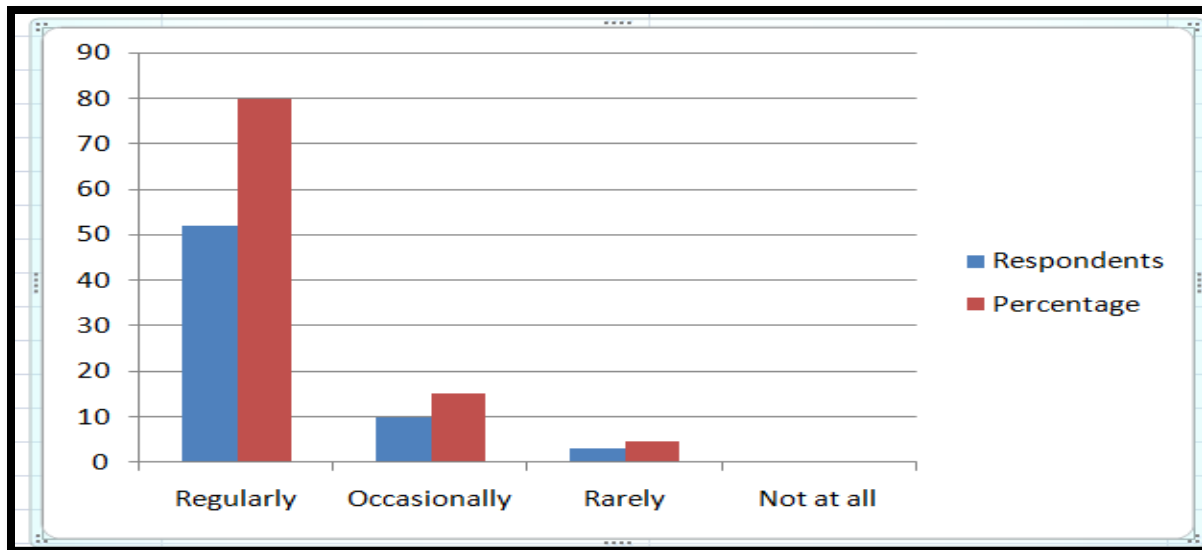


Interpretation:

69% of the employees are satisfied with the working hours , 15% of the employees are highly satisfied with the working hours , 15% of the employees are dissatisfied with the working hours.

2. Does the company provide regular allowances to improve standard of living?

Category	Respondents	Percentage
Regularly	52	80
Occasionally	10	15.3
Rarely	3	4.6
Not at all	0	0

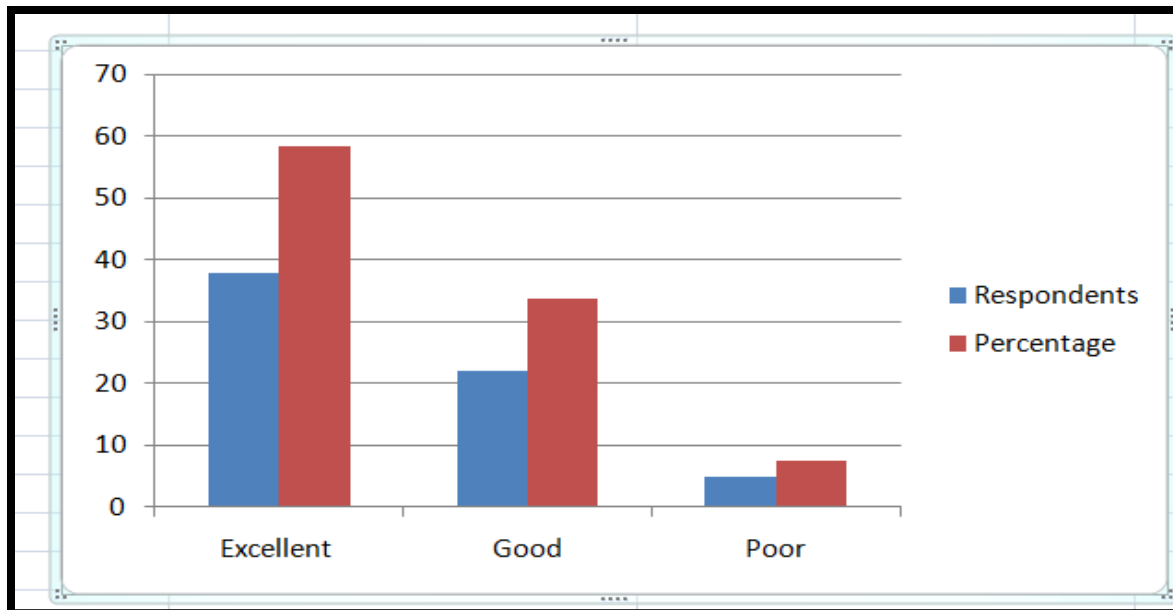


Interpretation:

80% of the people told they are provided with regular allowances , 15% of the people felt occasionally they are provided with allowances , 4% of the people felt they receive allowances very rarely.

3. How do you rate the level of job satisfaction in your company?

Category	Respondents	Percentage
Excellent	38	58.46
Good	22	33.8
Poor	5	7.6

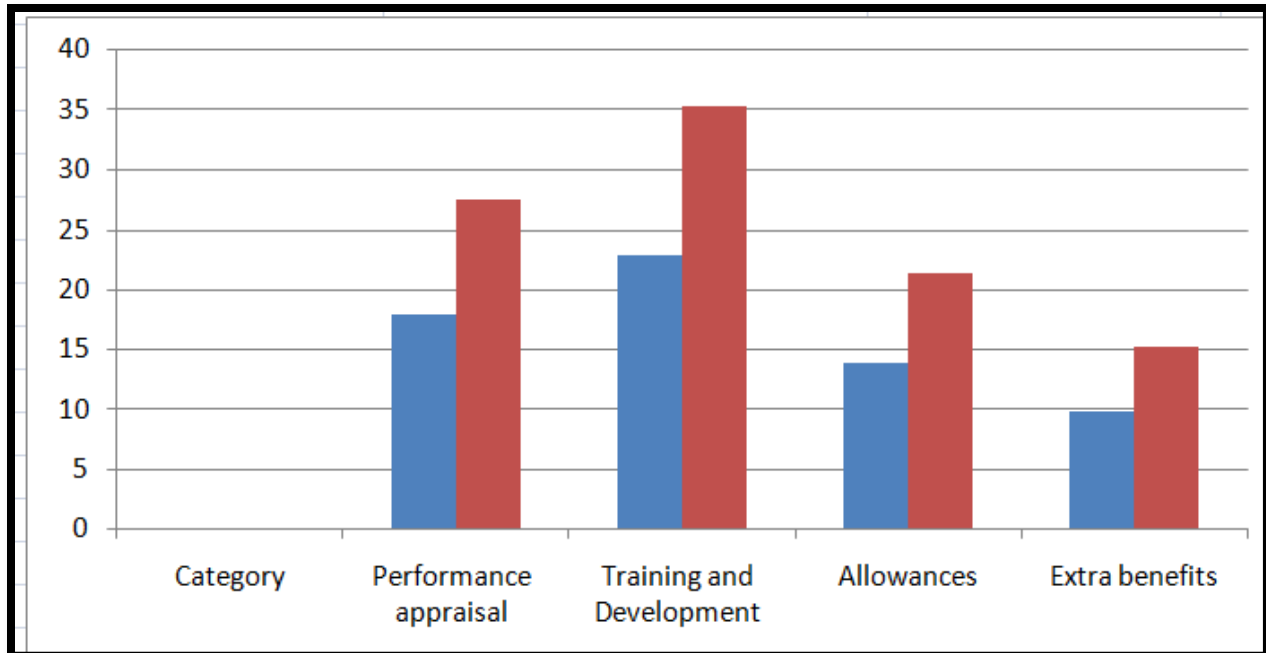


Interpretation:

59% of the people rated their level of job satisfaction as excellent , 33% as good , 8% felt poor

4. What are the measures adopted by organization to increase employee performance?

Category	Respondents	Percentage
Performance appraisal	18	27.6
Training and Development	23	35.3
Allowances	14	21.5
Extra benefits	10	15.3



Interpretation:

27.6% of the employees felt performance appraisal method helped to increase their job performance, 35.3% of the employees felt training and development methods increased their job performance, 21.5% of the employees felt allowances made them to increase their performance, 15% of the people felt extra benefits made them to increase their performance

Conclusion :

From the study it is very clear that the employees are very much satisfied with the measures taken by the organization to improve their job performance. The employees felt that the management should provide additional and festive allowances to improve the standard of living of the people. The employees are satisfied with the facilities and work environment provided by the organization. The study "Quality of work life" is successful in identifying the problems of the employees and all the facilities they require at their work and carrying out their complaints to management concern.

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