

QUALITY OF WORK LIFE OF EMPLOYEES IN EAST COAST CONSTRUCTIONS AND INDUSTRIES LIMITED

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ABSTRACT

This paper aims to gain an insight into current working life policies and practices. It includes everything that an organization provides to an employee in and away from the office based on his performance. The objectives are to measure the level of satisfaction, find out the interpersonal relationship, grievance redressal system and factors that contribute more to stress. In this article the writer has implemented a descriptive research method. And in simple random sampling "Lottery Method" has been utilized. This is a part of probability sampling technique. Sample size is 116. The sampling area for this article is Chennai. Population size of the company is 300. Statistical tools like percentage analysis, weighted average and Mann-Whitney U-Test are used. Few suggestions were also given by the researcher in the areas like pantry, washing facilities, first-aid, growth and career development, periodical updating and training in order to improve the favorable impact of quality of work life on employees.

Keywords: Work life balance, Issues, Strategies, Satisfaction, Grievances and procedures

INTRODUCTION

The term refers to the auspicious or un auspicious of a total business atmosphere for individuals. QWL programs are alternative technique in which establishments spot their accountability to advance jobs and occupied surroundings that are brilliant for people as well as for financial wellbeing of the association. The essentials in a classic QWL platform include open structure, rational inducement systems, a anxiety for employee job security and sustaining careers and involvement in decision making. Many early QWL efforts focus on job enrichment. In addition to improving the work system; QWL programs regularly emphasize advance of employee skills, the reduction of business stress and the expansion of more biddable labour administration associations.

QUALITY OF WORK LIFE OF THE EMPLOYEES IN ECCI LIMITED

- The study of quality of work life is usually associated with welfare of the employees in an organization such as job satisfaction, general well being, and prevention of work related

stress and home-work interface. ECCI is the leading name in the field of Construction for more than three decades in India.

- Through its various effective and innovative measures, ECCI provides safe work environment, equitable wages, equal employment opportunities and opportunities for advancement to all its employees.
- ECCI employees always believe that they can control the work through the freedom to express their opinions and being involved in decisions at work.
 - The employer-employee interrelationship at ECCI seems to be strong due to several factors such as adequate facilities at work, flexible working hours and the understanding of superiors.
- ECCI is committed in providing its employees with the ultimate properties, improved employed circumstances and refuge needed to organize their work successfully.

WAY TO CREATIVE HIGH QWL:

QWL deals with the relationship between every employee and his or her work organization. This concepts represents the expected exchange of values that encourage the individuals to work For the organization and motivates the organization to employ that person, i.e.(Contribution and inducement)

$$\text{INDUCEMENTS} = \text{CONTRIBUTIONS}$$

$$\text{Organization to employees) = (employee to organization)}$$

Construction industry in India is one of the rapidly growing sectors and contributes significantly to the Nation's economy. The Indian Construction sector is growing at a rate of 9.2% as against the world average of 5.5%. The sector is likely to record higher growing in the coming years. India has construction capabilities in the areas of buildings, infrastructure enlargement and highways projects. The progress of edifice business offers impetus to other built-up sectors like adhesive, iron and steel, power, substances, etc.,

OBJECTIVES OF THE STUDY

- To degree the level of gratification of workers to the excellence of effort existence.
- To analyze how good the interpersonal relationship exist in the organization
- To find out how the grievance redressal system is effective.
- To study which rewarding system will be more efficient in motivating the employees.
- To analyze how good the opportunity for the employees to learn and develop.
- To study the factors that contribute more to stress in employees work life.

NEED OF THE STUDY

This research enumerates the properties of Superiority of effort life of workers. It aims to gain an vision into present employed life rules and applies .It includes everything that an organization provides to an employee in and away from the office based on his performance. By providing a better QWL to the employees, the organization can achieve the following results: Better performance of employees, Reduced absenteeism, High productivity, Voluntary participation in organization activities, High turnover, Safe and healthy working conditions, Opportunity for career growth. The overall contribution is necessary for an organization to reach the desired objectives. The purpose of this study is to know the Quality measures in ECCI limited.

SCOPE OF THE STUDY

The research helps the business to gain additional knowledge on various QWL programs. The study captures the opinion of the Employee in terms of their satisfaction with this Current QWL practice. The study is to provide better carrier opportunity for the employees.

The study provide the organization to know Quality work of employee favorable a safer environments. The study useful as it identifies ways to solve Employee problem arising in the organization.

REVIEW OF LITERATURE

K.Aswathappa , QWL is defined as a “complete tract of expressions and conditions of which really belong to the Quality of Working Life umbrella”. They include industrial effectiveness, human resource expansion, Structural usefulness, Work reorganize, Job supplementation, Socio-technical systems, Working humanization, Group-work concepts, Labour managing, Co-operation, Salaried rganized, Workforces contribution, Labors membership and Co-operative work constructions. Johnm.Ivancevich (2011), inspected relations between the accessibility and numerous Excellence of work–life programs, employees’ authority to assemble their own effort periods, job happiness, and cerebral wellbeing and various dimensions affecting QWL initiatives. The study is unique in its use of multilevel analysis in examining employees job-related out comes in the work place. The results add to the evidence regarding the positive relationship between the availability of scheduling control the stress and quality policies.

RESEARCH METHODOLOGY

The adoption of a proper methodology is an essential and important step in conducting any research . The drive of expressive surveys, conferring to Ezeani (1998), is to assemble complete and honest material that pronounces an current wonder. In this training the author has adopted a descriptive research method. And in simple random sampling “Lottery Method” has utilized. This is a part of probability sampling technique. Sample size is 116. The samplings area for this article is Chennai. Population size of the company is 300. In this project work interview schedule (primary data collection) method has been adopted. The interior basis comprises the material from

the business information. Also this, a amount of deliberations were detained with the majors in social possessions division. Statistical tools like percentage analysis, weighted average and Mann-Whitney U-Test are used.

TABLE 1 - Age

Age	Number of respondents	Percentage (%)
20-29	44	38
30-39	15	13
40-49	28	24
> 50	29	25
Total	116	100

TABLE 2 - Education Qualification

Educational qualification	Number of respondents	Percentage (%)
Diploma	16	13
Graduation	43	37
P.g	32	28
Professional	15	13
Others	10	9
Total	116	100

TABLE 3 – Gender

Gender	Number of respondents	Percentage (%)
Male	89	77
Female	27	23
Total	116	100

TABLE 4 - Experience

Total years of exp.	Number of respondents	Percentage (%)
1-9 years	69	60
10-18 years	36	32
19-27 years	9	7
28-36 years	2	1
Total	116	100

TABLE 5 –Current Remuneration Structure

Options	Number of respondents	Percentage (%)
Highly satisfied	28	24
Satisfied	62	54
Neutral	16	14
Dissatisfied	10	8
Highly dissatisfied	0	-
Total	116	100

CHART 1 - Job Satisfaction Level

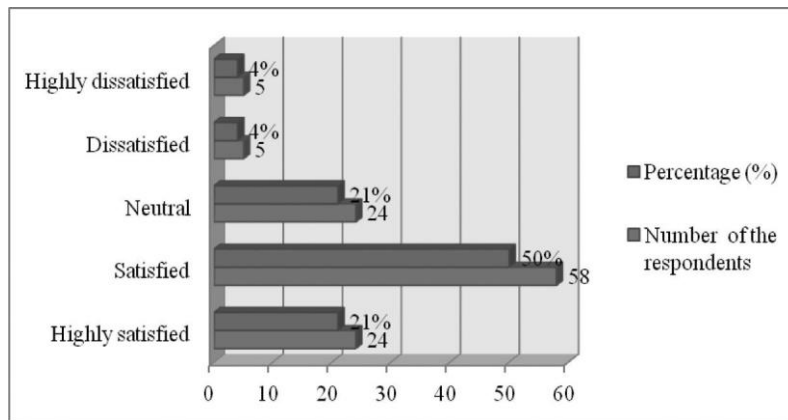


CHART 2 -Casual Leave With Pay

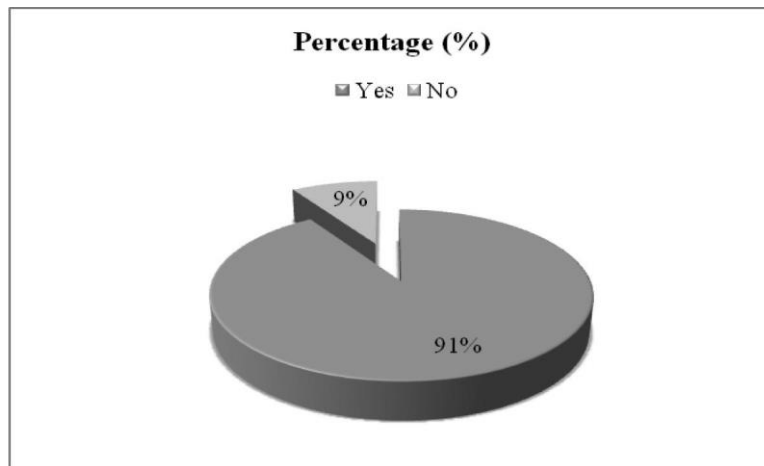


CHART 3- Quality Of Work Life In Organisation

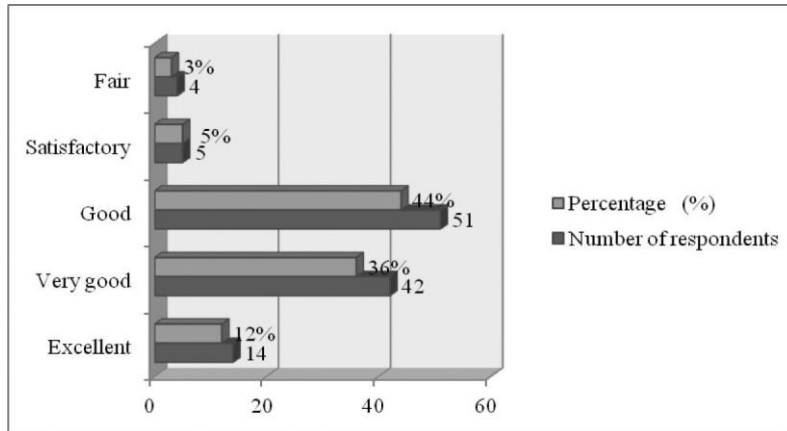


CHART 4- Effect Of Stress On Work

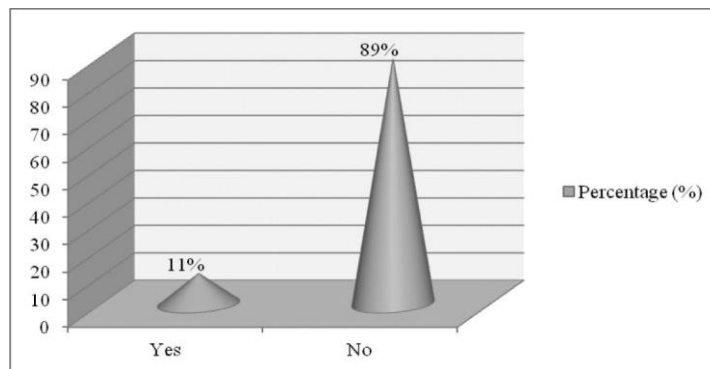


TABLE 6 - Weighted Average Method For Respondent Feel Intensity Of Stress On Their Job

Options	Number of respondents	Weight assigned (w)	Weighted average (fw)
Highly stressed	0	5	0
Stressed	10	4	48
Moderately stressed	11	3	36
Slightly stressed	51	2	118
Not at all stressed	28	1	33
Total	100		235

CALCULATION:

$$\begin{aligned}
 \text{Weighted average} &= \frac{\sum FW}{\sum F} \\
 &= 100 \frac{235}{100} \\
 &= 2.35 \\
 &= 2
 \end{aligned}$$

INFERENCE:

Weighted average method resulted as 2 which illustrates intensity of stress is slightly occur in the organization

TABLE 7 – Weighted Average Method For Organization Promotional Policy

TABLE 6	Number of respondents	Weight assigned (w)	Weighted average (fw)
Highly satisfied	4	5	25
Satisfied	16	4	72
Neutral	72	3	252
Dissatisfied	8	2	18
Highly dissatisfied	0	1	0
Total	100		367

CALCULATION:

$$\begin{aligned}
 \text{Weighted average} &= \frac{\sum FW}{\sum F} \\
 &= 100 \frac{367}{100} \\
 &= 3.67 \\
 &= 4
 \end{aligned}$$

INFERENCE:

Weighted average method resulted as 4 which illustrates organizational promotional policy is Satisfied.

CHI – SQUARE TEST

TABLE 8 - educational qualification of the respondents * organizational PROMOTIONAL POLICY

Null hypothesis (H0):

There is no significant relationship between educational qualification of the respondents and organizational promotional policy

Alternative hypothesis (H1):

There is significant relationship between educational qualification of the respondents and organizational promotional policy

Educational qualification of the respondents	Organizational promotional policy					
	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Total
Diploma	4	3	5	3	1	16
Graduation	5	8	20	7	3	43
P.g	3	2	4	15	8	32
Professional	2	5	4	2	2	15
Others	1	0	2	5	5	10
Total	15	18	35	29	19	116

$$\text{CHI - SQUARE} = \sum (O_i - E_i)^2 / E_i$$

O _i	E _i	(O _i -E _i)	(O _i -E _i) ²	(O _i -E _i) ² /E _i
4	2	2	4	2
3	2	1	1	0.5
5	5	0	0	0
3	4	-1	1	0.25
1	3	-2	4	1.333
5	6	-1	1	0.1667
8	7	1	1	0.1428
20	13	7	49	3.7692
7	11	-4	16	1.4545
3	7	-4	16	2.285

3	4	-1	1	0.25
2	5	-3	9	1.8
4	10	-6	36	3.6
15	8	7	49	6.125
8	5	3	9	1.8
2	2	0	0	0
5	2	3	9	4.5
4	5	-1	1	0.2
2	4	-2	4	1
2	2	0	0	0
1	1	0	0	0
0	2	-2	4	2
2	3	-1	1	0.333
2	3	-1	1	0.333
5	2	3	9	4.5
TOTAL				38.3375

$$\begin{aligned}
 \text{Degrees of Freedom} &= (r - 1) (c - 1) \\
 &= (5 - 1) (5 - 1) \\
 &= 16
 \end{aligned}$$

Tabulated Value for χ^2 at degree of freedom and 5% level of significance = 26.296 but calculated value of χ^2 is 38.3375.

As tabulated value is less than (<) calculated value, we accept the alternative hypothesis.

INFERENCE:

Its showing that there is significant relationship between educational qualification of the respondents and organizational promotional policy.

TABLE 9 – Gender of the Respondents and Satisfaction Level of Personal Responsibility Holding Their Job

Null hypothesis (H0):

There is no significant relationship between gender of the respondents and satisfaction level of personal responsibility holding their job

Alternative hypothesis (H1):

There is significant relationship between gender of the respondents and satisfaction level of personal responsibility holding their job

Gender of the respondents	Satisfaction level of personal responsibility holding their job					
	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied	Total
Male	9	52	21	2	5	89
Female	4	9	11	1	2	27
Total	13	61	32	3	7	116

$$\text{CHI - SQUARE} = \sum (O_i - E_i)^2 / E_i$$

O _i	E _i	(O _i -E _i)	(O _i -E _i) ²	(O _i -E _i) ² /E _i
9	10	-1	1	0.1
52	47	5	25	0.531
21	25	-4	16	0.64
2	2.3	-0.3	0.09	0.0391
5	5.3	-0.3	0.09	0.0169
4	3	1	1	0.333
9	14	-5	25	1.785
11	7.4	3.6	12.96	1.7513
1	0.69	0.31	0.0961	0.1392
2	1.6	0.4	0.16	0.1
Total				5.435

$$\text{Degrees of Freedom} = (r - 1) (c - 1)$$

$$= (2 - 1) (5 - 1)$$

$$= 4$$

Tabulated Value for χ^2 at degree of freedom and 5% level of significance = 9.488 but calculated value of χ^2 is 5.435.

As tabulated value is less than (>) calculated value, we accept the null hypothesis.

INFERENCE:

This indicates that there is no significant relationship between gender of the respondents and satisfaction level of personal responsibility holding their job.

Table- 10 Mann-Whitney U-Test

It is a nonparametric method used to determine whether two independent samples have been drawn from populations with same distribution. This test is also known as u-test. This method helps us to determine whether the two samples have come from identical populations.

$$Z = \frac{U - E(U)}{\sigma_U}$$

Large date base (N1)	63	65	67	57	48
Matrimonial provides good service (N2)	213	87	-	-	-

H_0 : There is a difference between remuneration structures and work life balance

H_1 : There is a no difference between remuneration structure and work life balance

Ranks	1	2	3	4	5	6	7
Values	48	57	63	65	67	87	213

63 65 67 57 48 213 87

$n_1=5$ $n_2=2$ $R_1=15$

$$Z = \frac{U - E(U)}{\sigma_U}$$

$$U = n_1 n_2 + n_1(n_1 + 1) / 2 - R_1$$

$$= 5(2) + 5(5+1) / 2 - 15$$

$$= 10$$

$$E(U) = n_1 n_2 / 2$$

$$= 5 \times 2 / 2$$

$$= 5$$

$$\sigma_U = \sqrt{(n_1 n_2 (n_1 + n_2 + 1)) / 12}$$

$$= \frac{\sqrt{5 \times 2 (5 + 2 + 1)}}{12} = 2.58$$

$$Z = \frac{10 - 5}{2.58}$$

$$= 1.937$$

$$|Z| = 1.937$$

Level of significance 5% $Z_{\alpha} = 1.96$

$$|Z| \leq Z_{\alpha}$$

$$1.937 \leq 1.96$$

H_0 is accepted.

DECISION:

From the above calculation it is inferred that remuneration structure will not influence in work lifebalance.

FINDINGS:

- 38% of the respondents are belong to age group of 20 to 29,
- 37% of the respondents are qualified up to graduates. ●●
- 77% of the respondents are male.
- 60% of the respondents are year of services between 1 to 9 years.
- 54% of the respondents are satisfied with their current remuneration structure.
- 50% of the respondents are satisfied towards their current job position.
- 91% of the respondents accepted the casual leave.
- 44%of the respondents are satisfied towards their current job position.
- 57% of the respondents are satisfied with personal growth & work experience.
- 53% of the respondents are highly satisfied with their job.
- 66% of the respondents are highly satisfied in relationship with their superiors
- 42% of the respondents are satisfied in relationship with their subordinates.
- 72% of the respondents are neutral towards organizational promotional policy.
- 76% of the respondents are neutral with the level of communication.
- 53% of the respondents are highly satisfied with the team work.
- 51% of the respondents are sometimes participating in the management decision making.
- 85% of the respondents are accepted about participation in decision making.
- 90% of the respondents communicate with their subordinates.
- 89% of the respondents are unaffected by stress.
- 51% of the respondents are slightly stressed by the management.
- 32% of the respondents are getting stress by shouting others.
- 84% of the respondents are getting rewards as means of recognition.
- 60% of the respondents prefer Holiday trip towards organizations rewarding system.
- Weighted average method resulted as **2** which illustrates intensity of stress is slightly occur in the organization
- Weighted average method resulted as **4** which illustrates organizational promotional policy is satisfied.
- Weighted average method resulted as **4**which illustrate organizations personal growth and work experience is satisfied.

- This indicates that there is significant relationship between educational qualification of the respondents and organizational promotional policy.
- This indicates that there is no significant relationship between gender of the respondents and satisfaction level of personal responsibility holding their job.

SUGGESTIONS

The employee's remuneration has to be structured according to their current market rate which would improve the living condition of the employee which in turn satisfies the employees in all aspects. The company should implement various rewarding system to the employees motivating them to achieve the target and boost up their morale. The company will have to take preventive measures to reduce the job stress on its employees. Many of the workers are dissatisfied with their increment provided by the company so the management can provide regular increment to the workers. Maximum number of workers is not expressing their opinion and suggestion to the superior. So, the superior should be friendly in nature to the employees. A significant number of worker expressed dissatisfaction towards the pantry facility provided by an organization. So, the organization may take necessary step to provide good pantry to the employees.

CONCLUSION

The study also aims to identify the impact of quality of work life motivating the employees to work efficiency and effectively and also to recommend an appropriate good events to improve the concert level of the personnel. The results of this examination evidenced that the apparatuses acknowledged and the organizational associations offered as regards the factor, "excellence of employed life involvements" were appropriate. The influences incipient since "quality of working life experiences" also specify that how they are active inversely to fulfil the numerous requirements of the workers by numerous establishments, which in shot provoke favorable job-related replies. Few suggestions were also given by the researcher in the areas like pantry, washing facilities, first-aid, growth and career development, periodical updating and training in order to improve the favorable impact of quality of work life on employees. It has been a wonderful experience for the researcher to do a study on quality of work life in ECCI Ltd.

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