



A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN SMALL SCALE INDUSTRIES IN COIMBATORE DISTRICT

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Abstract

The small scale industry contributes greatly to the country's economy. It is one of the major means to overcome unemployment. It leads to improvement in job satisfaction of the employees and contributes to the overall performance of the industries. The absence of QWL leads to the dissatisfaction in job, lack of motivation and moral. The quality of work life dimensions of safe and healthy working conditions, adequate and fair compensation, growth and development, self improvement and job security and social integration are moderately and positively correlated with job performance of employees in small scale industries. A happy and healthy employee will give better turnover, make good decisions and positively contribute to industrial goal. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents.

Key Words: Job Performance, Quality of Work Life and Small Scale Industry.

1. Introduction

Quality of work life is a philosophy, a set of principles, which holds that employees are the most important resource in any industrial organization as they are trust worthy, responsible and capable of making valuable contribution they should be treated with dignity and respect. The elements that are relevant to an employee's quality of work life include the task, the physical work environment, social environment within the industrial units, the administrative system and the relationship between life on and off the job. Quality of work life consists of opportunities for active involvement in group working arrangements or problem solving that are of mutual benefit to employees and employers, based on labour-management cooperation.

Employees also conceive quality of work life as a set of methods, such as autonomous work group, job enrichment, and high involvement aimed at boosting the satisfaction and performance of employees. It requires employee commitment to the industrial units and an environment in which this commitment can flourish. Thus, quality of work life is a comprehensive construct that includes an employee's job related well-being and the extent to which work experiences are rewarding, fulfilling and devoid of stress and other negative personal consequences. Quality of work experience rather than work per se becomes the focus of attention and work place wellness is crucial in promoting healthier work environments (Monappa and Saiyadain, 1984).

More value has been placed on a high quality of work life in recent years, simply because it is believed that employees deserve it; that a satisfying work life is good in and of itself. The views, higher performance versus quality as a value to be pursued for its own merit, do not have to be in conflict. It is important to provide employees with the highest quality of work life possible, whether or not it makes them more productive. The small scale industry contributes greatly to the country's economy. It is one of the major means to overcome unemployment. It leads to improvement in job satisfaction of the employees and contributes to the overall performance of the industries. The absence of QWL leads to the dissatisfaction in job, lack of motivation and moral. Hence, the present research is attempted to study the quality of work life of employees in small scale industries in Coimbatore district.

2. Methodology

The Coimbatore district has been purposively selected for the present study. The 200 employees in small scale industries have been selected for the present study by adopting random sampling technique and the data pertain to the year 2015-2016. In order to study the socio-economic status of employees in small scale industries, the frequency and percentage analysis have been carried out. The mean and standard deviation have been worked out for dimensions of quality of work life in small scale industries. In order to examine the relationship between dimensions of quality of work life and job performance of employees in small scale industries, the correlation analysis has been employed.

3. Results and Discussion

3.1. Socio-Economic Status of Employees in Small Scale Industries

The socio-economic status of employees in small scale industries was analyzed and the results are presented in Table-1. The results indicate that 61.50 per cent of employees are males and the remaining 38.50 per cent of employees are females. It is clear that 35.00 per cent of employees belong to the age group of 31 – 35 years followed by 26 – 30 years (23.50 per cent), 21 – 25 years (19.50 per cent), 36 – 40 years (16.00 per cent) and more than 40 years (6.00 per cent).



The results show that 38.00 per cent of employees have the educational qualification of higher secondary, secondary (25.50 per cent), diploma (21.00 per cent) and graduation (15.50 per cent). It is observed that 46.00 per cent of employees have work experience of 4 – 6 years followed by 1 – 3 years (21.50 per cent), 7 – 9 years (18.50 per cent) and more than nine years (14.00 per cent).

The results reveal that 47.00 per cent of employees belong to the monthly income group of Rs.10,001 – Rs.15,000 followed by below Rs.10,000 (23.00 per cent), Rs.15,001 – Rs.20,000 (19.50 per cent) and above Rs.20,000 (10.50 per cent). It is apparent that 68.00 per cent of employees are married and the rest of 32.00 per cent of employees are unmarried.

Table 1: Socio-Economic Profile of the Employees

Socio-Economic Profile	Frequency	Percentage
Gender		
Male	123	61.50
Female	77	38.50
Age Group		
21 – 25 years	39	19.50
26 – 30 years	47	23.50
31 – 35 years	70	35.00
36 – 40 years	32	16.00
More than 40 years	12	6.00
Educational Qualification		
Secondary	51	25.50
Higher Secondary	76	38.00
Diploma	42	21.00
Graduation	31	15.50
Work Experience		
1 - 3 years	43	21.50
4 - 6 years	92	46.00
7 – 9 years	37	18.50
More than 9 years	28	14.00
Monthly Income		
Below Rs.10,000	46	23.00
Rs.10,001 – Rs.15,000	94	47.00
Rs.15,001 – Rs.20,000	39	19.50
Above Rs.20,000	21	10.50
Marital Status		
Married	136	68.00
Unmarried	64	32.00

3.2. Dimensions of Quality of Work Life in Small Scale Industries

The dimensions of quality of work life in small scale industries were analyzed and the results are hereunder presented.

3.2.1. Safe and Healthy Working Conditions

The safe and healthy working conditions dimension in small scale industries was analyzed and the results are presented in Table-2.

Table 2: Safe and Healthy Working Conditions

Safe and Healthy Working Conditions	Mean	Standard Deviation
My working conditions have risk of illness	4.12	0.59
My industrial unit has a healthy environment	3.34	1.01
The working condition of my working place is conducive	3.96	0.72
The work environment places great emphasis on safety of individuals	3.28	0.76
It is easy to get materials for efficient working	3.88	0.94



The results indicate that the employees of small scale industries are agreed with their working conditions have risk of illness, the working condition of their working place is conducive and it is easy to get materials for efficient working, while, they are neutral with their industrial unit has a healthy environment and the work environment places great emphasis on safety of individuals.

3.2.2. Adequate and Fair Compensation

The adequate and fair compensation dimension in small scale industries was analyzed and the results are presented in Table-3.

Table 3: Adequate and Fair Compensation

Adequate and Fair Compensation	Mean	Standard Deviation
I am getting sufficient income from the work	3.30	1.11
My financial needs are fulfilled adequately	3.26	1.14
I will continue in the present job regardless of pay	3.64	1.12
I am over compensated in my job	3.28	1.10
I feel happy with my chances for salary increment	3.63	1.13

The results show that the employees of small scale industries are agreed with they will continue in the present job regardless of pay and they feel happy with their chances for salary increment, while, they are neutral with they are getting sufficient income from the work, their financial needs are fulfilled adequately and they are over compensated in their job.

3.2.3. Growth and Development

The growth and development dimension in small scale industries were analyzed and the results are presented in Table-4.

Table 4: Growth and Development

Growth and Development	Mean	Standard Deviation
Work done in improved ways received recognition	3.68	1.02
Opportunities are provided to learn worthwhile new skill / techniques	3.70	1.05
The use of new technology is encouraged	3.66	1.04
The industrial units facilitate the career growth of the employees	3.72	1.06

The results reveal that the employees of small scale industries are agreed with work done in improved ways received recognition, opportunities are provided to learn worthwhile new skill / techniques, the use of new technology is encouraged and the industrial units facilitate the career growth of the employees.

3.2.4. Self Improvement and Job Security

The self improvement and job security dimension in small scale industries was analyzed and the results are presented in Table-5.

Table 5: Self Improvement and Job Security

Self Improvement and Job Security	Mean	Standard Deviation
Employees can get an opportunity to further develop their skill to do their job through training	3.67	1.03
The management facilities self improvement of employees	3.36	1.04
I get opportunities to improve my technical skills	3.73	1.01
My industrial unit provides job security	3.39	1.05

The result show that the employees of small scale industries are agreed with employees can get an opportunity to further develop their skill to do their job through training and they get opportunities to improve their technical skills, while, they are neutral with the management facilities self improvement of employees and their industrial unit provides job security.

3.2.5. Social Integration

The social integration dimension in small scale industries was analyzed and the results are presented in Table-6.



Table 6: Social Integration

Social Integration	Mean	Standard Deviation
All the employees of the industrial units have the sense of one community	3.31	1.05
The employees of the industrial units interact in terms of ideas and feelings	3.02	1.02
Working in a group is no problem	3.79	1.01
The management pays attention to the grievances of the employees	3.77	1.04

The result indicates that the employees of small scale industries are agreed with working in a group is no problem and the management pays attention to the grievances of the employees, while, they are neutral with all the employees of the industrial units have the sense of one community and the employees of the industrial units interact in terms of ideas and feelings.

3.3. Relationship between Dimensions of Quality of Work Life and Job Performance of Employees in Small Scale Industries

The relationship between dimensions of quality of work life and job performance of employees in small scale industries was analyzed by adopting correlation analysis and the results are presented in Table-7.

Table 7: Relationship between Dimensions of Quality of Work Life and Job Performance of Employees in Small Scale Industries

Particulars	Safe and Healthy Working Conditions	Adequate and Fair Compensation	Growth and Development	Self Improvement and Job Security	Social Integration	Job Performance
Safe and Healthy Working Conditions	1.00					
Adequate and Fair Compensation	0.33**	1.00				
Growth and Development	0.35**	0.37**	1.00			
Self Improvement and Job	0.29**	0.30**	0.36**	1.00		
Social Integration	0.27**	0.34**	0.32**	0.36**	1.00	
Job Performance	0.46**	0.45**	0.48**	0.47**	0.43**	1.00

Note: ** indicates significance at one percent level

The results show that the correlation co-efficient between safe and healthy working conditions and job performance is 0.46, which is moderately and positively associated with each other at one per cent level of significance. The adequate and fair compensation and job performance is moderately and positively correlated with each other with the value of 0.45, significant at one per cent level of significance.

The results indicate that the correlation co-efficient between growth and development and job performance is 0.48, which is moderately and positively associated with each other at one per cent level of significance. The self improvement and job security and job performance is moderately and positively correlated with each other with the value of 0.47, significant at one per cent level of significance.

The results reveal that the correlation co-efficient between social integration and job performance is 0.43, which is moderately and positively associated with each other at one per cent level of significance. It shows that there is significant relationship between dimensions of quality of work life and job performance of employees in small scale industries. Hence, the null hypothesis of there is no significant relationship between dimensions of quality of work life and job performance of employees in small scale industries is rejected.



4. Conclusion

Nearly two-third of employees in small scale industries are males and more than one-third of employees belong to the age group of 31 - 35 years. More than one-third of employees have the educational qualification of higher secondary and nearly half of employees have work experience of 4 - 6 years. Nearly half of employees belong to the monthly income group of Rs.10,001 - Rs.15,000 and more than two-third of employees are married. The quality of work life dimensions of safe and healthy working conditions, adequate and fair compensation, growth and development, self improvement and job security and social integration are moderately and positively correlated with job performance of employees in small scale industries.

In order to improve the quality of work life of employees in small scale industries, the small scale industrial units should provide healthy environment and must ensure the safety of employees. Besides, the small scale industrial units should give adequate and fair income to their employees and must take steps to fulfill the financial needs of employees.

The management of small scale industrial units should facilitate self improvement of employees and must provide job security for their employees. Meanwhile, the employees of the industrial units should have the sense of one community and they should interact with each other in terms of ideas and feelings. A happy and healthy employee will give better turnover, make good decisions and positively contribute to industrial goal. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents.

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