A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN SALZER ELECTRONIC PRIVATE LIMITED, COIMBATORE

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ABSTRACT

Quality of Work Life in a critical concept with having lots of importance in employee’s life. A life quality of work life (QWL) is essential for all organizations to continue to attract and retain employee to continue to attract and retain employee. This study attempted to find out the factors that have an impact and influence on quality of work life of employees in Salzer Electronic Private Ltd., Coimbatore. The quality of work life of an organization can be assessed by opinions of employees on statement regarding quality of work life (QWL) aspects. If employees perceive on organization as offering a good quality of work in return for their contribution to an organization, then it is likely that employees will report higher levels of performance and job involvement. The aims of this study was to analyze the QWL among employees of Salzer Electronic Private Ltd., Coimbatore region. Introduction Quality of Work Life is the quality of relationship between employees and total work environment concern for the impact of work on individuals as well as an organizational effectiveness and the idea of participation in organization problem solving and decision making.

The research model for this study was based on the factors affecting Quality of work – life and the relationship between QWL and Satisfaction of Employees in the Salzer Electronic Private Ltd., Coimbatore. Quality of Work Life of the employees in an organization is the work environment. It is the responsibility of the Management to provide a work environment, which conductive to good performance. To prevent such possibility from arising, the Management should provide a good working environment where employees can work without stress, where necessary information for accomplishing task is made available adequate and fair compensation is given in the work place is safe, healthy and the supervisors motivates the employees.

Keywords: Quality of work life, Factor influencing (QWL) and Level of satisfactions on QWL.
solving and decision making particularly in areas related to their work is considered to be necessary condition for providing greater autonomy and opportunity for self direction and self control and will result in upgrading the QWL. In today’s work environment, organizations need to be flexible, and adopt a strategy to improve the employees ‘Quality of Work Life’ to satisfy both the organizational objectives and employee needs. Effective quality of work life practices in organizations makes its impact on employee performance and the overall organizations performance. Prove life at work, but also life outside work.

STATEMENT OF THE PROBLEM
The study was defined with a view to investigating the overall quality of work life and job satisfaction and performance of workers in Salzer Electronics Private Limited, Coimbatore City. A good quality of work life reduces absenteeism, accidents & attrition. Quality of work life is useful to improve production, organizational effectiveness, morale of an employees and economic development of the country.

Quality of work life in a developing country like India has gained momentum and has now become both “Ends and means”. It is end in itself as it is the key off all development. It is a means the decision making involves worker participation and job redesign, which improves the productivity and overall performance i.e. skills and competencies of the workers. It aims at healthier, more satisfied and more productive employees then more adaptive, effective and profitable organization.

Quality of work life is a generic phrase that cover s a person’s feelings about very dimension of work, including economic rewards and benefits, security, safe and healthy working condition, organizational and interpersonal relationship and intrinsic meaning in the person’s life. To sustain and competencies of the employees should be multifaceted, upgraded and attuned to specific needs. Hence the present study is an attempt to evaluate the quality of work life in Salzer Electronics Private Limited Coimbatore city. The examining of quality of quality of work life and factor influencing quality of work life and their level of satisfaction of workers and constrains related to it has also been undertaken in this present study.

OBJECTIVES OF THE STUDY:

- To identify the factors influencing the Quality of Work Life (QWL) in Salzer Electronics Private Limited, Coimbatore.
- To study on the Quality of Work Life (QWL) of employees in the organization.
- To analyze the level of satisfaction of the employees on Quality of work life (QWL) in an organization.
- To know about employee’s problems and offer suitable suggestions based on the findings.

NEED FOR THE STUDY
In current scenario, every organization wants more output in comparison of less input, it can be possible when working employee find its working place comfortable as per the job requirement. So it’s very important for an organization to make a Quality relationship between its employees and working environment. Now-a-days, there is no balance between the family and work life due to job pressure and conflicting interests and over-socialization that lead to too much of interest about the co-workers for satisfaction of their ego, creating problems in the minds of neighbors.
data. Secondary data was collected from the books, journals, company records, website, and magazine etc.

**STATISTICAL TOOLS AND TECHNIQUES USED**

The collected data were analysed by using appropriate statistical tools and techniques. The following tools were used for the study.

- Percentage analysis
- Chi-square analysis
- Anova analysis
- Weighted average

**ANALYSIS AND INTERPRETATION**

This chapter deals with the analysis and interpretation of A STUDY ON QUALITY OF WORK LIFE IN SALZER ELECTRONICS PRIVATE LIMITED, COIMBATORE. The data collected from the samples have systematically applied and presented in the tables under various headings in the following pages. They were also arranged in such a way that, a detailed analysis can be made so as to present suitable interpretation for the same. The following tools and techniques were used for analysis of the data collected.

- Percentage Analysis
- Chi-Square Analysis
- One-Way ANOVA
- Weighted Average

**II. CHI – SQUARE ANALYSIS**

Chi-square test is a statistical technique used to test significance in the analysis of frequency distribution. It is also used to determine whether there is significant association between two populations.

**EDUCATIONAL QUALIFICATION AND GROWTH & DEVELOPMENT**

H₀₀: There is no significant association between educational qualification and growth development.

<table>
<thead>
<tr>
<th>EDUCATIONAL QUALIFICATION</th>
<th>GROWTH &amp; DEVELOPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Strongly Agreed</td>
</tr>
<tr>
<td>School level</td>
<td>4</td>
</tr>
<tr>
<td>Diploma</td>
<td>4</td>
</tr>
<tr>
<td>Under Graduate</td>
<td>2</td>
</tr>
<tr>
<td>Post Graduate</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>15</td>
</tr>
</tbody>
</table>

**CHI - SQUARE TEST RESULT**

<table>
<thead>
<tr>
<th>CALCULATED VALUE</th>
<th>TABLE VALUE</th>
<th>D.F.</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.708</td>
<td>21.026</td>
<td>12</td>
</tr>
</tbody>
</table>
null hypothesis is accepted and it is concluded that there exists no significant difference between Educational qualification and training & development

**PRESENT DESIGNATION AND CHANCE OF PROMOTION**

H\(_{10}\): There is no significant difference between Present designation and chance of promotion

**Table 4.25. Present Designation and Chance Of Promotion**

<table>
<thead>
<tr>
<th>SOURCE</th>
<th>SUM OF SQUARES</th>
<th>DF</th>
<th>MEAN SQUARE</th>
<th>F</th>
<th>SIG</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between Groups</td>
<td>6.233</td>
<td>2</td>
<td>3.116</td>
<td>6.232</td>
<td>0.002</td>
<td>ACCEPTED</td>
</tr>
<tr>
<td>Within Groups</td>
<td>123.511</td>
<td>248</td>
<td>0.500</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>129.744</td>
<td>250</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Primary Data

One way ANOVA was applied to find whether there is a significant difference between Present designation and chance of promotion. The ANOVA result shows that the calculated F-value is 6.232 which is less than the table value of 1.163 at 5% level of significance established a good relationship with chance of promotion. Therefore the null hypothesis is accepted and it is concluded that there exists no significant difference between Present designation and chance of promotion.

**WEIGHTED AVERAGE**

To estimate and compare the mean satisfaction scores on various constraints using rating score, for this purpose the qualitative data is converted into quantitative one using 3 point, 4 point and 5 point scaling technique. Here 5 point rating scale is used by assigning:

- For Very Low
- For Low
- For Neutral
- For High
- For Very High

**Table 4.26. Constraints Faced by The Employees**

<table>
<thead>
<tr>
<th>FACTORS</th>
<th>MEAN SCORE</th>
<th>RANK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary and bonus constraints</td>
<td>3.94</td>
<td>3</td>
</tr>
<tr>
<td>Constraints related to allowances and other benefits</td>
<td>3.94</td>
<td>3</td>
</tr>
<tr>
<td>Working environment constraints</td>
<td>3.95</td>
<td>2</td>
</tr>
<tr>
<td>Constraints in timing</td>
<td>3.96</td>
<td>1</td>
</tr>
<tr>
<td>Constraints on superior and subordinate relationship</td>
<td>3.91</td>
<td>4</td>
</tr>
<tr>
<td>Adequate Recreation Facilities</td>
<td>2.24</td>
<td>6</td>
</tr>
<tr>
<td>Adequate break time / Time of interval</td>
<td>2.21</td>
<td>7</td>
</tr>
<tr>
<td>Constraints in Performance appraisal method</td>
<td>3.87</td>
<td>5</td>
</tr>
</tbody>
</table>

It is observed from the above table that the mean average score on various constraints faced by the employees ‘Constraints in timing’ is the highest, followed by the working environment constraints, salary & bonus constraints, constraints related to allowances and
• Majority 85.2% of the respondents have ‘Agreed’ that they have ‘Opportunities at work to learn and grow’.

SUPERIOR-SUBORDINATE RELATIONSHIP
• Majority 58% of the respondents have ‘Agreed’ that their ‘superior highly motivates them’.
• Majority 58% of the respondents have ‘Agreed’ that ‘superior shows concern towards welfare activity of the employees’.

JOB SATISFACTION
• Majority 66.8% of the respondents have ‘Agreed’ that their ‘work gives them a feeling of accomplishment and pride’.
• Majority 65.6% of the respondents have ‘Agreed’ that their ‘views and participation were well valued’.

QUALITY OF WORK LIFE (QWL) OF EMPLOYEES
To study on opinion about the quality of work life in Salzer Electronics Private Limited, the respondents were asked to rate the factors on 5 points scale which was classified under 5 categories such as Personnel Development, Working Environment, Organizational Culture and Climate, Relation and Co-operation and Training and Development. The researcher obtained the following findings from the data analysis.

PERSONAL DEVELOPMENT
• Majority 94% of the respondents have ‘Agreed’ that ‘Working experience provided by the company improves their ability’.
• Majority 90.4% of the respondents have ‘Agreed’ that ‘company provided opportunity for their career development’.

WORKING ENVIRONMENT
• Majority 89.6% of the respondents have ‘Agreed’ that ‘Physical environment in the organization is comfortable’.
• Majority 85.2% of the respondents have ‘Agreed’ that ‘working environment facilities helps them to do good jobs’.

ORGANIZATIONAL CULTURE AND CLIMATE
• Majority 70% of the respondents have ‘Agreed’ that their ‘Duty and responsibilities are well scheduled in their organization’.
• Majority 60% of the respondents have ‘Agreed’ to the factor that ‘management and union had good relation to ensure important decision for the employees’.

RELATION AND CO-OPERATION
• Majority 62.8% of the respondents have ‘Agreed’ that there exists ‘Harmonious relationship with the colleagues in the workplace’.
• Majority 61.2% of the respondents have ‘Agreed’ that there exists ‘Good relationship with their superiors in the organization’.
REWARD SYSTEM

- Majority 57.6% of the respondents were ‘Satisfied’ with the degree to which the organization’s reviewed system allows members to be recognized and rewarded for good work.
- Majority 61.2% of the respondents were ‘Satisfied’ with the recognition given to an individual or group as they were rewarded.

OVERALL SATISFACTION

- Majority 78.8% of the respondents were ‘Satisfied’ with the experience and quality of their work life in general.
- Majority 78% of the respondents were ‘Satisfied’ with the level of satisfaction on quality of work in the organization.

CONSTRAINTS FACED BY THE EMPLOYEES

The respondents were asked to rate the degree of factor related to constraints under 5 points scale classified under 8 categories like Salary and Bonus constraints, Constraints Related to Allowances and other benefits, Working Environment Constraints, Constraints in timing, Constraints on Superior and Subordinate Relationship, Adequate Recreation Facilities, Adequate Break Time/Time of Interval, Constraints in Performance Appraisal Method. The following finding shows the degree of constraints which was at high level and which is at low level to them.

- Majority 91.2% of the respondents have remained ‘Neutral’ with regard to Salary & Bonus constraints.
- Majority 92% of the respondents have remained ‘Neutral’ with the Constraints related to allowances and other benefits.
- Majority 93.2% of the respondents have remained ‘Neutral’ with the working environment constraints.
- Majority 92% of the respondents have faced ‘High’ level of constraints in timing of work.
- Majority 88.8% of the respondents have remained ‘Neutral’ related to the constraints on superior and subordinate relationship.
- Majority 83.2% of the respondents remained ‘Neutral’ with the adequate recreation facilities constraints.
- Majority 83.6% of the respondents stated ‘High’ level to the constraints of adequate break time.
- Majority 83.6% of the respondents have remained ‘Neutral’ with the constraints in performance appraisal method.

CHI – SQUARE ANALYSIS

- There is significant association between age and remuneration.
- There is significant association between gender and superior – subordinate relationship.
- There is no significant association between marital status and Personnel development.
- There is no significant association between educational qualification and growth & development.
- There is significant association between present designation and job security.
they are equipped to develop their work force and enjoy their commitment of work. Employees satisfaction in relation to rate of pay, chance of promotion, job security and reward system are the good predictors towards employees satisfaction. If the employees are relatively satisfied with the quality of work life provided by the organization, the stronger the commitment will be to the organization. There are some dissatisfaction regarding certain constraints, so management can identify the strategic gap (if any) in the organization and can take further necessary actions to improve the satisfaction level of employees.

It may be concluded that though the overall quality of work life is good, improvement in certain areas like allocation of work, job training facilities, performance appraisal method, recreation facilities, may be done to facilitate better quality of work life. Periodic survey may also be helpful to identify these areas were improvement in quality of work life is needed.

**REFERENCE**


