A STUDY ON QUALITY OF WORK LIFE AND ITS IMPACT ON EMPLOYEES PERFORMANCE IN ANCILLARY UNITS IN TIRUCHIRAPPALLI DISTRICT

S. VENKATESH[1], K. G. SELVAN[2] & M. DEEPAK RAJAGOBAL[3]

[1]Associate Professor, PRIST School of Business, PRIST University, Vallam, Thanjavur, Tamil Nadu, India

[2]Associate Dean, PRIST School of Business, PRIST University, Vallam, Thanjavur, Tamil Nadu, India

[3]Assistant Professor, PRIST School of Business, PRIST University, Thanjavur, Tamil Nadu, India

ABSTRACT

Quality of working life as satisfaction of these key needs through resources, activities, and outcomes stemming from participation in the workplace needs. Defining quality of working life have included theoretical approaches, lists of identified factors, correlational analyses, with opinions varying as to whether such definitions and explanations can be both global, or need to be specific to each work setting. The distinction made between job satisfaction and dissatisfaction in quality of working life reflects the influence of job satisfaction theories. Herzberg in his study "Hygiene factors" and "Motivator factors" to distinguish between the separate causes of job satisfaction and job dissatisfaction. It has been suggested that Motivator factors are intrinsic to the job, that is; job content, the work itself, responsibility and advancement. The Hygiene factors or dissatisfaction-avoidance factors include aspects of the job environment such as interpersonal relationships, salary, working conditions and security. Of these latter, the most common cause of job dissatisfaction can be company policy and administration, whilst achievement can be the greatest source of extreme satisfaction.

KEYWORDS: Job Satisfaction, Motivators Factors, Hygiene Factors, Workplace Needs

INTRODUCTION

Although research has uncovered important predictors of quality of work life (QWL), yet it has been absent present and has not been fully explored. To date, much of the empirical research on QWL has implicitly, if not explicitly, adopted a contemporary view of job satisfaction, stress, labour relations aboard based view of occupation. Past scholars have offered a variety of definitions and suggestions of what constitutes QWL. For instance, QWL is a philosophy, a set of principles, when hold that people are the most important resource in the organization as they are trust worthy, responsible of making valuable contribution and they should be treated with dignity and respect. The elements they are relevant to an individual's quality of work life include the task, the physical work environment, social environment within the organization, administrative system and relationship between life on and off the job.

REVIEW OF LITERATURE

Killian, Efraty & Claiborne, (1991-1997), who highlighted the link between job stress and burn-out as major negative aspects of general quality of life, and hence QWL killian's research emphasized that stress cannot be viewed in isolation from the other factors influencing people at work. Importantly, from the employer's viewpoint, QWL appears to

have a potentially significant influence upon important outcome measures such as employee performance and organizational turnover.

Richard E W alton, states a much broader concept of QWL proposing eight conceptual categories via., adequate and fair compensation, safe and health working condition, Opportunities to use and develop human capacities, future opportunity for continued growth and security, social integration in the work place, social relevance of work, balanced role of work organization etc.

Winter (1992), viewed QWL for academicians as an attitudinal response to the prevailing wok environment and posited five work environment domains that include role stress, job characteristics, and supervisory, structural and sectoral characteristics to directly and indirectly shape academicians, experiences, attitudes and behavior.

RESEARCH METHODOLOGY

Research refers to a search for knowledge. It is a systematic method of collecting and recording the facts in the form of numerical data relevant to the formulated problem and arriving at certain conclusions over the problem based on collected data.

In short, the search for knowledge through objective and systematic method of finding solution to a problem is research.

NEED FOR THE STUDY

- To measure satisfaction level of the employees.

- To evaluate the attitudinal and behavioral symptoms towards Organization.

- To fulfill the gaps by developing and mounding the employees skills, knowledge, attitude and behaviour etc.

- To improve the organizational climate.

- To help a company to fulfill its personal needs.

- To increase productivity, quality and quantity of output.

Scope of the Study

This study will help to analyze the quality of work life among employee's inAncillary units in Tiruchirappalli.

OBJECTIVES OF THE STUDY

Primary

To analyze the quality of work life among employees in Ancillary units in Tiruchirappalli

Secondary

- To study about the factors affecting the job in the organization.

- To find out the career development carried out in the organization.

- To understand the effectiveness of social integrity among the employees.

**A Study on Quality of Work Life and its Impact on Employees
Performance in Ancillary Units in Tiruchirappalli District**

9

- To identify the various safety & welfare measures provided to the employees of the organization.

RESEARCH DESIGN

The Research design chosen for the study is a Descriptive design.

Source of Data Collection

The data collection during the study comprises of (1) Primary Data, (2) Secondary Data.

Sampling Size

The total number of respondents is 100.

Statistical Tools Used

CHI SQUARE TEST.(2) ANOVA TEST.

Sampling Design

The respondents were chosen on simple Random sampling.

Tools of Data Collection

The research instrument used in this study "structured questionnaire"

DATA ANAYLISIS & INTERPRETATION

Table 1: Association between Experiences of the Respondents and Their Opinion about Job Satisfaction

Sl. No	Experiences	Highly Satisfied (n=36)	Satisfied (n=32)	Neutral (n=20)	Dissatisfied (n=8)	Highly Dissatisfied (n=4)	Statistical Inference
1	Below 5yrs	4 (100%)	0	0	0	0	
2	6 to 10yrs	24(100%)	0	0	0	0	
3	10 to 15yrs	8 (28.6%)	20 (71.4%)	0	0	0	X^2=150.466 Df = 16
4	15 to 20yrs	0	12 (75%)	4 (25%)	0	0	P < 0.05 Significant
5	20 yrs & above	0	0	16 (57.1%)	8 (28.6%)	4 (14.3%)	

The above table shows that there is a significant association between experiences of the respondents and their opinion about job satisfaction. Because the calculated value less than table value

Null Hypothesis

There is a significant association between experiences of the respondents and their opinion about job satisfaction.

Alternative Hypothesis

There is no significant association between experiences of the respondents and their opinion about job satisfaction.

Statistical Test

Chi-square test was used the above hypothesis

Findings

The above table shows that there is a significant association between experiences of the respondents and their opinion about job satisfaction. Because, the calculated value less than table value. So the null hypothesis is accepted and the alternative hypothesis is rejected.

Table 2: Association between Educational Qualification of the Respondents and Their Improve Career

Sl. No	Educational Qualification	Career Improved					Statistical Inference
		Highly Satisfied (n=12)	Satisfied (n=52)	Neutral (n=24)	Dissatisfied (n=8)	Highly Dissatisfied (n=4)	
1	SSLC	12 (37.5%)	20 (62.5%)	0	0	0	
2	HSC	0	28 (100%)	0	0	0	X^2=172.596 Df = 12 P < 0.05
3	UG	0	4 (12.5%)	24 (75%)	4 (12.5%)	0	Significant
4	PG	0	0	0	4 (50%)	4 (50%)	

The above table shows that there is a significant association between educational qualification of the respondents and their improved career. Because, the calculated value less than table value.

Null Hypothesis

There is a significant association between educational qualification of the respondents and their improved career.

Alternative Hypothesis

There is no significant association between educational qualification of the respondents and their improved career.

Statistical Test

Chi-square test was used the above hypothesis

Findings

The above table shows that there is a significant association between educational qualification of the respondents and their improved career. Because, the calculated value less than table value. So the null hypothesis is accepted and the alternative hypothesis is rejected.

Table 3: Association between Income of the Respondents and Their Wage Links to Increase Productivity

Sl. No	Income	Highly Satisfied (n=28)	Wage Links to Increase Productivity				Statistical Inference
			Satisfied (n=36)	Neutral (n=20)	Dissatisfied (n=8)	Highly Dissatisfied (n=8)	
1	10k to 15k	20 (100%)	0	0	0	0	X^2=134.066
2	15k to 20k	8 (15.4%)	36 (69.2%)	8 (15.4%)	0	0	Df = 8 P < 0.05
3	20 to 25k	0	0	12 (42.9%)	8 (28.6%)	8 (28.6%)	Significant

The above table shows that there is a significant association between income of the respondents and their wage links to increase productivity. Because, the calculated value less than table value.

Null Hypothesis

There is a significant association between income of the respondents and their wage links to increase productivity.

Alternative Hypothesis

There is no significant association between income of the respondents and their wage links to increase productivity.

Statistical Test

Chi-square test was used the above hypothesis

Findings

The above table shows that there is a significant association between income of the respondents and their wage links to increase productivity. Because, the calculated value less than table value. So the null hypothesis is accepted and the alternative hypothesis is rejected.

**Table 4: One Way ANOVA Difference between Educational Qualification of the
Respondents and Their Improve Career**

Sl. No	Improve Career	Mean	S.D	SS	Df	MS	Statistical Inference
1	Between Groups			70.500	3	23.500	
	G1 (n=32)	1.6250	.49187				
							F = 128.914
	G2 (n=28)	2.0000	.00000				
							P < 0.05
	G3 (n=32)	3.0000	.50800				
							Significant
	G4 (n=8)	4.5000	.53452				
2	Within Groups			17.500	96	.182	
G1 = SSLC / G2 = HSC / G3 = UG / G4 = PG							

The above table shows that there is a significant difference between educational qualification of the respondents and their improve career. Because, the calculated value less than table value.

Null Hypothesis

There is a significant difference between educational qualification of the respondents and their improve career.

Alternative Hypothesis

There is no significant difference between educational qualification of the respondents and their improve career.

Statistical Test

One way ANOVA 'f' test was used the above hypothesis

Findings

The above table shows that there is a significant difference between educational qualification of the respondents and their improve career. Because, the calculated value less than table value. So the null hypothesis is accepted and the alternative hypothesis is rejected.

**Table 5: One way ANOVA Difference between Income of the
Respondents and Their Wage Links to Increase Productivity**

Sl. No	Increase Productivity	Mean	S.D	SS	Df	MS	Statistical Inference
1	Between Groups			106.331	2	53.166	
	G1 (n=20)	1.0000	.00000				F = 145.563
	G2 (n=52)	2.0000	.56011				P < 0.05
							Significant
	G3 (n=28)	3.8571	.84828				
2	Within Groups			35.429	97	.365	
G1 = 10k to 15k / G2 = 15k to 20k / G3 = 20 to 25k							

A Study on Quality of Work Life and its Impact on Employees
Performance in Ancillary Units in Tiruchirappalli District

13

The above table shows that there is a significant difference between income of the respondents and their wage links to increase productivity. Because, the calculated value less than table value.

Null Hypothesis

There is a significant difference between income of the respondents and their wage links to increase productivity.

Alternative Hypothesis

There is no significant difference between income of the respondents and their wage links to increase productivity.

Statistical Test

On eway ANOVA 'f' test was used the above hypothesis

Findings

The above table shows that there is a significant difference between income of the respondents and their wage links to increase productivity. Because, the calculated value less than table value. So the null hypothesis is accepted and the alternative hypothesis is rejected.

Table 6: One Way ANOVA Difference between Experiences of the
Respondents and Their Opinion about Job Satisfaction

Sl. No	Job Satisfaction		Mean	S.D	SS	Df	MS	Statistical Inference
1	Between Groups				98.989	4	24.747	
	G1	(n=4)	1.0000	.00000				
	G2	(n=24)	1.0000	.00000				F = 99.738
	G3	(n=28)	1.7143	.46004				P < 0.05
								Significant
	G4	(n=16)	2.2500	.44721				
	G5	(n=28)	3.5714	.74180				
2	Within Groups				23.571	95	.248	
G1 = Below 5yrs / G2 = 6 to 10yrs / G3 = 10 to 15yrs / G4 = 15 to 20yrs /								
			G5 = 20 yrs & above					

The above table shows that there is a significant difference between experiences of the respondents and their opinion about job satisfaction. Because, the calculated value less than table value.

Null Hypothesis

There is a significant difference between experiences of the respondents and their opinion about job satisfaction.

Alternative Hypothesis

There is no significant difference between experiences of the respondents and their opinion about job satisfaction.

Statistical Test

One way ANOVA 'f' test was used the above hypothesis

Findings

The above table shows that there is a significant difference between experiences of the respondents and their opinion about job satisfaction. Because, the calculated value less than table value. So the null hypothesis is accepted and the alternative hypothesis is rejected.

Findings and Suggestions

Based on the survey the research has given some of the findings.

- From the research it is found that 28%of the employees are having 20year &above experience.

- It is identified that 52% of the employees are earning 15k to 20k.

- From the research it is identified that 60% of the employees are satisfied about their existing wages system.

- It is identified that 36% of the employees are agree that wages links productivity.

- From the research it is identified that 28% of the employees are said the cost of living affects the wage system mostly.

- From the research it is identified that 28% of the employees are said the productivity affects the wage system mostly.

- Majority of respondents said that 80% of the employees are rewarded for good performance.

- Majority of respondents said that 92% of the employees are said yes to smooth relationship with their superior.

- From the research it is identified that 52% of the employees are agreed that employees are treated equally and fairly.

- It is identified that 40% of the employees are satisfied about their productivity level.

SUGGESTIONS

- The supervisors must be trained to function effectively in a less directive style.

- The respondents also prefer to participate managerial level planning.

- The employees must be given opportunities for advancement in the organization.

- The job training can be given to the employees to increase their productivity.

- In order to improve the friendly atmosphere the employer and the employees can be met at regular intervals in an informal way.

- Job security can be increased by liberalizing the norms followed in the atmosphere.

CONCULSIONS

The present study reveals that there prevails organization support through the quality of work life of employees in the organization. Thus the quality of work life is necessary one. It leads to achieve organization goals at an optimum level,

A Study on Quality of Work Life and its Impact on Employees Performance in Ancillary Units in Tiruchirappalli District

15

from the view point of employees at data collection and analyzed by the research shows that there is a moderate quality of work life in the organization.

REFERENCES

1. Alina Ileana Petrescu and Rob Simmons (2008), "Human Resource Management Practices and Workers' Job Satisfaction", International Journal of Manpower, Vol. 29, No. 7, pp. 651-667

2. Bailyn L, Fletcher J K and Kolb D (1997), "Unexpected Connections: Considering Employees' Personal Lives Can Revitalize Your Business", MIT Sloan Marmgemervt Review, pp. 11-19. •

3. Bird J (2006), "Work-Life Balance: Doing it Right and Avoiding the Pitfalls", Employment Relations Today, Vol. 33, No. 3, pp. 21-30

4. Bhushan L I (1968), "Leadership Performance as Related to Age, Education, Residence and Sex", Indian Journal of Social Work, Vol. 2, pp. 193-196.

5. Feinstein Andrew Hale (2001), "A Study of Relationships between Job Satisfaction and Organizational Commitment among Restaurant Employees", University of Nevada.

6. Kirchmeyer C (1995), "Managing the Work-Nonwork Boundary: An Assessment of Organizational Responses", Human Reiations, Vol. 48, No. 5, pp. 515-536

7. Locke E A (1969), "What is Job Satisfaction?" Organizational Behavior and Human Performance, Vol. 4, pp. 309-336.

8. Sandrick k (2003). Putting the emphasis on employees as an award. Winning employer, Baptist health care has distant memories of the workforce shortage, Trustee. pp. 6-10.

9. Sharan N K (1980), "The Climate of an Organisation", Indian Management, Vol. 8, November-December, pp. 51-56.

10. Straw, R.J. and C.C. Heckscher, 1984. QWL: New working relationships in the communication industry. Labor Studies J., Vol. 9: 261-274.

11. Thompson C A (2002), "Managing the Work-Life Balancing Act: An Introductory Exercise", Joumai of Management Education, Vol. 26, No, 2, pp. 205-220.

12. Walton, R. (1973), ― Quality of Work life Indicators- Prospects and Problems- A Portigal Measuring the Quality of working life, pp-57-70, Ottawa