

## A STUDY ON QUALITY OF WORK LIFE AMONG THE EMPLOYEES IN GOLDEN SPINNING MILLS (P) LTD, SALEM

**A.Divakar**

Final Year MBA Student, Gnanamani College of Technology, Namakkal

---

**Abstract**— *Quality of work life is the degree to which individuals are able to satisfy their important personal needs while employed by the firm. Quality of work life refers to level of satisfaction, motivation, involvement and commitment individuals experience with respect to their lives at work. Quality of work life is a process in organizations, which enables its members at all levels to participate actively and effectively in shaping the organization environment, methods, and outcomes. The objective of the study is to help the organization to know the level of satisfaction of the workers and executives at various hierarchical levels, towards the facilities and welfare amenities provided by them and also to find out the challenges and difficulties faced by the management in providing better quality of work life to the employees. This survey is done within the organization. The sample size is 100. The data was collected by administering questionnaire and by adopting direct personal contact method. The persons met are all employees of the concern. Collections of data were analyzed and tabulated in a sequential manner and the interpretations are given along with the tabulation. The conclusion and suggestion are also given in this report for the improvement of this system in the organization.*

---

### INTRODUCTION

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 has gained deserved prominence in the Organizational Behavior as an indicator of the overall of human experience in the work place. It plays a key role in any organization and has an effect on the people, their work, performance and self development as well as organization’s development. It basically refers to relationship between the employees and the ecosystem in which he works. It focuses on creating a working environment where employees work co – operatively and achieve results collectively.

According to **J. Richard and J. Loy**, "Quality of work life is the degree to which members of a work organisation are able to satisfy important personal needs through their experiences in the organisation".

While the task force set in 1979 by the American Society for Training and Development [ASTD] defined Quality of work life as a process of work organisation which enables its members at all levels of to actively participate in shaping the organization’s environments, methods and outcomes. This value based process is aimed towards meeting the twin goals of enhanced effectiveness of organisation and improved quality of life at work for employees. Quality of work life efforts are systematic efforts made by an organisation to give its employees a greater opportunity to affect the way in which they do their jobs and the contributions they make to the overall effectiveness of their organisation.

### REVIEW OF LITERATURE

**Hall & Richter (1988) Work Life Balance Among Women Employees, Volume: Xii, Issue:1, Pp 24-35:**

In this article titled that work life balance. It was taken from company website. As organization move towards more participative and flat structures where fewer employees are expected to manage increased workloads, the demands of the environment increase, and maintaining the balance between the demands of a career and life responsibilities becomes more difficult.

**Kossek Et Al, Work Life Balance And Autonomy Why Do It Professionals Choose Self Employment, Indian Journal Of International Society 1944 Volume: Xxxiii, Issue: 3, Pp: 406 – 418**

In this article titled that why do IT professionals choose self employment? Employees as important organizational stakeholders, expect their employers to be responsive to their need to balance work and life commitments.

**GROVER & CROOKER (1995) COMPARING WORK LIFE CONFLICT IN EUROPE, THE NEXT GENERATION OF CAREER SUCCESS: VOLUME: X, ISSUE:1, PP: 86-103:**

This research titled that 'EVIDENCE FROM THE EUROPEAN SOCIAL SURVEY' There is increasing awareness of the benefits of more flexible HR Strategies, reflecting increasing recognition of the fact that work and other life commitments cannot easily be separated

**MACRAN, JOSHI & DEX (1996) DETERMINANTS OF WORK LIFE BALANCE SHORTCOMINGS IN THE CONTEMPORARY MEASUREMENT THE ICFAIAN JOURNAL OF MANAGEMENT RESEARCH: VOLUME: VI, ISSUE: 10, PP: 37-49**

Work life balance strategies with regard to matters such as temporal flexibility, leave benefits, and interpersonal relationships have the potential to reduce or increase stress on workers with life responsibilities. The provision of work life balance strategies can provide a positive and direct impact on an employee's decision to remain with an employer.

**COX & BLAKE, 1991; ROBINSON & DECHANTS, 1997 ALTERNATE WORK SCHEDULES AND WORK LIFE BALANCE, INTERNATIONAL JOURNAL OF FAMILY AND ECONOMIC ISSUES, VOLUME: 22(2), SUMMER 1991.**

There is a need for organizations in the current business environment to adopt HR strategies and policies that accommodate the work/life needs of the diverse workforce and work life balance strategies are a key element of this.

**KOSSEK ET AL, 1994; YEUNG BROCK BANK & ULRICH, 1996; DOWLING & FISHER, 1997, WORK LIFE BALANCES IN PROFESSIONAL SERVICE FIRMS, UCD SCHOOL OF SOCIOLOGY**

The adaptation of a wide range of a work life balance strategies, to deal with a variety of employees needs and demands, will have the potential for significant positive outcomes for the organization.

**BOND, GALINSKY & SWANBERG, 1997 THE EFFECT OF UNION TYPE ON WORK LIFE CONFLICT IN FIVE EUROPEAN COUNTRIES, INSTITUTE OF SOCIOLOGY,**

The importance of work life balance has increased as a corollary of increasing workforce diversity. The focus here is on investigating how cohabiting and married individuals perceive the work life conflict in different European countries.

There is significant discussion over the terminology used to capture the issues related to the ability of finding a satisfying combination of paid work and private life. Initially, the terms 'family responsive workplace' and 'family-friendly policies' were used.

**Rappports et al. 2002** explained that defining concerns about the combination of paid work and private life as family issues implied that they were women's issues which resulted in a marginalization of work - family initiatives and create gender inequities in the work place.

**Smithson and stoke 2005** argue that the gender-neutral term work life balance, does not, infect, change the highly gendered assumptions and category under pinning it, such as generic female parent. On the contrary, the authors maintained that the use of gender-neutral terms suggest that organization have become level playing fields for women and men and that positive discrimination or different policies are no longer needed. It appears that the term work-family over emphasized the responsibility of women for care work with negative consequences for gender equity while the term life renders invisible the real gender inequities that persist in work places and families.

**Lewis 1997** argued that the family-friendly is problematic because it does not acknowledge the nature and complexity of the family more over she pointed out that the term friendly could be outer rated as a favor on the part of the company rather than an entitlement to the employee. Partly in response to the perceived problems of the term family-friendly, work-family policies became the accepted term in America in the late 1990s (Friedman&Johnson,1997).

**Friedman Johnson 1997** also state that concerns about equity and backlash from employees without family responsibilities associated with the term work-family led to the adoption of work life terminology to include single people and those not in traditional families and, thus, represented a broader approach concept arising work life issues.

Work life balance can be regarded as the dominant term used by researchers, practitioners and other stakeholders since the late 1990s, although all other terms are still used to a lesser degree.

**Pocock 2005** maintains that issues of work family are a major subset of work life issues and arise from women's ongoing main responsibility family care my choice of parental leave as the work life policy under investigation appears to align more closely with a work-family rather than work life approach .

**Crompton & Lyonette 2006** acts as a predictor of work-life conflict as women are traditionally expected to continue their role as care givers and up keepers of the household while simultaneously continuing their career

**Rapport and colleagues** in three related publications(Rapport et al.,2002;S.Lewis et al.,2003; Gambles,Lewis,&Rapoport,2004) argue the there are significant problems with the term work balance because it implies that work is not part of life , that it ignores that the distinction between paid and unpaid work and that everyone's times should be split equally between work and lifework life balance suggest that work and the rest of life are somehow mutually exclusive and , therefore, fails to capture the skills transfer between the difference aspect of life.

**Sturges & Guest 2004** Work-life balance is defined as 'satisfaction and good functioning at work and at home with a minimum of role conflicwork-life conflict, is the unacceptable levels of conflict between work and personal demands. It is believed that work-life balance has recently arisen as a problem due to the increased amount of women in the workforce. When the average worker was full time, often a man and women were homemakers there were rarely work life balance issues. The balance between employment and child raising was resolved by the clear separation of the two family roles, the domestication of the females and the breadwinning male providers.

**Konrad & Mangel 2001.** As a consequence, women spend more hours on household chores and less hours in paid employment than men, but women spend more hours on work and family activities in total.

This increase in demands on working females can lead to negative consequences for organizations such as increased stress levels, increased absenteeism, increased employee turnover, lower levels of job commitment

**Zedeck and Mosier 1990 and O'Driscoll 1996** note that there are typically five main models used to explain the relationship between work and life outside work. The segmentation model hypothesizes that work and non-work are two distinct domains of life that are lived quite separately and have no influence on each other. In contrast, a spillover model hypothesizes that one world can influence the other in either a positive or negative way. The third model is a compensation model which proposes that

**Hosseini and Jorjatki (2010)** through their research study stated that career satisfaction, career achievement and career balance are not only the significant factors to attain good quality of work life. Motivation, job enrichment, staff and managers' attitude towards motivation, fair compensation policies, growth opportunities and promotional policies improves the productivity and also results in good quality of work life.

**Subburethina Bharathi (2011)** studied the standard of quality of work life dimensions of college teachers. The results of the study revealed that there is a significant association between quality of work life and quality of life in teaching environment. It shows QWL of college teachers is in low level. The author opined that improved flexible working environment is found to be successful in Europe, Japan, United States and Canada and according to traditional teachings, the workplace is a temple and work is worship. Improved flexible working environment and planned change in working environment will improve the standard of quality of working conditions in India. This research study was focused to enhance the QWL of the college teachers by integrating the task role and social role.

**Stephen (2012)** has suggested the following factors to enhance the quality of work life in organisations. The factors are adequate and fair compensation, fringe benefits and welfare measures, job security, physical work environment, work load and job stress, opportunity to use and develop human capacity, opportunity for continued growth, human relations and social aspect of work life, participation in decision making, reward and penalty system, equity, justice and grievance handling, work and total life space and image of the organization.

**Jayakumar & Kalaiselvi (2012)** through their work/study recommended few steps to improve the Quality of Work Life and also discussed the barriers and issues in QWL. The results of the study disclosed that there is a positive and significant association between the QWL and employees' job satisfaction. The QWL practices in organisations involve acquiring, training developing, motivating and appraising for the best performance of the employees as per organisational objectives. The QWL practices help the organisations to deliver a balanced relationship among work, non-work and family aspects of life.

**Vijayalakshmi & Loganayaki (2013)** state that quality of work life is a process of responding to employee needs for developing mechanisms by the organisation.150 respondents through convenience sampling method were chosen to

participate in the study and they have rendered their opinion to the questionnaire. For this descriptive study, chi square analysis, correlation analysis and one way Anova were used to analyze the data. The results of the study indicate that Organization's effective training programmes have a significant effect in quality of work life. Working conditions, interpersonal relationship, career growth and development, work life and relative facilities are the other contributing factors to QWL and also leads to employee satisfaction which ensures the overall organization performance.

**Arun Vijay (2014) et al** conducted a study on quality of work life among the call center workers in India. Two hundred employees working in call center were participated as respondents in the study. Six constructs viz. general well-being, control at work, home-work interface, job career satisfaction, stress at work and working conditions were used in the study. The results of the study revealed that overall, 55% of the call center employees in India are satisfied with the Quality of work life. The study further revealed that there is a significant relationship between the work-related quality of life and the selected demographic variables such as age, gender and duration of employment of the call center employees in India.

**Balaram et al (2015)** in their study stated that using quality of work life worker's potential will have an optimum utilization for the better performance of the organisations. The authors suggested that quality of work life ensures greater participation and involvement of workers, makes work easier and improves quality and efficiency. This study verified the literatures available on quality of work life and based only on secondary data. Authors of this study concluded that a happy worker concentrates more on work and contributes to productivity and he is satisfied. The duty of the management is to provide an environment with effective QWL policies to the employees.

### **SATAEMENT OF THE PROBLEM**

Quality of work life in an organization is essential for the smooth running and success of its employees. The work life balance must be maintained effectively to ensure that all employees are running at their peak potential and free from stress and strain. The quality of work life can affect such things as employees' timings, his or her work output, his or her available leaves, etc. Quality of work life helps the employees to feel secure and like they are being thought of and cared for by the organization in which they work. An organization assumes responsibility for the effective running of the quality of work life for their employees. This being the real fact and since there was absenteeism and lack of job satisfaction among the workers.

### **SCOPE OF THE STUDY**

- The study will help to know the important factors contributing to quality of work life of employees and to improve their job performance.
- The study expresses the opinions of the employees on their satisfaction, motivational factors, commitment and involvement level at the Golden Spinning Mills (P) Ltd, Salem, the response of the employee could be biased.
- Quality of work life is an perspective concept. It attempts to design work environment so as to concern for human welfare.

### **OBJECTIVES OF THE STUDY**

- To evaluate and analyze the Quality of work life .
- To study the factors leading to/determinants of Quality of work life.
- To examine the impact of welfare measures on Quality of work life.
- To enumerate the aspects of quality of work life and suggest measures in improving quality of work life.
- To find out areas requiring improvement in quality of work life and suggest measures to achieve them.

### **LIMITATIONS OF THE STUDY:**

- As this is an academic effort it may suffer from limitations of cost, time and geographical coverage.
- The generalization of the findings and suggestions are applicable only to the manufacturing industries of the like and the size.
- The suggestions made in the project may require policy decisions from the top management for implementing certain changes suggested.

## **RESEARCH METHODOLOGY**

### **INTRODUCTION ABOUT RESEARCH DESIGN:**

A research design is a basis of frame work, which provides guidelines for the rest of research process. It is the map of blueprint according to which, the research is to be conducted. The research design specifies the method of study. Research design is prepared after formulating the research problem.

According to Russell Ack off, research design is the process if making decisions before a situation arises in which the decision has to be carried out. It is actually a process of deliberate anticipation directed towards bringing an unexpected situation under control.

Like an architect prepares a blue print before he approves a construction- in the same way researcher makes or prepare a plan or a schedule of his own study before he starts his research work. This helps the researcher to save time and also save some of his crucial resources. This plan or blue print of study id referred to as the research design

Designing of the research is done mainly to solve the problem of getting the various stages of the research under control. This control factor is very important for the researcher during any of the research operation. Preparation of the design for the research forms a very critical stage in the process of carrying out some research project

Research design in general terms can be referred to as the scheme of work to be done or performed by a researcher during the various stages of a research project.

With the help of the research design, one can very easily handle and operate research work as research design acts as a working plan, which is made by a researcher even before he starts working on his research project. By this, researcher gets a great help and guidance in achieving his aims and goals.

### **RESEACH DESIGN:**

Research methodology is a way to systematically solve the research problem. It deals with the objective of a research study, the method of defining the research problem, the type of hypothesis formulated, the type of data collected, method used for data collecting and analyzing the data etc.,

“The procedures by which researcher goes about their work of describing, explaining and predicting phenomenon are called methodology”

### **TYPES OF RESEARCH:**

#### **DESCRIPTIVE RESEARCH:**

The study follows descriptive research method. Descriptive studies aims at portraying accurately the characteristics of a particular group or situation, descriptive research is concerned with describing the characteristics of a particular individual or group. Here the researcher attempts to describe the existing facts by the existing data.

#### **SAMPLE DESIGN:**

Sampling design is a design, or a working plan, that specifies the population frame, sample size, sample selection, and estimation method in detail. Objective of the sampling design is to know the characteristic of the population.

A sample design is made up of two elements

#### **SAMPLING METHOD:**

Sampling method refers to the rule and procedures by which some elements of the population are included in the sample. Some common sampling method are simple random sampling , stratified sampling , and cluster sampling.

#### **ESTIMATOR:**

The estimation process for calculating sample statistics is called the estimator. Different sampling methods may use different estimators. For example, the formula for computing a mean score with a simple random sample is different from the formula for computing a mean score with a stratified sample. Similarly, the formula for the standard error may vary from one sampling method to the next.

The “best” sample design depends on survey objectives and on survey resources. For example, a researcher might select the most economical design that provides a desired level of precision. Or, if the budget is limited, a researcher might choose the design that provides the greatest precision without going over budget.

## **SAMPLING:**

Sampling is the process of selecting units (e.g. people, organization) from a population of interest so that by studying the sample we may fairly generalize our results back to the population from which they were chosen.

### **TYPE OF SAMPLING:**

#### **PROBABILITY SAMPLING:**

Probability methods require a sample frame (a comprehensive list of the population of interest). Probability methods rely on random selection in a variety of ways from of the sample frame of the population. They permit the use of higher level statistical techniques which require random selection, and allow you a calculate the difference between your sample results and the population equivalent value so that you can confidently state that you know the population values

#### **SAMPLING TECHNIQUES:**

Sampling technique used in this study is ‘Simple Random Sampling’.

In simple random sampling, each item or element of the population has an equal chance of being chosen at each draw. A sample is random if the method for obtaining the sample meets the criterion of randomness (each element having an equal chance at each draw). The actual composition of the sample itself does not determine whether or not it was a random sample.

#### **SAMPLE SIZE:**

The sample size taken for this study is 100 out of 125

#### **DATA COLLECTION METHOD**

Data are the raw materials in which marketing research works. The task of data collection begins after research problem has been defined and research design chalked out. Data collected are classified into primary data and secondary data.

#### **PRIMARY DATA:**

Data collected directly from the respondents

#### **METHODS OF PRIMARY DATA:**

There are methods of primary data

#### **DATA PERSONAL INTERVIEW:**

- Under this method the investigate himself goes to the field of enquiry and collects the data
- Either by observation or through personal interview with the information present in the field
- The information or data thus collected will be first hand or original in character.

#### **STRUCTURED QUESTIONNAIRE:**

- Closed or structured questionnaire are a quantitative method of research, it is a positivist research method.
- It includes the low level of involvement of the researcher and high number of respondents ( the individuals who answer the questions)

#### **RESEARCH INSTRUMENTS:**

A research instrument is what you use to collect the information in a qualitative field study or observation. It helps you keep track of what you observe and how to report it. It must be both valid and precise. Research instruments are used to gauge some quality or ability of your subjects. The purpose of the instrument is to elicit the data for your study.

#### **TOOLS FOR STATISTICAL ANALYSIS:**

- Simple Percentage Method

**DATA ANALYSIS AND INTERPRETATION**

**TABLE NO: 1**  
**AGE OF RESPONDENTS**

<b>AGE</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Below 30	10	10
31-40 years	15	15
41-50 years	29	29
Above 50 years	46	46
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 10% of the respondents belong to below the age of 30, 15% of the respondents belong to the age group of 31-40, 29% of the respondents belong to the age group of 41-50, 46% of the respondent belong to the age group of above the age of 50. Thus the majority 46% of respondents belong to the age group of above the age of 50.

**TABLE NO: 2**  
**GENDER OF RESPONDENTS**

<b>GENDER</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Male	90	90
Female	10	10
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 90% of the respondents are belongs to male and 10% of the respondents are belongs to female. Thus the majority 90% of respondents are male.

**TABLE NO: 3**  
**MARTIAL STATUS OF RESPONDENTS**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Married	70	70
Unmarried	30	30
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 70% of the respondents are belongs to married and 30% of the respondents are belongs to unmarried. Thus the majority 70% of respondents are married.

**TABLE NO: 4**  
**EDUCATIONAL QUALIFICATION OF THE RESPONDENTS**

<b>EDUCATIONAL QUALIFICATION</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
SSLC	24	24
HSS	36	36
UG	22	22
PG	14	14
Other Specific	4	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 24% of the respondents belong to the SSLC, 36% of the respondents belong to HSS, 22% of the respondents belong to UG, and 14% of the respondents belong to PG and 4% of the respondents other specific educational Qualification. Thus the majority 36% of respondents belong to HSS educational qualification.



**TABLE NO: 5**  
**EXPERIENCE OF THE RESPONDENTS**

<b>EXPERIENCE</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Below 3 years	35	35
Between 3-4 years	24	24
Between 4-5 years	26	26
Above 5 years	15	15
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION:**

The above table shows that, 35% of the respondents experience below 3 years, 24% of the respondents experience is between 3-4 years, 26% of the respondents experience are between 4-5 years and 15% of the respondents experience are above 5 years. Thus the majority 35% of the respondent's experiences are below 3 years.

**TABLE NO: 6**  
**CLASSIFICATION OF THE RESPONDENT'S MONTHLY INCOME LEVEL**

<b>INCOME LEVEL</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Below Rs.5,000	14	14
Rs.5,001 – Rs.10,000	41	41
Rs.10,001 – Rs.20,000	22	22
Above Rs.20,001	23	23
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows the income of the respondents level 14% of the respondents come under the income level of below Rs.5,000, 41% of the respondents come under the income level of Rs.5,001 – Rs.10,000, 22% of the respondents come under the income level of Rs.10,001 to Rs.20,000 and 23% of the respondents come under the income level of above Rs.20,001. Thus the majority 41% of respondents come under the income level of Rs.5,001 – Rs.10,000.

**TABLE NO. 7****TRAINING OF ENRICHING THE SKILLS OF EMPLOYEES**

<b>PARTICULARS</b>	<b>NO.OF RESPONDNETS</b>	<b>PERCENTAGE</b>
Yes	80	80
No	20	20
<b>Total</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that training enriching the skills of employees, 80% of the respondents are said yes, 20% of the respondents are said not for chance for own performance. Majority 80% of the respondents are said to yes for training enriching the skills of employees.

**TABLE NO: 8****TRAINING OPPORTUNITIES HELPS TO IMPROVING QUALITY OF WORK LIFE**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Strongly agree	20	20
Agree	48	48
Neutral	25	25
Disagree	5	5
Strongly disagree	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 20% of the respondents are strongly agree, 48% of the respondents are agree, 25% of the respondents are neutral, and 5% of the respondents are disagree and 2% of the respondents are strongly disagree. Thus the majority 48% of respondents are agree to the training opportunities helps to improving quality of work life.

**TABLE NO 4.9****TABLE SHOWING JOB SECURITY OF EMPLOYEES**

<b>PARTICULARS</b>	<b>NO.OF RESPONDNETS</b>	<b>PERCENTAGE</b>
Yes	90	90
No	10	10
<b>Total</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that job security of employees, 90% of the respondents are said yes, 10% of the respondents are said not for chance for own performance. Majority 90% of the respondents are said to yes for job security of the employees.

**TABLE NO: 10**

**ORGANISATION PROVIDES OPPORTUNITIES TO DEVELOP MY OWN ABILITIES**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Strongly agree	10	10
Agree	49	49
Neutral	34	34
Disagree	4	4
Strongly disagree	3	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 10% of the respondents are strongly agree, 49% of the respondents are agree, 34% of the respondents are neutral, and 4% of the respondents are disagree and 3% of the respondents are strongly disagree. Thus the majority 49% of respondents are agree to the organization provide opportunities to develop my own abilities.

**TABLE NO: 11**

**QUALITY TOOLS AND TECHNIQUES**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Strongly agree	20	20
Agree	54	54
Neutral	23	23
Disagree	2	2
Strongly disagree	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 20% of the respondents are strongly agree, 54% of the respondents are agree, 23% of the respondents are neutral, and 2% of the respondents are disagree and 1% of the respondents are strongly disagree. Thus the majority 54% of respondents are agree quality tools and techniques to do the job.

**TABLE NO: 12**

**ORGANISATION PROVIDES INSTRUCTION TO GET JOB DONE**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Strongly agree	18	18
Agree	50	50
Neutral	27	27
Disagree	3	3
Strongly disagree	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 18% of the respondents are strongly agree, 50% of the respondents are agree, 27% of the respondents are neutral, and 3% of the respondents are disagree and 2% of the respondents are strongly disagree. Thus the majority 50% of respondents are agree to the organization provides instruction to get job done.

**TABLE NO: 13**

**OFTEN TO THE WORK STRESSFUL**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Always	10	10
Often	32	32
Sometimes	58	58
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 10% of the respondents are always, 32% of the respondents are often and 58% of the respondents are sometimes. Thus the majority 58% of respondents are sometimes often to do work stressful.

**TABLE NO: 14**

**BEST DESCRIBES YOUR USUAL WORK SCHEDULE**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
General shift	22	22
Rotational shift	12	12
Flexible shift	66	66
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 22% of the respondents are general shift, 12% of the respondents are rotational shift and 66% of the respondents are flexible shift. Thus the majority 66% of respondents are best describes your usual work schedule.

**TABLE NO. 15**

**ORGANISATION HELPS TO IMPROVE YOUR PRODUCTIVITY**

<b>PARTICULARS</b>	<b>NO.OF RESPONDNETS</b>	<b>PERCENTAGE</b>
Yes	95	95
No	5	5
<b>Total</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that organization helps to improve your productivity , 95% of the respondents are said yes, 5% of the respondents are said no. Majority 95% of the respondents are said to yes for quality work life of the organization helps to improve your productivity.

**TABLE NO. 16**

**GIVE TO NIGHT SHIFT ALLOWANCE**

<b>PARTICULARS</b>	<b>NO.OF RESPONDNETS</b>	<b>PERCENTAGE</b>
Yes	96	96
No	4	4
<b>Total</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that give to night shift allowance, 96% of the respondents are said yes, 4% of the respondents are said no. Majority 96% of the respondents are said to yes for give to night shift allowance.

TABLE NO. 17

**GOALS AND TASKS ARE CLEARLY DEFINED AS INCREASING PRODUCTIVITY**

<b>PARTICULARS</b>	<b>NO. OF RESPONDENTS</b>	<b>PERCENTAGE</b>
Yes	98	98
No	2	2
<b>Total</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that goals and tasks are increasing productivity, 98% of the respondents are said yes, 2% of the respondents are said no. Majority 98% of the respondents are said to yes for goals and tasks are clearly defined as increasing productivity.

TABLE NO: 18

**SATISFACTION LEVEL OF EMPLOYEE REGARDING QUALITY OF WORK LIFE**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Highly satisfied	20	20
Satisfied	48	48
Neutral	29	29
Dissatisfied	2	2
Highly dissatisfied	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 20% of the respondents are highly satisfied, 48% of the respondents are satisfied, 29% of the respondents are neutral, and 2% of the respondents are dissatisfied and 1% of the respondents are highly dissatisfied. Thus the majority 48% of respondents are satisfied to the satisfaction level of employee regarding to the quality of work life.

TABLE NO 4.19

**PERCEPTION OF EMPLOYEE TOWARDS QUALITY OF WORK LIFE**

<b>Factors</b>	<b>Highly satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>	<b>Total</b>
Relationship with co-workers	25	46	20	5	4	100
Percentage	25	46	20	5	4	100
Health and safety measures	13	45	32	4	6	100

*A study on quality of work life among the employees in Golden Spinning Mills (P) Ltd, Salem*

Percentage	13	45	32	4	6	100
Training program given by the organisation	18	50	25	3	4	100
Percentage	18	50	25	3	4	100
Opinion of working hours	14	44	32	5	5	100
Percentage	14	44	32	5	5	100
Grievance handling procedure	22	41	34	1	1	100
Percentage	22	41	34	1	1	100

**INTERPRETATION**

The above table shows that perception of employee towards quality of work life, 46% of the respondents are said relationship with co-workers, 45% of the respondents are said opportunities of health and safety measures, 50% of the respondents are said training program given by the organisation, 44% of the respondents are said opinion of working hours and 41% of the respondents are said grievance handling procedure.

**TABLE NO: 20**

**POSITIVE ATTITUDE TOWARDS THE JOB**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Nature of job	16	16
Working with colleagues	25	25
Recognition of efforts	39	39
Development opportunities	10	10
Pay and conditions	10	10
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 16% of the respondents are highly satisfied, 25% of the respondents are satisfied, 39% of the respondents are neutral, and 10% of the respondents are dissatisfied and 10% of the respondents are highly dissatisfied. Thus the majority 39% of respondents are satisfied to the job attitude towards job.

**TABLE NO: 21****TABLE SHOWING IMPROVE THE QUALITY OF WORK LIFE**

<b>PARTICULARS</b>	<b>NO OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
Highly satisfied	18	18
Satisfied	55	55
Neutral	25	25
Dissatisfied	1	1
Highly dissatisfied	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>

**INTERPRETATION**

The above table shows that 18% of the respondents are highly satisfied, 55% of the respondents are satisfied, 25% of the respondents are neutral, and 1% of the respondents are dissatisfied and 1% of the respondents are highly dissatisfied. Thus the majority 55% of respondents are satisfied to improve the quality of work life.

**FINDINGS, SUGGESTION AND CONCLUSION****FINDINGS:**

- Thus the majority 46% of respondents belong to the age group of above the age of 50 years.
- Thus the majority 90% of respondents are male.
- Thus the majority 70% of respondents are married.
- Thus the majority 36% of respondents belong to HSS educational qualification.
- Thus the majority 35% of the respondent's experiences are below 3 years.
- Thus the majority 41% of respondents come under the income level of Rs.5,001 – Rs.10,000.
- Majority 80% of the respondents are said to yes for training enriching the skills of employees.
- Thus the majority 48% of respondents are agree to the training opportunities helps to improving quality of work life.
- Majority 90% of the respondents are said to yes for job security of the employees.
- Thus the majority 49% of respondents are agree to the organization provide opportunities to develop my own abilities.
- Thus the majority 54% of respondents are agree quality tools and techniques to do the job.
- Thus the majority 50% of respondents are agree to the organization provides instruction to get job done.
- Thus the majority 58% of respondents are sometimes often to do work stressful
- Thus the majority 66% of respondents are best describes your usual work schedule.
- Majority 95% of the respondents are said to yes for quality work life of the organization helps to improve your productivity.
- Majority 96% of the respondents are said to yes for give to night shift allowance.
- Majority 98% of the respondents are said to yes for goals and tasks are clearly defined as increasing productivity.



*A study on quality of work life among the employees in Golden Spinning Mills (P) Ltd, Salem*

- Thus the majority 48% of respondents are satisfied to the satisfaction level of employee regarding to the quality of work life.
- The above table shows that perception of employee towards quality of work life, 46% of the respondents are said relationship with co-workers, 45% of the respondents are said opportunities of health and safety measures, 50% of the respondents are said training program given by the organisation, 44% of the respondents are said opinion of working hours and 41% of the respondents are said grievance handling procedure.
- Thus the majority 39% of respondents are satisfied to the job attitude towards job.
- Thus the majority 55% of respondents are satisfied to improve the quality of work life.

### **SUGGESTIONS**

- The management can take needed steps to improve the efficiency of work of the employees in the Golden Spinning Mills (P) Ltd, Salem, by providing them good and efficient training programs
- The management can take needed steps to improve the working condition to the employees.
- The management can offer programs and training for career development of the employees.
- The management can take further steps to help the employees to make them to develop their career.
- The employees in Golden Spinning Mills (P) Ltd, Salem are feel proud, safe and satisfactory with their jobs.
- The employees trust the management they work with and they feel safe with their management.

### **CONCLUSION**

Employees are the most important asset of every organization. The Employees play a vital role in the working of an effective organization. Therefore the service rendered and the profit making capacity of an organization is very much dependent on the satisfaction of its employees and this satisfaction can only be achieved by providing a better quality of work life for the employees. Thus a good quality of work life is an important construct to motivate, boost and to improve the work efficiency of employees. Also quality of work life is necessary to increase the mutual respect, positive dialog and participation among the employees and increase the efficiency of the organization.

Hence, the study on quality of work life among the employees of Golden Spinning Mills (P) Ltd, Salem was analyzed based on certain intrinsic factors such as autonomy, job itself, work group function, participation and communication. Through these factors it is concluded that the quality being maintained in this organization with regard to Employees work life, the employees in this organization are satisfied with their Quality of work life.

### **BIBLIOGRAPHY**

- [1] Gupthas.p., statistical methods, New Delhi, Sultan Chand and Sons, Kothari.
- [2] C.R., Research Methodology, new age international(p)ltd New Delhi, second edition.
- [3] Aswathappa.k, Human Resource and Personnel Management, Tata McGrew-Hip publishing co.ltd New Delhi.
- [4] Wayne F.cascio, Managing human resource Tata McGrew, third edition.
- [5] Reece Brandt, effective human relations in organization, All India Publishers and distributors' regd, sixth edition.

\*\*\*\*\*