

A STUDY ON QUALITY OF WORK LIFE IN MACHADO LOGISTICS, THOOTHUKUDI

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ABSTRACT

Quality of work life refers to the level of happiness or dissatisfaction with one's career. There is an attempt to look into the Quality of Work Life among employees in logistics. The investigation has remarkably pointed out that the Quality of Work Life factors such as pay package, health and safety in the work environment, training and development, organizational environment and stress involved in the work. The factors increases and influences the organizational culture of work life. The Quality of work is a process in the organizations that allows employees level of satisfaction and effectively shapes the organizational environment. This study also covers the employees' overall satisfaction in the organization from all the aspects.

KEYWORDS: Quality, Work life balance, Quality of work

INTRODUCTION

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. The concept of quality is not applied to all goods and services created by human beings, but also for workplace where the employees were employed. Quality of work life refers to the favourable or unfavourable 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.

FACTORS INFLUENCING QWL

1. Work Environment:

Working environment is a place in which one works. It is a social and professional environment in which employees are supposed to interact with a number of people,

and have to work with co-ordination in one or the other way. Safe and healthy working conditions ensure good health, continuity of services, decreased bad labour management relations. A healthy worker registers a high productivity. Employees are cheerful, confident and may prove an invaluable asset to the organization if the working environment is good. It consists of safe physical and mental working situation and determining reasonable working hours.

2. Organization culture and climate:

Organization culture is a set of properties and organization climate is a collective behaviour of the people that are part of an organization values, vision, norms, etc. promotion opportunities, promotion and reward evaluation criteria used are both under the direct control of an organization and subject to the organization's policies.

3. Relation and co-operation:

Relation and cooperation are a communication between management and employees, concerning workplace decision, conflicts and problem resolving. Work and career are typically pursued within the framework of social organization and the nature of personal relationship becomes an important dimension of quality of work life. Acceptance of the workers is based on skills, work related traits, abilities and potential without considering the race, sex, physical appearance, etc.

4. Training and development:

Training and development are an organization activity aimed at bettering the performance of individual and groups. QWL is ensured by the opportunities provided by the job for the development of the employees and encouragement given by the management to perform the job, having good conditions to increase personal empowerment and skills.

5. Compensation and rewards:

Compensation and rewards are motivational factors. The best performer is given the rewards, and this builds the competitions among the employees to work hard and to achieve both organizational and individual goals. The economics interests of employees drive them to work and employee satisfaction dependent to some extent on the compensation offered. Pay should be fixed on the basis of the work done, individual skills, responsibilities undertaken, performance and accomplishments.

6. Facilities:

Facilities play major role in actualization of the goals and objectives by satisfying both the physical and emotional needs of the employees. Facilities include food service, transportation, security, etc. Many employees have found it beneficial to allow alternate work arrangement for their employees. This is one method to increase employee productivity and morale. The alternate work arrangements to the employees include flexible working hours, shorter or no commute, and secure working environment.

7. Autonomy of work:

In autonomous work groups, employees are given the freedom of decision making. Working themselves plan, co-ordinate and control work related activities. It also includes different opportunities for personnel such as independency at work and having the authority to access the related information for their task.

8. Employee satisfaction

Job satisfaction or employee satisfaction is a measure of workers' contentedness with their job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioural components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction). or cognitions about the job (cognitive job satisfaction).

REVIEW OF LITERATURE

A. Gnana yudam& Ajantha Dharmasiri (2008) studied Influence of quality of work life on organizational commitment by investigated on unsatisfactory level of commitment among workers in medium and large organizations in the apparel industry in Sri Lanka. A convenient sampling technique was adopted for the research. The sample size was limited to 87 workers and Pearson correlation used for data analysis. The result showed that QWL has a positively significant relation with the commitment and moderator effect of HRDC on the relationship between QWL and Commitment.

B. Alireza et al (2011) researched on the Relationship between Quality of Work Life and Demographic Characteristics of Information Technology Staffs Relationship b/w

QWL and demographic characteristics of IT staff with objective Measure the relation b/w QWL and demographics. The dimensions of QWL used as fair compensation, safe and healthy environment, growth and security, social relevance, life span, social integration, development of human capacities and age, gender, work experience income has taken as demographic factors. Data gathered from the 5 IT companies over 292 employees and ANNOVA one way used for the data analysis. Result showed there is no significant relation found between gender and QWL but positive significant relationship between IT staff and QWL, work experience and QWL and income and QWL.

OBJECTIVE OF THE STUDY:

- To study the quality of work life
- To explore the factors that increase quality of work life
- To determine the factors influencing the quality of work life
- To measure the level of satisfaction of employees

SCOPE OF THE STUDY:

- This study can be helpful to the management to improve its core weakness by the suggestions and recommendations prescribed in the project.
- The survey consists of a sample of 111 employees. The survey covered the employees of the IT organizations
- Data used in the project are primary in nature
- The study provides a base for understanding the employee problems and provides possible remedies for it.

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. The procedure using, which researchers go about their work of describing, explaining and predicting phenomena, is called Methodology. Methods comprise the procedures used for generating, collecting and evaluating data. Methods are the ways of obtaining information useful for assessing explanation.

RESEARCH DESIGN:

The type of research taken for the study is descriptive in nature.

TABLE 1
TABLE SHOWING ENHANCEMENT LEVEL OF JOB SATISFACTION

S.NO	PARTICULAR	NO.OF RESPONDENTS	PERCENTAGE
1.	Micromanagement	29	58%
2.	Clear job role and responsibilities	11	22%
3.	Limited opportunities for skill development	4	8%
4.	Poor work life balance	6	12%
Total		50	100%

SOURCE: Primary data

INFERENCE

Based on the respondents focusing on enhancing the micro environment 58%, additionally providing clear job roles and responsibilities 22%, Limited opportunities for skill development 8% is also crucial for boosting job satisfaction and 12% of the respondents chose work life balance.

TABLE 2
TABLE SHOWING BETTER WORKLIFE BALANCE

S.NO	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1.	Flexible working hours	13	26%
2.	Competitive salary	21	42%
3.	Regular team building activities	12	24%
4.	Access to childcare facilities	4	8%
Total		50	100%

SOURCE: Primary data

INFERENCE

Based on the percentages provided (42%) majority of respondents prioritize a competitive salary, indicating that financial compensation is significant to them. A smaller percentage of respondent access to childcare facilities 8%.

TABLE 4.1.21
TABLE SHOWING WORK PLACE CULTURE

S.NO	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1.	Highly dissatisfied	3	6%
2.	Dissatisfied	5	10%
3.	Neutral	4	8%
4.	Satisfied	12	24%
5.	Highly satisfied	26	52%
Total		50	100.0

SOURCE: Primary data

HYPOTHESIZED ASSOCIATION BETWEEN WITH ORGANISATIONAL CULTURE AND WORK PLACE CULTURE

HO: There is no significant association between with organisational culture and work place culture

H1: There is significant association between with organisational culture and work place culture

USING CHI- SQUARE TEST ORGANISATIONAL CULTURE OF THE RESPONDENTS * TABLE SHOWING WORK PLACE CULTURE OF THE RESPONDENTS Cross tabulation							
Count							
		TABLE SHOWING WORK PLACE CULTURE OF THE RESPONDENTS					Total
		Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied	
TABLE SHOWING ORGANISATIONAL CULTURE OF THE RESPONDENTS	Diversity and inclusion initiatives	3	0	3	5	16	27
	Strict adherence to hierarchy	0	1	0	2	7	10
	Lack of transparency in decision making	0	1	0	0	0	1
	Limited employees benefits	0	3	1	5	3	12
Total		3	5	4	12	26	50

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	22.568 ^a	12	0.032
Likelihood Ratio	21.996	12	0.038
Linear-by-Linear Association	1.619	1	0.203
N of Valid Cases	50		
a. 16 cells (80.0%) have expected count less than 5. The minimum expected count is .06.			

INFERENCE

Communication between departments is accepted in organisational culture which inferential testing p- value is more than 0.05 that is statistically accepted of the significance.

TABLE 4.1.23

INDEPENDENT SAMPLE T TEST GENDER AND OVERALL EMPLOYEES JOB PERFORMANCE

INDEPENDENT SAMPLE TEST:

H0 - There is no significance associated between the gender and overall employee job performance.

H1- There is significance between the gender and overall employee job performance.

VARIABLE	GENDER	MEAN	SD	t value	P value
CURRENT JOB OVERALL	Male	2.3438	1.55769	1.683	0.099
	Female	3.1111	1.52966		

$p > 0.05$ is no significant at the 0.05 level (2-tailed)

p value 0.05 there is no significant and no difference between gender and overall employee job performance

INFERENCE

There is no significance different in the overall employee job performance of recognition of employee based on the gender.

FINDINGS

- Majority of the employees belong to the age category of 26-35 and 62% of the employees were male.
- The study reveals that 60% of employees were married.
- About 60% of the employees are graduated.
- About 46% of employee have 1-3 years of experience
- Majority 58% of employees were staff.
- The significant portion of respondents reported 52% of the salaries between 10000 20000 indicating a moderate income level among participant.
- The study reveals that 58% of the respondents that agreed the quality of work life is overall happiness of the employees at work.
- The study reveals that 44% of the respondents that conflicts of salary and benefits of non-determination factor.
- The study reveals that only 26% of the respondents that value flexible working hours as a means to achieve better work-life balance.
- A key finding is that a majority of respondents, 60%, prioritize recognition and rewards for achievements in fostering a positive work environment
- If you meant to say that 58% of respondents chose micromanagement as a determinant to job satisfaction, then the finding would suggest that a significant portion of employees perceive micromanagement as a hindrance to their overall job satisfaction.
- The significant finding is that 48% of respondents prioritize an inclusive workplace culture as crucial for engaging employees at work
- The study reveals that 54% of respondents prioritize continuous.

SUGGESTIONS:

- The workplace meets their needs and expectations, consider implementing employee satisfaction surveys to gather feedback regularly and address specific areas where improvements can be made.

- The offering of employees training or workshops on the benefits of social media engagement may help increase participation over time.
- The organisation providing access to online courses, mentorship programs, and cross-training opportunities can help employees develop new skills and advance their careers within the organization.
- Providing mentorship opportunities, job rotation programs, and access to challenging projects can help employees expand their skills and experiences while advancing within the company. Regular communication about available growth opportunities and support for employees in pursuing their career goals.
- The organisation provide more strategies to promote a flexible and collaborative work environment.
- Encourage leadership to be accessible and approachable, welcoming questions and feedback from employees
- The organisation's infrastructure can be improved.

CONCLUSION:

The above study has helped me to conclude that the identification of the measures of quality of life is indeed a difficult task, though there is a sort of common agreement on its concept of employee wellbeing. A happy and healthy employee will give better turnover, make good decision and positively contribute to organizational goal. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents. Quality of work life can affect such things as employee's timing, his or her work output, his or her available leaves, etc.

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. Finally it is very true to say that high degree of QWL lead to job satisfaction which ultimately results in effective and efficient performance.

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