



A STUDY ON THE QUALITY OF WORK LIFE OF EMPLOYEES IN C.R.GARMENTS TIRUPUR

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1.1 INTRODUCTION

The development of every business concern is depending on the ability and skill of the employees. So almost all the business concern gives due importance to the welfare of the employees. They try to satisfy the reasonable demands and requirements of the workers. Whenever the employer provides better working conditions to the employees, it will help the management to retain the existing employees and to avoid frequent turnout of the employees from one organization to another. The concern which does not take necessary care about the workers face many problems in the production process due to shortage of labour, problems in good finishing of the finished products, delay in supply the finished goods and unrest of the existing employees, etc. Due to globalize era the human power is considered more importance in all sectors of the industry. Further in all possible ways the employees are motivated so that they can feel happy and will harmoniously work together to achieve the target and the long run goal of the organization. Further the employees can perform their work satisfactorily and they will feel job security when they discharge their duty with commitment. Irrespective of the size and nature of business the employees are motivated by providing better working conditions and reasonable salary and wages based on the work performed by the employees. It is the normal practice followed by the business concerns nowadays. The organization where well equipped system adopted by the management to safeguard the interest of the employees, the functions of the businesses is carried out successfully which helps to achieve the main objectives of the organization easily.

India being one of the developing countries in the world has potential human power to cope up with all nature of works in industrial sectors. Further it is reported that the human resources in India is considered as the talented employees in the world. Likewise the textile industry in India also is familiar for its quality in textile and knitted garments. The employees in textile industry are empowered well by motivating them in all possible ways. But some of the employers in textile industries did not provide better working conditions to the workers and also do not take much care on the welfare of the employees which led to become sick unit and finally closure of the business. Many cases have been witnessed for the above statement.

But in the recent past in almost all textiles units necessary effort has been taken by the management to ensure quality of work life to the employees to avoid unnecessary turnover of the employees. Till there is frequent turnout in labour force particularly in textile industries as they (employees) are not satisfied with quality of work life provided by the management. The employees argue that they could not develop personally as there is no proper motivation and better working condition to the workers. Frequently they are forced to search for another industry for getting job and better working condition in the factory to ensure quality of work life. In all textiles industries both in urban and rural parts of the country similar problem is going on. Though the employers take necessary effort to provide quality of work life, they face many problems in managing the workers. Valli Textiles Mills in Sattur of Virudhunagar district is one of the reputed business concerns in the south part Tamilnadu is not excuse for this issue. The management of the Valli Textile Mills frequently faces problems in enhancing quality of work life of employees. Further the employees in Valli textiles are not feeling well regarding the quality of work life prevailing in the mill. What is the reason behind it? Why these are happening? How these problems can be solved? To get proper answers for the above questions a thorough study is to be undertaken. By keeping the above views in mind the researcher selected the topic "A STUDY ON THE QUALITY OF WORK LIFE OF EMPLOYEES IN C.R.GARMENTS for his research work.

1.2 STATEMENT OF THE PROBLEM

In modern scenario all business concerns give much importance consumer satisfaction. Likewise the entire employers try to satisfy the reasonable needs and desire of the employees with a view to retain the existing employees and control the turnout of the employees. Further they try to provide better working condition to the maximum possible by considering the financial aspects of the business concern. But till now the management could not stop the turnout of the employees. Further in many business concerns the employees suffer lot and get frustration on the their job and working place as the quality work life of the employees is not up to the mark and also could not satisfy the employees in many ways. Employees express their views regarding the quality work life of the employees in places where they are given chance to express their ideas. Frequently the employees raise problems about the working conditions of the organization. Some of the employees caused by serious diseases as the working condition of the organization are not satisfactory.



1.3 SIGNIFICANCE OF THE STUDY

The development of the business concern depends on the skill and ability of the employees in the organization because when an employee works in the same organization for long time, he is specialized in the job in which he is involved. This helps to bring the product with good finishing which is attracted by consumers. Hence the organization can easily improve the sales and profit of the organization within short period. Almost all the employers try to satisfy the reasonable necessities of the employees, for the purpose of retaining the existing employees and to avoid turnout of the employees and provide better working conditions to the employees to maintain better quality of work life of the employees. But few organizations till do not consider better working conditions of the organization which leads to the frequent turnout of employees. Further it will affect the economic status of the employees as they search for better job in another organization for a long period without employment. The employers also try for skilled labours in various nature of work. If the working condition is made good there is no for searching of employment by the workers and skilled labours by the employers. As there is more competition for hiring skilled labours it is the right time to have a thorough study on the quality of work life of the employees to run the organization successfully and achieve the target of the organization.

1.4 OBJECTIVES OF THE STUDY

1. To evaluate the existing quality of work life of employees in C.R.Garments, Tirupur.
2. To measure the level of satisfaction of the employees regarding the quality of work life in C.R.Garments, Tirupur.
3. To find out the problems faced by the employees at the working place in C.R.Garments, Tirupur.
4. To analyze the causes for the problems faced by the employees in C.R.Garments, Tirupur .
5. To find the remedial measures to solve the issues faced by the employees and give recommendations to enhance the quality of work life of the employees C.R.Garments, Tirupur.

1.5 RESEARCH METHODOLOGY

1.5.1 Sampling

The population for the research work in the study area is about 1000. Out of 1000 employees, 400 employees are permanent employees in C.R.Garments, Tirupur. Hence, out of the total permanent employees 100 samples have been selected at random by using convenient sampling method. The sample constitutes 25% of the sample respondents are the employees of all cadre in C.R.Garments, Tirupur .

1.5.2 Data Collection

Both primary and secondary data have been collected for the research work.

1.5.2.1 Primary data

Primary data have been collected by framing questionnaire and interview schedule with the sample respondents. Necessary corrections, additions and deletions have been made in the questionnaire with the help of the experts and supervisor to make the research as an effective and useful to the society.

1.5.2.2 Secondary data

Secondary data was collected from the books and records maintained by the organization and the journals and magazines published in the relevant topic.

1.5.3 Research Design

Descriptive research was undertaken in the research for making the study effective and useful analysis of data and also for finding the result in the research.

1.5.4 Period of Study

The research work was carried out for the period of 2 month period starting from Feb 2015 to March 2015.

1.5.5 Statistical Tools

To make the research work effective and find the result of the research statistical tools like chi-square test was applied to interpret the data and to know the association between two variables in deciding the particular matter and issues related to the quality of work life of the employees in C.R.Garments, Tirupur



1.5.6 Limitations of the Study

1. The data was collected from the respondents in Valli Textiles Mills, Sattur only. Hence it may not be considered for policy decision makings in this regard.
2. The collected data and interpretation is based on the information obtained by the researcher at the time of interview schedule during the study period. So findings of the research may not be considered for other period as there may be possibility of changing.
3. As the respondents did not give co-operation at the time interview schedule, there may be possibility for bias in the information and the data collected.

2. REVIEW OF LITERATURE

Quality of Work life is one the most important factors that leads to conductive atmosphere. Good quality of work life generates to an atmosphere of good interpersonal relations and highly motivated employees. Employees concentrate more on their individual and group development and the management also pays adequate attention for promotion good quality of work life.

Archibald Evans A, (1975),¹ Made an attempt the first convention to be adopted by the new international labour conference was the hours of work (industry) convention (1919) which established the 8 or 9 hour day and the 48 hour week for industrial undertakings. By 1930, the same standard was adopted for the commercial and service sectors also.

Beinum, Hans Van (1984),² Observed that the general approach and an organizational approach to QWL. The general approach includes all those factors affecting the physical, social, economic, psychological and cultural well being of the workers, while the organizational approach refers to the design and operation of organizations in accordance with the values of democratic society.

Clerc J. M (1983),³ analyzed that the flexible hours schemes permit workers to start finish and take meal breaks at time of their own choosing, subject to certain conditions. Under a typical scheme, workers may start anytime between 7 am and 9.30 am, finish anytime between 4.30 pm and 7 pm and take from 30 minutes to two hours for lunch. They could therefore work on any one day as much as 11.5 hours, and the extra hours would not be considered as overtime. Such long days would not be worked regularly and they would be balanced by short days – theoretically as short as five hours – or by compensatory time off.

Cohen and Gadon (1976),⁴ studies that the flexible working hours treat an individual as a whole person, with a life outside work as well as in the organization. Under flexible working hours, special consideration is given to the band width, or the maximum length of working day. In order to provide opportunities for flexibility, the band is usually extended, perhaps to 12 or 16 hours per day rather than the customary 8 or 10.

Davis Keith and Newstrom John W, (1989),⁵ has analyzed perceive a wide range of QWL activities as open communication, equitable reward systems, a concern for employee - Job security, and participation in job designs. It emphasis should be placed on employee skill development, the reduction of occupational stress and the development of more co-operative labour management relations.

¹. **Archibald Evans. A, (1975),** “Hours of work in Industrialized Countries”, *International labour office, Geneva, p.7.*

². **Beinum, Hans van, (1984),** “Coming to Terms with QWL”, *Management in Government, Vol.16, No.2, pp.133-139.*

³. **Clerc. J. M. (1985),** “Introduction to working conditions and environment”, *International Labour Organization, Geneva, p.109.*

⁴. **Cohen and Gadon, (1976),** “Alternative work schedules Integrating individual and Organizational Needs”, *Massachusetts, Addison – Wesley Publications, p.33.*

⁵. **Davis Ketih and Newstrom John, W, (1989),** “Human Behaviour at work”, *Organizational Behavior, Eighth Edition, McGraw Hill International, Editions, New York, p.387.*



3. ANALYSIS AND INTERPRETATION OF DATA

TABLE No -1, Table Showing the Age Group of the Respondents

AGE	RESPONDENTS		TOTAL	Percentage %
	MALE	FEMALE		
Below 25 years	16	08	24	24
26 to 35	20	11	31	31
36 to 45	24	06	30	30
46 and above	10	05	15	15
Total	70	30	100	100

Source: Primary data

Interpretation

From the above table it is inferred that 24% of the respondents belong to the age group of below 25 years and 31% of the respondents belong to the age group 26 to 35 years, 30% of the respondents belong to the age group of 36 to 45 years where as 15% of the respondents belong to the age group of 46 years and above.

Table no – 2, Table Showing the Sex of the Respondents

SEX	TOTAL	Percentage
MALE	70	70
FEMALE	30	30
Total	100	100

Source: Primary data

From the above table it is clearly understand that among 100 respondents 70 % of the respondents are male, while the remaining 30% of the respondents are female.

Table No – 3, Table Showing the Marital Status of the Respondents

Marital status	Respondents based On sex		Total no of Respondents	% of the respondents
	Male	Female		
Married	44	13	57	57
Unmarried	24	16	40	40
Divorce	02	01	03	03
Total	70	30	100	100

Source: Primary data

A survey was undertaken to know the marital status of the respondents. The survey reveals that among 100 respondents 57% of the respondents are married, 40% of the respondents are unmarried, while the remaining 3 % of the respondents are part with their spouse.

Table no- 4, Table Showing the Opinion of the Respondents Regarding the Information Passed By the Workers Deliberately Made in Accurate

OPINION	RESPONDENTS BASED ON SEX		Total respondents	% of the respondents
	Male	Female		
YES	16(15.4)	06(6.6)	22	22
NO	54(54.6)	24(23.4)	78	78
Total	70	30	100	100

Source: Primary data .

The figures in the parenthesis show the expected frequency.

Interpretation

The above table shows that among 100 respondents 22 % of the respondents informed that the workers pass the information to other in diluted manner while 78% of the respondents say that any information will be passed by the workers as it is without any dilution of the information.



Null Hypothesis

The there is no significant relationship between respondents based on sex and their opinion regarding the information passed by the workers deliberately made accurate.

Alternative Hypothesis

The there is significant relationship between respondents based on sex and their opinion regarding the information passed by the workers deliberately made accurate.

Chi-Square Test

Degrees of freedom	1
Level of significance	5%
Table value of X^2	3.841
Calculated value of X^2	0.098

As the calculated value of $X^2(0.098)$ is less than the table of $X^2(3.841)$ for 1 degrees of freedom at 5% level of significance, there is no significant relationship between respondents based on sex and their opinion regarding the information passed by the workers deliberately made accurate. **Hence the null hypothesis is accepted** and it is concluded that the there is no significant relationship between respondents based on sex and their opinion regarding the information passed by the workers deliberately made accurate.

Table No- 5, Table Showing the Opinion of the Respondents Regarding the Illness and Chance of injury in their Work Place Based on the Department in which they Work

Opinion	Department				Total no of Respondents	% of the respondents
	Production	HR	Marketing	Finance		
Yes	13(13.2)	03(3.84)	07(4.08)	01(2.88)	24	24
No	42(41.8)	13(12.16)	10(12.92)	11(9.12)	76	76
Total	55	16	17	12	100	100

Source: Primary data

The figures in the parenthesis show the observed frequency.

Interpretation

From the above table it is inferred that among 100 respondents 24% of the respondents informed that their work place involves some short of injury and illness, while 76% of the respondents say that there is no chance of occurring illness and injury in their work place.

Null Hypothesis

There is no significant relationship between the respondents based on the department in which they work and their opinion regarding illness and chance of injury in their work place.

Alternative Hypothesis

There is significant relationship between the respondents based on the department in which they work and their opinion regarding illness and chance of injury in their work place

Chi-Square Test

Degrees of freedom	3
Level of significance	5%
Table value of X^2	7.815
Calculated value of X^2	4.637

As the calculated value of $X^2(4.637)$ is less than the table of $X^2(7.815)$ for 3 degrees of freedom at 5% level of significance, there is no significant relationship between respondents based on the department in which they work and their opinion regarding the chance of illness and injury in the work place **Hence the null hypothesis is accepted** and it is concluded that there is no significant relationship between the opinion regarding the chance of illness and injury in the working place and the respondents based on the department in which they work.



4. FINDINGS

1. Most of the respondents belong to the age group 26 to 35 years (31%).
2. Most of the respondents are male (70 %).
3. Most of the respondents are married (57%).
4. Most of the respondents have completed 10th standard (39%).
5. Most of the respondents belong to the workmen, (59%).
6. Most of the workers involved in production activities, (55 %).
7. Most of the respondents have less than 5 years of experience (28%).
8. Most of the respondents have less than 5 years of experience in the previous organization where the employees worked (32%).
9. Most of the respondents get an income of Rs. 2000 to 3000 per month (55 %).
10. Most of the respondents are not satisfied with the income earned by them. (74%).
11. Most of the respondents opined that the workers always concentrated in their duties without sparing time with co-workers, (61 %).
12. Most of the respondents informed yes regarding the care of the management towards the welfare of the employees in all age, (58 %).
13. Most of the respondents informed that their work involves corporate planning, research and development (58 %).
14. Most of the respondents informed that their work fulfills the needs on the job (47%).
15. Most of the respondents say that any information will be passed by the workers as it is without any dilution of the information. (78%).
16. Most of the respondents informed that the work allotted to them is not challenging in nature. (79%).
17. Most of the respondents informed that their organization has social responsibility whenever it is possible (82%).
18. Most of the respondents say that there is no chance of occurring illness and injury in their work place. (76%).
19. Most of the respondents informed that the employees have the sense of oneness in achieving target of the organization (76 %).
20. Most of the respondents informed that the organization provides social security scheme for all nature of works (81%).
21. Most of the respondents informed that the organization maintain equity and justice with regard to all matters concerned irrespective of the employees and their designation (77%).
22. Most of the respondents opined that there is no dehumanize working condition in the organization (92%).

4.1 FINDINGS BY APPLYING CHI-SQUARE TEST

1. There is no significant relationship between respondents based on educational qualification and their opinion regarding the satisfaction on the income earned in the organization.
2. There is no significant relationship between respondents based on sex and their opinion regarding the care taken by the management on the welfare of the employees
3. There is no significant relationship between respondents based on sex and their opinion regarding the information passed by the workers deliberately made accurate
4. There is no significant relationship between the opinion regarding the chance of illness and injury in the working place and the respondents based on the department in which they work.
5. There is significant relationship between the opinion regarding the justice and equity shown by the management and the respondents based on the department in which they work.
6. There is no significant relationship between respondents based on the experiences and their opinion regarding the adequacy of pay to meet the necessities.
7. There is no significant relationship between respondents based the department in which they work and their opinion regarding the team spirit of the workers at various levels.
8. There is no significant relationship between respondents based the department in which they work and their opinion regarding their willingness to work individually rather than in a group.
9. There is significant relationship between the respondents based on the department in which they work and their opinion regarding the opportunities available to improve the job.
10. There is no significant relationship between the respondents based on the department in which they work and their opinion regarding the attention given by the seniors for the grievances of the juniors.



4.2 FINDING BY ANOVA TEST

The opinion of the respondents is similar and effective and respondents have similar attitudes in stating the oneness to achieve the target of the organization.

5. SUGGESTIONS

1. Some of the respondents informed that the superiors do not know the problems of the workers. So the management of C.R.Garments should give proper direction to the superiors to analyze the issues related to the employees.
2. Some of the employees informed that the toilet facilities are not adequate. So effort should be taken to increase the toilet facilities in the company.
3. Few of the respondents informed that the noise in the organization creates disturbance to perform their work so instruction may be given to minimize the noise in the organization.
4. Some of the employees informed that the quality of work life in the organization do not match the social life what they have. So the management of C.R.Garments should take effort to improve the quality of work life of the employees in the organization.
5. Few respondents informed that they do not know the preventive measures for pollution in the organization. So the management should arrange awareness classes for the employees about the pollution problems and preventive measures to be taken.
6. Some of the employees informed that the work does not involve corporate planning for their development and improve the efficiency of the workers. So the authorities in Valli textiles should forward the message to the management and take initiatives to make alteration in the work which will help them to develop well.
7. Most of the respondents informed that there is not sufficient to meet the reasonable family requirement of the employees. So the management of C.R.Garments may try to increase the wages and salaries to satisfy the employees of the organization.
8. Few respondents informed that equity and justice is not followed by the management in many occasions. So the management should see that equity and justice is maintained in all possible way irrespective of the caste, colour, race and the designation of the employees.

6. CONCLUSION

Due to more consciousness among employees and competition nowadays most of the employees prefer to work in a place where they are provided with good working condition in the work place. Further if the employees are satisfied with the working condition available in the organization where they work, they never think about other organization. They will try to bring skilled labour from other organization to the company which will help to utilize the talent of the workers efficiently for the development of the organization. We can minimize the labour turnover also. This will help the management to carry out the business activities and production without any shortage labour. We can supply the finished goods to the customer promptly. This will help the management to procure bulk orders from the customers. So that all the managements try to provide better working condition and quality of work life to the employees.

In order to obtain ISO certification and also for getting certificate regarding the quality of the infrastructure facilities also the business concerns need to maintain better working conditions and quality of work life of the employees in the organization. To fulfill the needs of the government and satisfy the workers all business concerns should try to provide better working conditions in organization to maintain better quality of work life to the workers. Likewise C.R.Garments takes various efforts to maintain quality of work life in the work place. Though it is recommended to maintain a standard in the quality of work life and follow up action also to be taken to maintain the quality of work life in C.R.Garments by considering the future plan of C.R.Garments in Tirupur.

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