

## EMPLOYEE SATISFACTION TOWARDS QUALITY OF WORK LIFE OF PRIVATE EMPLOYEES IN NAMAKKAL CITY

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**Abstract**—Work is an integral part of everyday life, as it is our livelihood or career or business. On an average, we spent twelve hours' daily life and it is the one third of our entire life. Research on quality of work life is considered to be more important at the individual and organization level. Quality of work life is considered for both the employees and organization and it is involved with job satisfaction, productivity, job involvement, job enrichment etc. The success of any organization is highly dependent on how it attracts recruits, motivates, and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their workforce and enjoy their commitment. This study is made attempt to analyses the "Quality of work life among employees". In order to improve quality of work life, various coping techniques have been suggested to upgrade the employee's attitude towards their job and the working environment in the organization.

**Keywords**— Job satisfaction, Productivity, Recruitment, Motivation, Quality of work life

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### INTRODUCTION

Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfilled are said to have a low quality of work life. Quality of work life is viewed as an alternative to the control approach of managing people. The quality of work life approach considers people as an 'Asset' to the organization rather than as 'Costs'. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, organizations need to concentrate on job designs and organization of work. Further, today's workforce is realizing the importance of relationships and is trying to strike a balance between career and personal lives.

### Meaning and Concept of Employee Job Satisfaction

Different authors have defined job satisfaction on their aspects

E. A. Locke quoted as "Job Satisfaction is a pleasurable or positive emotional state from the appraisal of one's job or experience."

Keith Davis stated as "Job satisfaction is a set of the favorable or unfavorable feelings with which employees view their work."

Vroom said about job satisfaction as "Job satisfaction is generally considered to be an individual's perceptual or emotional reaction to important parts of work."

From the above discussion and definition of some famous authors about job satisfaction, we can conclude that Job satisfaction is the attitude which feels an employee or worker regarding his job. It may be positive or negative. The condition is totally depended on the person's mind.

### Factors Affecting Employee Job Satisfaction

1. Working Conditions

2. Opportunity for Advancement
3. Workload and Stress Level
4. Respect from Co-Workers
5. Relationship with Supervisors
6. Financial Rewards

#### **How to Improve Employee Job Satisfaction**

- ❖ Provide a positive working environment
- ❖ Reward and recognition
- ❖ Involve and increase employee engagement
- ❖ Develop the skills and potential of your workforce
- ❖ Evaluate and measure job satisfaction

#### **Meaning and Concept of Quality of Work Life**

It refers to the favourableness or unfavourableness of a job environment for people. QWL means different things to different people. J. Richard and J. Loy define QWL as “the degree to which members of a work organization are able to satisfy important personnel needs through their experience in the organization.”

Quality of work life improvements are defined as any activity which takes place at every level of an organization, which seeks greater organizational effectiveness through the enhancement of human dignity and growth a process through which the stockholders in the organization management, unions and employees learn how to work together better to determine for themselves what actions, changes and improvements are desirable and workable in order to achieve the twin and simultaneous goals of an improved quality of life at work for all members of the organization and greater effectiveness for both the company and the unions.

#### **Factors Affecting Quality of Employee Work Life**

Richard E. Walton explains quality of work life in terms of eight broad conditions of employment that constitute desirable quality of work life. He proposed the same criteria for measuring QWL. Those criteria include:

1. Adequate and Fair Compensation
2. Safe and Healthy Working Conditions
3. Opportunity to Use and Develop Human Capacities
4. Opportunity for Career Growth
5. Social Integration in The Work Force
6. Constitutionalism in The Work Organization
7. Work and Quality of Life
8. Social Relevance of Work
9. Quality Circles

#### **OBJECTIVES OF THE STUDY**

- To know the private organization employee’s quality of work life in Namakkal city.
- To identify the factors affecting employee’s quality of work life Namakkal city.
- To give suggestions for improving employee’s quality of work life Namakkal city.

#### **SCOPE OF THE STUDY**

- The study helps is to know about the quality of work life towards private employees
- The study will find employees opinion about private employees’ attitudes about quality of work life.

#### **LIMITATION OF THE STUDY**

- The study is limited to Namakkal city only.
- It is only study about the quality of work life towards private employees.
- The data collected from the sample may not be completely appropriate.

#### **METHODOLOGY**

##### **Sample**

It is the process of selecting representation subset of a total population for obtaining data for the study of the whole population the subset is known as sample. The sample size is selected for the study 46 employees. The techniques of sampling unit in this study are Convenience sampling.

##### **Tools for Data Collection**

- Primary data
- Secondary data

**Primary Data**

Data collected by a researcher is known as primary data. Which are collected a fresh and for the first time and thus happen to be original character. It is collected by a person for his own use obtained from findings. This is considered as first and information. This is that data which is collected by us to meet our own specific purpose. The data is collected by the means of questionnaire filled in by the employees’ satisfaction quality of work life among private employees.

**Secondary Data**

Secondary data are those which have already been collected by someone else and which have already been used by the some of person. In this study facts were collected from the text books, journals magazines and wed sites.

**RESEARCH AND DISCUSSION**

**Table 1: Relationship between the Work Experience and Quality of Work Life**

Experience in Year	Quality of Work Life		Total
	Yes	No	
0-5	25	2	27
5-10	13	0	13
10-15	4	0	4
15-20	2	0	2
Total	44	2	46

**HYPOTHESIS**

H<sub>0</sub>: There is no significance relationship between the working experience of employees and their opinion about Quality of work life.

H<sub>1</sub>: There is a significance relationship between the working experience of employees and their opinion about Quality of work life.

**Table 2: Chi-Square Tests**

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.471	3	0.689

The above table show the chi square test of Experience and which quality of work life. it reveals that there is an relationship between Experience and which quality of work life because the p value (0.689) is greater than the significant value 0.05 therefore the null hypothesis is rejected and the alternative hypothesis is accepted.

**CONCLUSION**

This study is undertaken with the objective of knowing the employee level of satisfaction towards quality of work life prevailing in Private organization in Namakkal city. Since it is an internship the survey has been conducted among 46 employees using a structured questionnaire. The findings of the study reveal that majority of the employees are satisfied with major satisfaction determining factors with respect to quality of work life like payment, promotion, interpersonal relation, workload, work condition, working time and job involvement. We here by conclude that the private employees in Namakkal organization have good quality of work life.

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