



A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES IN JEPPIAAR CEMENT PRIVATE LIMITED, PERAMBALUR

Dr. N. Vijai Anand* & Dr. A. Dinesh Kumar**

* Professor & Head, Department of Management Studies,

Dhanalakshmi Srinivasan Engineering College, Perambalur, Tamilnadu

** Associate Professor & Head, Department of Management Science & Humanities, Dhanalakshmi
Srinivasan Engineering College, Perambalur, Tamilnadu

Cite This Article: Dr. N. Vijai Anand & Dr. A. Dinesh Kumar, "A Study on Quality of Work Life of Employees in Jeppiaar Cement Private Limited, Perambalur", Indo American Journal of Multidisciplinary Research and Review, Volume 2, Issue 2, Page Number 20-36, 2018.

Copy Right: © IAJMRR Publication, 2018 (All Rights Reserved). This is an Open Access Article distributed under the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Introduction:

Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfilled are said to have a low quality of work life. Quality of work life is viewed as an alternative to the control approach of managing people. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, organizations need to concentrate on job designs and organization of work. Further, today's workforce is realizing the importance of relationships and is trying to strike a balance between career and personal lives. Work is an integral part of our everyday life, as it is our livelihood or career or business. On an average we spend around twelve hours daily in the work place, that is one third of our entire life; it does influence the overall quality of our life. It should yield job satisfaction, give peace of mind, a fulfillment of having done a task, as it is expected, without any flaw and having spent the time fruitfully, constructively and purposefully. Even if it is a small step towards our lifetime goal, at the end of the day it gives satisfaction and eagerness to look forward to the next day.

- Adequate and fair compensation
- Safe and healthy working conditions
- Immediate opportunity to use and develop human capacities
- Opportunity for continued growth and security
- Social integration in the work organization
- Constitutionalism in the work organization
- Work and total life space
- Social relevance of work life

Meaning:

- Quality of work life refers to the "quality of relationship between employees and the total working environment".
- Quality of work life promotes individual learning and development. It provides individuals with influence and control over what they do it.
- It also made available to the individuals interesting and meaningful work as a source of personal rewards.
- Quality of work life refers to a concern about the impact of work on people as well as on organizational effectiveness.
- Qualities of work life create an idea of participation in organizational problem solving and decision-making.

Definition:

- "QWL is based on a general approach and an organization approach. The general approach includes all those factors affecting the physical, social, economic, psychological and cultural well-being of workers, while the organizational approach refers to the redesign and operation of organizations in accordance with the value of democratic society."
- "QWL is a process of work organizations which enable its members at all levels to actively participate in shaping the organizations environment, methods and outcomes. This value based process is aimed towards meeting the twin goals of enhanced effectiveness of organizations and improved quality of life at work for employees."
- The overriding purpose of QWL is to change the climate at work so that the human-technological-organizational interface leads to a better quality of work life."

Luthans Mirvis and Lawler (2008) definite that quality of working life was associated with satisfaction with wages, hours and working conditions, describing the "basic elements of a good quality of work life" as:

- safe work environment,

- equitable wages,
- equal employment opportunities and
- Opportunities for advancement.

Ellis and Pompli (2009) identified a number of factors contributing to job dissatisfaction and quality of working life in nurses, including:

- poor working environments,
- workload, inability to deliver quality of care preferred,
- balance of work and family,
- shift work,
- lack of involvement in decision making,
- professional isolation,
- lack of recognition,
- poor relationships with supervisor/peers,
- role conflict,
- Lack of opportunity to learn new skills.

Factors of QWL: There are few recognized measures of quality of working life, and of those that exist few have evidence of validity and reliability, that is, there is a very limited literature based on peer reviewed evaluations of available assessments.

Work-Related Quality of Life Scale (WRQLS): It indicates that this assessment device should prove to be a useful instrument, although further evaluation would be useful. The WRQOLS measure uses six core factors to explain most of the variation in an individual's quality of working life, Job and Career Satisfaction, Working Conditions, General Well-Being, Home-Work Interface, Stress at Work and Control at Work.

Job & Career Satisfaction (JCS) Scale: It is the Work-Related Quality of Life scale (WRQLS) is said to reflect an employee's feelings about, or evaluation of, their satisfaction or contentment with their job and career and the training they receive to do it. Within the WRQL measure, JCS is reflected by questions asking how satisfied people feel about their work. It has been proposed that this Positive Job Satisfaction factor is influenced by various issues including clarity of goals and role ambiguity, appraisal, recognition and reward, personal development career benefits and enhancement and training needs.

General Well-Being (GWB) Scale: Work-Related Quality of Life scale (WRQL), aims to assess the extent to which an individual feels good or content in themselves, in a way which may be independent of their work situation. It is suggested that general well-being both influences, and is influenced by work. Mental health problems, predominantly depression and anxiety disorders, are common, and may have a major impact on the general well-being of the population. The WRQL GWB factor assesses issues of mood, depression and anxiety, life satisfaction, general quality of life, optimism and happiness.

WRQOL Stress at Work Sub-Scale (SAW): It reflects the extent to which an individual perceives they have excessive pressures, and feel stressed at work. The WRQL SAW factor is assessed through items dealing with demand and perception of stress and actual demand overload. Whilst it is possible to be pressured at work and not be stressed at work, in general, high stress is associated with high pressure.

Control at Work (CAW) Subscale: WRQL scale addresses how much employees feel they can control their work through the freedom to express their opinions and being involved in decisions at work. Perceived control at work as measured by the Work-Related Quality of Life scale (WRQL) is recognized as a central concept in the understanding of relationships between stressful experiences, behavior and health. Control at work, within the theoretical model underpinning the WRQL, is influenced by issues of communication at work, decision making and decision control.

WRQOL Home-Work Interface Scale (HWI): It measures the extent to which an employer is perceived to support the family and home life of employees. This factor explores the interrelationship between home and work life domains. Issues that appear to influence employee HWI include adequate facilities at work, flexible working hours and the understanding of managers.

Working Conditions Scale: WRQOL assesses the extent to which the employee is satisfied with the fundamental resources, working conditions and security necessary to do their job effectively. Physical working conditions influence employee health and safety and thus employee Quality of working life. This scale also taps into satisfaction with the resources provided to help people do their jobs.

Specific Issues in QWL:

Policy Transfer: Policy transfer is a process in which knowledge about policies, administrative arrangements, institutions and ideas in one political setting (past or present) is used in the development of policies, administrative arrangements, institutions and ideas in another political setting.

Promotion Policies: "A promotion is the transfer of an employee to a job which pays more money or one that carries some preferred status."

Fair Grievance Handling: A grievance is any dissatisfaction or feeling of injustice having connection with one's employment situation which is brought to the attention of management.

Work Condition: Working conditions refers to the working environment and all existing circumstances affecting labor in the workplace, including job hours, physical aspects, legal rights and responsibilities.

Organization Health Programmers: The programmers cover drinking & smoking cessation, hypertension control, other forms of cardiovascular risk reduction, family planning.

Alternative Work Schedule: Work at home, flexible working hours, staggered hours, reduced work week, part-time employment.

Elements of Quality of Work Life:

- Ask the heads of operating and staff division to develop strategies for continuously communicating with their employees.
- Accurate timely information about vision, mission, strategic goals and objectives and proposed changes.
- Minimize the risk of involuntary separations.
- Opportunities for two-way communication with employees.
- Strength work and family programs.
- Increase our investment work place learning as a first step in creation of a learning organization.
- Better program and management.

Methods of Quality of Work Life:

In order to achieve the organizational objectives, a variety of quality of work life of employee's methods has been developed. The choice of method depends on organizational philosophy, its objectives, size, product, technology, etc. Methods that are commonly used in organization are as follows:

- Attitude
- Environment
- Opportunities
- Nature of Job
- People
- Stress Level
- Career Prospects
- Challenges
- Growth and Development
- Risk Involved and Reward.

Attitude: The person who is entrusted with a particular job needs to have sufficient knowledge, required skill and expertise, enough experience, enthusiasm, energy level, willingness to learn new things, dynamism, sense of belongingness in the organization, involvement in the job, inter personnel relations, adaptability to changes in the situation openness for innovative ideas, competitiveness, zeal, ability to work under pressure, leadership

Environment: The job may involve dealing with customers who have varied tolerance level, preferences, behavioral pattern, level of understanding; or it may involve working with dangerous machines like drilling pipes, cranes, lathe machines, welding and soldering machines, or even with animals where maximum safety precautions have to be observed which needs lot of concentration, alertness, presence of mind, quick with involuntary actions, synchronization of eyes, hands and body, sometimes high level of patience, tactfulness, empathy and compassion and control over emotions

Opportunities: Some jobs offer opportunities for learning, research, discovery, self-development, enhancement of skills, room for innovation, public recognition, exploration, celebrity-status and loads and loads of fame. Others are monotonous, repetitive, dull, routine, no room for improvement and in every sense boring. Naturally the former ones are interesting and very much rewarding.

Nature of Job: A driller in the oil drilling unit, a diver, a fire-fighter, traffic policeman, train engine driver, construction laborers, welder, miner, lathe mechanic have to do dangerous jobs and have to be more alert in order to avoid any loss of limb, or loss of life which is irreparable; whereas a pilot, doctor, judge, journalist have to be more prudent and tactful in handling the situation; a CEO, a professor, a teacher have more responsibility and accountability but safe working environment; a cashier or a security guard cannot afford to be careless in his job as it involves loss of money, property and wealth; a politician or a public figure cannot afford to be careless, for his reputation and goodwill is at stake. Some jobs need soft skills, leadership qualities, intelligence, decision making abilities, abilities to train and extract work from others; other jobs need forethought, vision and yet other jobs need motor skills perfection and extreme carefulness

People: Almost everyone has to deal with three set of people in the work place. Those are namely boss, co-workers in the same level and subordinates. Apart from this, some professions need interaction with people like patients, media persons, public, customers, thieves, robbers, physically disabled people, mentally challenged, children, foreign delegates, gangsters, politicians, public figures and celebrities. These situations demand high level of prudence, cool temper, tactfulness, humor, kindness, diplomacy and sensitiveness

Stress Level: All these above mentioned factors are inter-related and inter-dependant. Stress level need not be directly proportional to the compensation. Stress is of different types - mental stress/physical stress and psychological or emotional stress. A Managing Director of a company will have mental stress, a laborer will have physical stress, a psychiatrist will have emotional stress. Mental stress and Emotional stress because more damage than physical stress.

Career Prospects: Every job should offer career development. That is an important factor which decides the quality of work life. Status improvement, more recognition from the Management, appreciations is the motivating factors for anyone to take keen interest in his job. The work atmosphere should be conducive to achieve organizational goal as well as individual development. It is a win-win situation for both the parties; an employee should be rewarded appropriately for his good work, extra efforts, sincerity and at the same time a lethargic and careless employee should be penalized suitably; this will motivate the former to work with more zeal and deter the latter from being so, and strive for better performance

Challenges: The job should offer some challenges at least to make it interesting; That enables an employee to upgrade his knowledge and skill and capabilities; whereas the monotony of the job makes a person dull, non-enthusiastic, dissatisfied, frustrating, complacent, initiative - less and uninteresting. Challenge is the fire that keeps the innovation and thrill alive. A well-accomplished challenging job yields greater satisfaction than a monetary perk; it boosts the self-confidence also.

Growth and Development: If an organization does not give chance for growth and personal development it is very difficult to retain the talented personnel and also to find new talent with experience and skill.

Risk Involved and Reward: Generally, reward or compensation is directly proportional to the quantum of work, man-hours, nature and extent of responsibility, accountability, delegated powers, authority of position in the organizational chart, risk involved level of expected commitment, deadlines and targets, industry, country, demand and supply of skilled manpower and even political stability and economic policies of a nation. Although risk is involved in every job its nature and degree varies in them; all said and done, reward is key criteria to lure a prospective worker to accept the offer.

Process of Quality of Work Life:

The figure outlines the quality of work life of process. The process shown as in the figure is somewhat idealized. Many organizations make every effort to approximate the ideal process, resulting in first rate-appraisal systems. Unfortunately, many others fail to consider one or more of the steps and, therefore, have less-effective quality of work life.

- Family life is defined as the routine interactions and activities that a family have together. When members of a family enjoy each other's company and spend a lot of time doing things together, this is an example of a good family life.
- Any device used to move an item from one location to another. Common forms of transportation include planes, trains, automobiles, and other two-wheel devices such as bikes or motorcycles.
- the social or family life or personal relationships of an individual, esp. of a person in the public eye.
- Quality of work life refers to a concern about the impact of work on people as well as on organizational effectiveness.
- Work-life effectiveness is a specific set of organizational practices, policies, programs and a philosophy that recommends aggressive support for the efforts of everyone who works to achieve success both at work and at home.
- Amount of work or number of work units assigned to a particular resource over a given period.
- Compensation and benefits is a sub-discipline of human resources, focused on employee compensation and benefits policy-making.
- The term work environment is used to describe the surrounding conditions in which an employee operates. The work environment can be composed of physical conditions, such as office temperature, or equipment, such as personal computers. It can also be related to factors such as work processes or procedures.
- A fellow employee in the same profession, business or organization. Also called coworker. Person in the first-line management who monitors and regulates employees in their performance of assigned or delegated tasks. Supervisors are usually authorized to recommend and/or effect hiring, disciplining, promoting, punishing, rewarding, and other associated activities regarding the employees in their departments.
- Working conditions refers to the working environment and all existing circumstances affecting labour in the workplace, legal rights and responsibilities. The lifelong process of managing your or your employee's work experience within or between organizations.

Statement of Problem:

- Studying quality of work life of employees in an organization provides a clue to know about the employee's attitudes towards working.
- To understand and identify the problematic areas and make a plan and take action towards improvement.
- This study helps to improve the overall organizational effectiveness.
- This study helps to create awareness to the employees about quality of work life.
- This study helps to estimate the organization capacity to manage employee's quality of work life closely related to achieve high performance.

Industry Profile:

Cement is essential product, crucial to all sectors of our economy such as agriculture, industry, defense, civil authorities, and house hold. The production and consumption of country is considered as an index of its industrial prosperity. The ancient romans made pozzolana cement by mixing lime with volcanic

ash. People forgot about the cement during the middle age. However, in the later decades much development has taken place in the cement technology and the industry has flourished better than any other industry. Cement is one of the core industries which plays a vital role in the growth and expansion of a nation it is basically a mixture of compounds, consisting mainly of silicates of calcium, formed for cement, depends primarily on the pace of the economy. Cement is considered preferred building material and is used worldwide for all construction of infrastructures like ports, roads, power, plants etc Indian cement industry is globally competitive because the industry has witnessed healthy trends such as cost control and continuous technology up gradation. The Indian cement industry is extremely energy intensive and is the third largest user of coal in the country. It is modern and uses latest technology, which is among the best in the world. Also the industry has tremendous potential for development as limestone of excellent quality is found almost throughout the country.

Overview of Cement Industry:

The cement industry is one of the main beneficiaries of the infrastructure boom with robust demand and adequate supply, the industry has bright future. The Indian cement industry with total capacity of 165 million tones is the second largest after china. Cement industry is dominated by 20 companies who account for over 70% of the market. Individually no company accounts for over 12% of the market. The major ACC have been quiet successful in narrowing the gap between demand and supply.

Cement Factory in India:

The first cement factory in India was started in 1874 at Tamil Nadu and the production was started in 1904. Subsequently in 1912 a small factory was started at porbandar, Gujarat by 1914 about 5 factories come into existence in the country, but the output was very small. In 1925, the government granted production to the industry on the recommendation of the tariff board. The formation of the Indian cement manufactures association in 1927 and the cement marketing company in 1930 industry in India with a total of 54 million tons during 1993 from the both large and mini plants, cement consumption in India is equal to that of wheat. This makes the cement the largest consumed commodity in the country after rice and wheat. In the 19th century the British engineer named JOSEPH ASPIND development cement and hence become popular in the market. In 1916 the Portland association was formed in Chicago. Today in terms of quality, productivity and efficiency the industry is second in the world. Its technology is state of the art an average Indian plant is for superior to its Chinese counterpart its cost of production is one of the lower and its productivity is easily one of the highest. The industry leaders have never hesitated in investing on technology to ensure not only quality and productivity but also production of the environment.

Cement Industry in Tamilnadu:

As present the state has 87 major cement factories of which six factories in the private sector and two in the major public sector.

- Chittined Cement Corporation, Puliur
- Dalmia Cement (Bharat Limited)
- India Cement, Sankarnagar
- Madaras Cement Limited, R.R.Nagar
- A.C.C Madukkarai

The public sector concerns, which are under the control of Tamil Nadu Government are

- Tamil Nadu cement, Ariyalur
- Tamil Nadu cement, Alangulam

During the year 1981, the same installed capacity has increased from 41.2 lakhs to 43.7 lakhs tones and Tamil Nadu covered 18.3 percent 16.9 percent respectively of the total cement production.

Company Profile:

The Company was established in 1992 as Vijay cement Private Ltd and the commercial production started during the year 1994 with grinding unit. Clinkering unit was added in 1996 to make this an Integrated Cement Plant. An additional grinding unit was added in the year 1997. Due to financial constraint the unit was closed and not in operation from 2004. The Present management has taken over the company and the operation is started. The name of the company also changed as Jeppiaar Cements Private Limited 2007. The Cement plant was supported with their own Lime stone mines. The mining land is situated at Panangoor Village in Ariyalur District. The Other mining lands are situated in Siruganpur, & Olapadi Village in Perambalur District. Dr. Jeppiaar M.A., B.L., Managing Director & Mrs. Remi Bai Jeppiaar as Director are looking after the Company management. For survival of 450 families Dr. Jeppiaar take over the sick company and running the factory efficiently.

Production Capacity:

The Existing Cement Production capacity is 4500 Ton per month and is proposed to go for expansion of 9000 Ton per month and the Total capacity after Expansion will be 13500 Ton Per month. The Cement plant will be supported with the existing /Proposed Lime stone mines of JCPL in the Ariyalur Region. The reserves in our lime stone mines will last for 50 years. The average quality of the limestone would be.

Material	SiO ₂	Al ₂ O ₃	Fe ₂ O ₃	CaO	MgO
Lime Stone	7.42	2.11	3.06	48.14	0.72

Overburden (Clay)	63.38	12.65	8.55	2.24	1.21
-------------------	-------	-------	------	------	------

Laboratory & Quality Control:

- Manual sampling facilities shall be provided for the stock yard, raw mill, blending silo, storage silo, kiln discharge end, cement mill & cement silos.
- The laboratory is fully equipped for testing both chemical & physical test.

Scope of the Study:

This study was undertaken to find out the attitudes of employees towards quality of work life in JCP Ltd. It has been observed that the organization already provide some measures for quality of work life. But some of the employees are not satisfied with these. The main objective of this study was to find out whether employees are satisfied with the working conditions, remuneration, welfare activities etc. provided by the organization and put forward suitable suggestions and recommendations for improving the quality of work life.

Objectives of the Study:

Primary Objective: To study the quality of work life of employees in Jeppiaar cements private limited at Perambalur.

Secondary Objective:

- To find the quality of work life is successful in identifying the training and development needs.
- To analysis the health care and medical facilities providing of the organization.
- To find the motivating factors and welfare activities affect the quality of work life.
- To find the recruitment and promotion policies of the organization.
- To find the work load will influence your personal commitments.

Research Methodology: In the previous section, the researcher has discussed the concepts, theories and the findings related to the present study. In the present section the researcher describes the research methodology viz., Research design, sampling technique, tools and methods of data collection of the study.

Research Design: The Descriptive research has been done in this project. Descriptive research is used to describe characteristics of a population or phenomenon being studied. In descriptive research the survey method was used. The respondents answered questions administered through questionnaires.

Sample Design: The simple random sampling method was adopted in this research to collect the data from the respondents. A simple random sample is a subset of individuals (a sample) chosen from a larger set (a population). Each individual is chosen randomly and entirely by chance, such that each individual has the same probability of being chosen at any stage during the sampling process, and each subset of k individuals has the same probability of being chosen for the sample as any other subset of k individuals. The tippet random number table was used in this study.

Sample Size: The Sample is concerned with the selection of a subset of individuals from within a statistical population to estimate characteristics of the whole population. Before determining the sample size population must be considered. A population can be defined as including all people or items with the characteristic one wish to understand. The population taken for research study includes 450 employees. The sample size adopted in this study is 120 employees which is determined through the formula for determining sample size.

Tools for Data Collection:

- Primary Data
- Secondary Data

Primary Data: Primary data are the first hand information used by the researcher for his study. The researcher used the personal standardized questionnaire as the tool of data collection, since respondents are educated enough to read, understand and answer the question without any problem. The questionnaire contains 25 questions which are measured on 5 point liker scale. The pretest of the questionnaire was made to ensure whether the question are valid, reliable and appropriate and the questionnaire was revised according to the suggestions given by the guide in charge. A pilot study is a dress referral of the full project. The researcher conducted a pilot study to have some preliminary information about the organization and for the feasibility of conducting such a study in the organization. Questions that are not providing useful data are discarded, and the final revision of the questionnaire was made.

Secondary Data: Secondary data was collected from the company library, leading books from various authors. This research assignment makes substantial use of secondary material in the form of text, journal and magazine articles as well as internet sources for the purpose of data availability, analysis and investigation.

Statistical Tools Used for Data Analysis:

Percentage Analysis: Percentage analysis is the method to represent raw streams of data as a percentage for better understanding of collected data.

$$\text{Percentage Analysis} = (\text{No. of. Respondents} / \text{Total No. of. Respondents}) * 100$$

Chi-Square: The chi square is one of the simplest and most widely used non-parametric test. This test allows us to determine whether two attributes are independent of each other.

$$\text{Chi Square} = \sum (O-E)^2 / E, O - \text{Observed Frequency}, \sum - \text{the sum of}, E - \text{Expected Frequency}$$

One-Way ANOVA 'F' Test: An F-test is any statistical test in which the test statistic has an F-distribution under the null hypothesis. It is most often used when comparing statistical models that have been fitted to a data set, in order to identify the model that best fits the population from which the data were sampled.

$$F = \frac{\sum_{j=1}^k n_j (\bar{y}_j - \bar{y})^2 / (k-1)}{\sum_{j=1}^k \sum_{i=1}^{n_j} (y_{ij} - \bar{y}_j)^2 / (n-k)}$$

Research Hypothesis:

- There is a significant association between age of the respondents and their satisfied in working condition of the company.
- There is a significant association between education of the respondents and their satisfied in working condition of the company
- There is a significant association between experience of the respondents and their satisfied in working condition of the company
- There is a significant association between designation of the respondents and their company providing high quality tools and techniques to do the job.

Limitations of the Study:

- The study has to be conducted within a limited time.
- Since it is a private limited company unrevealing of all facts was not possible.
- The study was mainly based on questionnaire and the data got where response based.
- There were few incomplete responses.
- The analysis depends entirely on the responses.

Percentage Test:

Table 1: Distribution of Respondents According to their Gender

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Male	112	93.3
Female	8	6.7
Total	120	100

Source: Primary Data

Inference: The above table indicates that 93% of the respondents are male and 7% of the respondents are female.

Respondents Based on Gender:

Table 2: Distribution of Respondents According to their Age

Particular	No. of respondents	Percentage
	(n=120)	(100%)
18 to 25yrs	43	35.8
26 to 35yrs	31	25.8
36 to 45yrs	36	30
Above 45yrs	10	8.3
Total	120	100

Source: Primary Data

Inference: The above table indicates that 36% of the respondents belongs to 18 to 25 years age group, 26% of the respondents belongs to 26 to 35 years of age group and 30% of the respondents belongs to 36 to 45 years of age group and 8% of the respondents belongs to above 45 years of age group.

Respondents Based on Age:

Table 3: Distribution of Respondents According to their Designation

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Worker	43	35.8
Staff	67	55.8
Executive	10	8.3
Total	120	100

Source: Primary Data

Inference: The above table indicates that 36% of the respondents are workers, 56% of the respondents are staffs, and then 8% of the respondents are Executives.

Respondents Based on Designation:

Table 4: Distribution of Respondents According to their Educational Qualification

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
School level	16	13.3

Diploma	19	15.8
UG	53	44.2
PG	25	20.8
Others	7	5.8
Total	120	100

Source: Primary Data

Inference: The above table indicates that 13% of the respondents have School level diploma qualification, 16% of the respondents have diploma qualification, 44% of the respondents have under graduate qualification, 21% of the respondents have post graduate qualification and remaining 6% of the respondents have other qualification.

Respondents Based on their Educational Qualification:

Table 5: Distribution of Respondents According to their Year of Experience

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Below 5yrs	52	43.3
5 to 10yrs	37	30.8
10 to 20yrs	21	17.5
Above 20yrs	10	8.3
Total	120	100

Source: Primary Data

Inference: The above table indicates that 43% of the respondents have below 5 years of experience, 31% of the respondents have 5 to 10 years of experience and 18% of respondents have 10 to 20 years of experience and 8% of respondents have more than 20 years of experience.

Respondents Based on their How Long their Year of Experience:

Table 6: Distribution of Respondents According to their Marital Status

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Married	81	67.5
Unmarried	39	32.5
Total	120	100

Source: Primary Data

Inference: The above table indicates that 68% of the respondents are married, and then 33% of the respondents are unmarried.

Respondents Based on Marital Status:

Table 7: Distribution of Respondents According to their Salary

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Rs.10001 to 20000	26	21.7
Rs.20001 to 30000	56	46.7
Rs.30001 to 40000	16	13.3
Rs.40001 to 50000	10	8.3
Above 50001	12	10
Total	120	100

Source: Primary Data

Inference: The above table indicates that 22% of the respondent's income level is between Rs.10001 to 20000, 47% of the respondent's income level is between Rs.20001 to 30000, 13% of the respondent's income level is between Rs.30001 to 40001, 8% of the respondent's income level is between Rs.40001 to 50000, and 10% of the respondents income level is between above Rs.50001.

Respondents Based on their Salary:

Table 8: Distribution of Respondents According to their Satisfied with Work Environment

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	7	6.3
Dissatisfied	13	11.3
Neither Satisfied nor Dissatisfied	14	11.7
Satisfied	48	40
Highly Satisfied	38	31.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 6% of the respondents highly dissatisfied, 11% of the respondents dissatisfied, 12% of the respondents neither satisfied nor dissatisfied, 40% of the respondents satisfied and 32% of the respondents highly satisfied that the satisfied with work environment.

Respondents Based on their Satisfied with Work Environment:

Table 9: Distribution of Respondents According to their Work Assignment

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	5	4.2
Dissatisfied	12	10
Neither Satisfied nor Dissatisfied	25	20.8
Satisfied	30	25
Highly Satisfied	48	40
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 4% of the respondents highly dissatisfied, 10% of the respondents dissatisfied, 21% of the respondents neither satisfied nor dissatisfied, 25% of the respondents satisfied and 40% of the respondents highly satisfied with your work assignment.

Respondents Based on their Work Assignment:

Table 10: Distribution of Respondents According to their Job Satisfied with Your Working Hours

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	2	1.7
Dissatisfied	11	9.2
Neither Satisfied nor Dissatisfied	17	14.2
Satisfied	75	62.5
Highly Satisfied	15	12.5
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 2% of the respondents highly dissatisfied, 9% of the respondents dissatisfied, 14% of the respondents neither satisfied nor dissatisfied, 63% of the respondents satisfied and 13% of the respondents highly satisfied with your working hours.

Respondents Based on their Job Satisfied with Your Working Hours:

Table 11: Distribution of Respondents According to their Transfer Policies

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	9	7.5
Dissatisfied	15	12.5
Neither Satisfied nor Dissatisfied	10	8.3
Satisfied	48	40
Highly Satisfied	38	31.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 8% of the respondents highly dissatisfied, 13% of the respondents dissatisfied, 8% of the respondents neither satisfied nor dissatisfied, 40% of the respondents satisfied and 32% of the respondents highly satisfied that the transfer policies.

Respondents Based on their Transfer Policies:

Table 12: Distribution of Respondents According to their Recruitment and Promotion Policies of the Organization

Particular	No. of Respondents	Percentage
	(n=120)	-100%
Highly Dissatisfied	2	1.7
Dissatisfied	13	10.8
Neither Satisfied nor Dissatisfied	15	12.5
Satisfied	75	62.5
Highly Satisfied	15	12.5
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 2% of the respondents highly dissatisfied, 11% of the respondents dissatisfied, 13% of the respondents neither satisfied nor dissatisfied, 63% of the respondents satisfied and 13% of the respondents highly satisfied that the Recruitment and promotion policies of the organization.

Respondents Based on their Recruitment and Promotion Policies of the Organization:

Table 13: Distribution of Respondents According to their Job Satisfied with Your Job Schedule

Particular	No. of respondents	Percentage
	(n=120)	(100%)

Highly Dissatisfied	10	8.3
Dissatisfied	25	20.8
Neither Satisfied nor Dissatisfied	36	30
Satisfied	31	25.8
Highly Satisfied	18	15
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 8% of the respondents highly dissatisfied, 21% of the respondents dissatisfied, 30% of the respondents neither satisfied nor dissatisfied, 26% of the respondents satisfied and 15% of the respondents highly satisfied with your job schedule.

Respondents Based on their Satisfied with Your Job Schedule:

Table 14: Distribution of Respondents According to the Satisfied with Your Bonus

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	8	6.7
Dissatisfied	7	5.8
Neither Satisfied nor Dissatisfied	10	8.3
Satisfied	42	35
Highly Satisfied	53	44.2
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 7% of the respondents highly dissatisfied, 6% of the respondents dissatisfied, 8% of the respondents neither satisfied nor dissatisfied, 35% of the respondents satisfied and 44% of the respondents highly satisfied with your bonus.

Respondents Based on the Satisfied with Your Bonus:

Table 15: Distribution of Respondents According to the Health Care and Medical Facilities Provided by the Organization

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	2	1.7
Dissatisfied	11	9.2
Neither Satisfied nor Dissatisfied	12	10.0
Satisfied	75	62.5
Highly Satisfied	20	16.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 2% of the respondents highly dissatisfied, 9% of the respondents dissatisfied, 10% of the respondents neither satisfied nor dissatisfied, 63% of the respondents satisfied and 17% of the respondents highly satisfied that the health care and medical facilities provided by the organization.

Respondents Based on the Health Care and Medical Facilities Provided by the Organization:

Table 16: Distribution of Respondents According to the Quality & Quantity of Food Provided in Canteen Facilities

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	5	4.2
Dissatisfied	11	9.2
Neither Satisfied nor Dissatisfied	21	17.5
Satisfied	63	52.5
Highly Satisfied	20	16.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 4% of the respondents highly dissatisfied, 9% of the respondents dissatisfied, 18% of the respondents neither satisfied nor dissatisfied, 53% of the respondents satisfied and 17% of the respondents highly satisfied that the quality & quantity of food provided in canteen facilities.

Respondents Based on the Quality & Quantity of Food Provided in Canteen Facilities:

Table 17: Distribution of Respondents According to their Seating Arrangement

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	3	2.5
Dissatisfied	12	10.0
Neither Satisfied nor Dissatisfied	23	19.2

Satisfied	59	49.2
Highly Satisfied	23	19.2
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 3% of the respondents highly dissatisfied, 10% of the respondents dissatisfied, 19% of the respondents neither satisfied nor dissatisfied, 49% of the respondents satisfied and 19% of the respondents highly satisfied with your seating arrangement.

Respondents Based on their Seating Arrangement:

Table 18: Distribution of Respondents According to their Computer Configuration

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	11	9.2
Dissatisfied	19	15.8
Neither Satisfied nor Dissatisfied	8	6.7
Satisfied	49	40.8
Highly Satisfied	33	27.5
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 9% of the respondents highly dissatisfied, 16% of the respondents dissatisfied, 7% of the respondents neither satisfied nor dissatisfied, 41% of the respondents satisfied and 28% of the respondents highly satisfied with your computer configuration.

Respondents Based on their Computer Configuration:

Table 19: Distribution of Respondents According to the Company Have Fair Grievance Handling Procedures

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	3	2.5
Dissatisfied	12	10
Neither Satisfied nor Dissatisfied	11	9.2
Satisfied	80	66.7
Highly Satisfied	14	11.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 3% of the respondents highly dissatisfied, 10% of the respondents dissatisfied, 9% of the respondents neither satisfied nor dissatisfied, 67% of the respondents satisfied and 12% of the respondents highly satisfied that the company have fair grievance handling procedures.

Respondents Based on the Company Have Fair Grievance Handling Procedures:

Table 20: Distribution of Respondents According to the Comfortable with the Present Workplace Allotment

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	6	5
Dissatisfied	9	7.5
Neither Satisfied nor Dissatisfied	8	6.7
Satisfied	50	41.7
Highly Satisfied	47	39.2
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 5% of the respondents highly dissatisfied, 8% of the respondents dissatisfied, 7% of the respondents neither satisfied nor dissatisfied, 42% of the respondents satisfied and 39% of the respondents highly satisfied that the comfortable with the present workplace allotment.

Respondents Based on the Comfortable with the Present Workplace Allotment:

Table 21: Distribution of Respondents According to their Job Satisfied with Your Job Freedom to Afford Suggestion on Official Work

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	13	10.8
Dissatisfied	22	18.3
Neither Satisfied nor Dissatisfied	36	30.0
Satisfied	32	26.7
Highly Satisfied	17	14.2
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 11% of the respondents highly dissatisfied, 18% of the respondents dissatisfied, 30% of the respondents neither satisfied nor dissatisfied, 27% of the respondents satisfied and 14% of the respondents highly satisfied with your job freedom to afford suggestion on official work.

Respondents Based on their Job Satisfied with Your Job Freedom to Afford Suggestion on Official Work:

Table 22: Distribution of Respondents According to their Organization Provides any Training Program to Improve Your Skills Knowledge

Particular	No. of Respondents (n=120)	Percentage (100%)
Highly Dissatisfied	8	6.7
Dissatisfied	12	10
Neither Satisfied nor Dissatisfied	14	11.7
Satisfied	48	40
Highly Satisfied	38	31.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 7% of the respondents highly dissatisfied, 10% of the respondents dissatisfied, 12% of the respondents neither satisfied nor dissatisfied, 40% of the respondents satisfied and 32% of the respondents highly satisfied that the organization provides any training program to improve your skills knowledge.

Respondents Based on their Organization Provides any Training Program to Improve Your Skills Knowledge:

Table 23: Distribution of Respondents According to Quality of Work Life of the Organization Helps to Improve Your Productivity

Particular	No. of Respondents (n=120)	Percentage (100%)
Highly Dissatisfied	3	2.5
Dissatisfied	8	6.7
Neither Satisfied nor Dissatisfied	11	9.2
Satisfied	43	35.8
Highly Satisfied	55	45.8
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 3% of the respondents highly dissatisfied, 7% of the respondents dissatisfied, 9% of the respondents neither satisfied nor dissatisfied, 36% of the respondents satisfied and 46% of the respondents highly satisfied that quality of work life of the organization helps to improve your productivity.

Respondents Based On Quality Of Work Life Of The Organization Helps To Improve Your Productivity:

Table 24: Distribution of Respondents according To the Organization's provided by Welfare Facilities

Particular	No. of Respondents (n=120)	Percentage (100%)
Highly Dissatisfied	10	8.3
Dissatisfied	14	11.7
Neither Satisfied nor Dissatisfied	8	6.7
Satisfied	50	41.7
Highly Satisfied	38	31.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 8% of the respondents highly dissatisfied, 12% of the respondents dissatisfied, 7% of the respondents neither satisfied nor dissatisfied, 42% of the respondents satisfied and 32% of the respondents highly satisfied that the organization's welfare facilities.

Respondents Based on the Organization's provided by Welfare Facilities:

Table 25: Distribution of Respondents According to the Satisfied In Employees Job Security in the Organization

Particular	No. of Respondents (n=120)	Percentage -100%
Highly Dissatisfied	2	1.7
Dissatisfied	8	6.7
Neither Satisfied nor Dissatisfied	25	20.8
Satisfied	30	25
Highly Satisfied	55	45.8

Total	120	100
-------	-----	-----

Source: Primary Data

Inference: It is seen from the table that 2% of the respondents highly dissatisfied, 7% of the respondents dissatisfied, 21% of the respondents neither satisfied nor dissatisfied, 25% of the respondents satisfied and 46% of the respondents highly satisfied that if you satisfied in employee's job security in the organization.

Respondents Based on the Satisfied In Employees Job Security in the Organization:

Table 26: Distribution of Respondents According to the Management and Union Have Good Relationship

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	9	7.5
Dissatisfied	6	5.0
Neither Satisfied nor Dissatisfied	12	10.0
Satisfied	72	60.0
Highly Satisfied	21	17.5
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 8% of the respondents highly dissatisfied, 5% of the respondents dissatisfied, 10% of the respondents neither satisfied nor dissatisfied, 60% of the respondents satisfied and 18% of the respondents highly satisfied that the management and union have good relationship.

Respondents Based on the Management and Union Have Good Relationship:

Table 27: Distribution of Respondents According to the Satisfied in Working Condition of the Company

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	5	4.2
Dissatisfied	12	10
Neither Satisfied nor Dissatisfied	25	20.8
Satisfied	30	25
Highly Satisfied	48	40
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 4% of the respondents highly dissatisfied, 10% of the respondents dissatisfied, 21% of the respondents neither satisfied nor dissatisfied, 25% of the respondents satisfied and 40% of the respondents highly satisfied that if you satisfied in working condition of the company.

Respondents Based on the Satisfied in Working Condition of the Company:

Table 28: Distribution of Respondents According to the Company Providing High Quality Tools and Techniques to Do the Job

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	6	5
Dissatisfied	9	7.5
Neither Satisfied nor Dissatisfied	9	7.5
Satisfied	82	68.3
Highly Satisfied	14	11.7
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 5% of the respondents highly dissatisfied, 8% of the respondents dissatisfied, 8% of the respondents neither satisfied nor dissatisfied, 68% of the respondents satisfied and 12% of the respondents highly satisfied that the company providing high quality tools and techniques to do the job.

Respondents Based on the Company Providing High Quality Tools and Techniques to Do the Job:

Table 29: Distribution of Respondents According to the Get Correct Information about Work, Duties, Responsibilities Etc

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	4	3.3
Dissatisfied	10	8.3
Neither Satisfied nor Dissatisfied	10	8.3
Satisfied	50	41.7
Highly Satisfied	46	38.3
Total	120	100

Source: Primary Data

Inference: It is seen from the table that 3% of the respondents highly dissatisfied, 8% of the respondents dissatisfied, 8% of the respondents neither satisfied nor dissatisfied, 42% of the respondents satisfied and 38% of the respondents highly satisfied that if you get correct information about work, duties, responsibilities etc.

Respondents Based on the Get Correct Information about Work, Duties, Responsibilities Etc:

Table 30: Distribution of Respondents according To the Relationship with the Peer's Groups

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	6	5
Dissatisfied	9	7.5
Neither Satisfied nor Dissatisfied	16	13.3
Satisfied	31	25.8
Highly Satisfied	58	48.3
Total	120	100

Sources: Primary Data

Inference: It is seen from the table that 5% of the respondents highly dissatisfied, 8% of the respondents dissatisfied, 13% of the respondents neither satisfied nor dissatisfied, 26% of the respondents satisfied and 48% of the respondents highly satisfied that the relationship with the peer's groups.

Respondents Based on the Relationship with the Peer's Groups:

Table 31: Distribution of Respondents According to the Reasons for Which Quality of Work Life is used in the Organization

S.No	Reasons	Rank	Frequency
1	Training	1	81
2	Communication	2	68
3	Human Relation	3	62
4	Work Freedom	4	42
5	Welfare Scheme	5	33
6	Safety	6	31
7	Promotion	7	30
8	Job Relevancy	8	25

Sources: Primary Data

Inference: It is seen from the table that Training is the highly ranking factor associated with quality of work life and the Job relevancy are the lowest ranking reason for employing quality of work life in the organization.

Respondents Based on the Reasons for Which Quality of Work Life is Used in the Organization:

Table 32: Distribution of Respondents According to the Overall, Satisfied with the Existing Quality of Work Life

Particular	No. of Respondents	Percentage
	(n=120)	(100%)
Highly Dissatisfied	0	0
Dissatisfied	0	0
Neither Satisfied nor Dissatisfied	0	0
Satisfied	67	55.8
Highly Satisfied	53	44.2
Total	120	100

Sources: Primary Data

Inference: It is seen from the table that 0% of the respondents highly dissatisfied, 0% of the respondents dissatisfied, 0% of the respondents neither satisfied nor dissatisfied, 56% of the respondents satisfied and 44% of the respondents highly satisfied that the overall satisfied with the existing quality of work life.

Chi Square Test:

Table 33: Association between Age of the Respondents and their Satisfied in Working Condition of the Company

Age	Satisfied in working condition of the company						Statistical inference
	Highly Dissatisfied (n=8)	Dissatisfied (n=7)	Neither Satisfied nor Dissatisfied (n=12)	Satisfied (n=70)	Highly Satisfied (n=23)	Total (n=120)	
18 to 25 yrs	8(100%)	7(100%)	6(50%)	18(25.7%)	4(17.4%)	43(35.8%)	X ² =44.160 Df=12
26 to 35 yrs	0	0	6(50%)	16(22.9%)	9(39.1%)	31(25.8%)	.000<0.05
36 to 45 yrs	0	0	0	28(40%)	8(34.8%)	36(30%)	Significant
Above 45 yrs	0	0	0	8(11.4%)	2(8.7%)	10(8.3%)	

Alternate hypothesis (H₁): There is a significant association between age of the respondents and their satisfied in working condition of the company

Null hypothesis (H₀): There is no significant association between age of the respondents and their satisfied in working condition of the company

Inference: The above table reveals that there is a significant association between age of the respondents and their satisfied in working condition of the company. Hence, the calculated value less than table value (.000<0.05). So the alternate hypothesis accepted and the null hypothesis rejected.

Table 34: Association between Educational Qualification of the Respondents and their Satisfied in Working Condition of the Company

Education qualification	Satisfied in working condition of the company						Statistical inference
	Highly Dissatisfied (n=8)	Dissatisfied (n=7)	Neither Satisfied nor Dissatisfied (n=12)	Satisfied (n=70)	Highly Satisfied (n=23)	Total (n=120)	
School level	8(100%)	7(100%)	1(8.3%)	0	0	16(13.3%)	X ² =173.444 Df=16 .000<0.05 Significant
Diploma	0	0	11(91.7%)	8(11.4%)	0	19(15.8%)	
UG	0	0	0	38(54.3%)	15(65.2%)	53(44.2%)	
PG	0	0	0	18(25.7%)	7(30.4%)	25(20.8%)	
Others	0	0	0	6(8.6%)	1(4.3%)	7(5.8%)	

Alternate hypothesis (H₁): There is a significant association between educational qualification of the respondents and their satisfied in working condition of the company

Null hypothesis (H₀): There is no significant association between educational qualification of the respondents and their satisfied in working condition of the company

Inference: The above table reveals that there is a significant association between educational qualification of the respondents and their satisfied in working condition of the company. Hence, the calculated value less than table value (.000<0.05). So the alternate hypothesis accepted and the null hypothesis rejected.

Table 35: Association between Experience of the Respondents and their Satisfied in Working Condition of the Company

Experience	Satisfied in working condition of the company						Statistical inference
	Highly Dissatisfied (n=8)	Dissatisfied (n=7)	Neither Satisfied nor Dissatisfied (n=12)	Satisfied (n=70)	Highly Satisfied (n=23)	Total (n=120)	
Below 5 yrs	8(100%)	7(100%)	3(25%)	3(4.3%)	0	21(17.5%)	X ² =100.893 Df=12 .000<0.05 Significant
5 to 10 yrs	0	0	9(75%)	22(31.4%)	6(26.1%)	37(30.8%)	
10 to 20 yrs	0	0	0	37(52.9%)	15(65.2%)	52(43.3%)	
Above 20 yrs	0	0	0	8(11.4%)	2(8.7%)	10(8.3%)	

Alternate Hypothesis (H₁): There is a significant association between experience of the respondents and their satisfied in working condition of the company

Null Hypothesis (H₀): There is no significant association between experience of the respondents and their satisfied in working condition of the company

Inference: The above table reveals that there is a significant association between experience of the respondents and their satisfied in working condition of the company. Hence, the calculated value less than table value (.000<0.05). So the alternate hypothesis accepted and the null hypothesis rejected.

Table 36: Association between Designation of the Respondents and their Company Providing High Quality Tools and Techniques to do the Job

Designation	The company providing high quality tools and techniques to do the job						Statistical inference
	Highly Dissatisfied (n=6)	Dissatisfied (n=9)	Neither Satisfied nor Dissatisfied (n=9)	Satisfied (n=82)	Highly Satisfied (n=14)	Total (n=120)	
Worker	6(100%)	9(100%)	5(55.6%)	23(28%)	0	43(35.8%)	X ² =40.225 Df=8 .000<0.05 Significant
Staff	0	0	4(44.4%)	52(63.4%)	11(78.6%)	67(55.8%)	
Executive	0	0	0	7(8.5%)	3(21.4%)	10(8.3%)	

Alternate hypothesis (H₁): There is a significant association between designation of the respondents and their company providing high quality tools and techniques to do the job

Null hypothesis (H₀): There is no significant association between designation of the respondents and their company providing high quality tools and techniques to do the job

Inference: The above table reveals that there is a significant association between designation of the respondents and their company providing high quality tools and techniques to do the job. Hence, the calculated value less than table value (.000<0.05). So the alternate hypothesis accepted and the null hypothesis rejected.

One-Way Anova:

Table 37: Association Difference between Experience of the Respondents and their Get Correct Information about Work, Duties, Responsibilities Etc

Get correct information about work, duties, responsibilities etc	Mean	S.D	SS	DF	MS	Statistical inference
Between Groups			86.501	3	28.834	F=73.727 .000<0.05
Below 5yrs (n=21)	2.24	.889				

5 to 10yrs (n=37)	4.19	.660				Significant
10 to 20yrs (n=52)	4.48	.505				
Above 20yrs (n=10)	4.90	.316				
Within Groups			45.366	116	.391	

Alternate hypothesis (H₁): There is a significant difference between experience of the respondents and their get correct information about work, duties, responsibilities etc

Null hypothesis (H₀): There is no significant difference between experience of the respondents and their get correct information about work, duties, responsibilities etc

Inference: The above table reveals that there is a significant difference between experience of the respondents and their get correct information about work, duties, responsibilities etc. Hence, the calculated value less than table value (.000<0.05). So the alternate hypothesis accepted and the null hypothesis rejected.

Table 38: Association Difference between Experience of the Respondents and Their Good Relationship with the Peer's Groups

Good relationship with the peer's groups	Mean	S.D	SS	DF	MS	Statistical inference
Between Groups			114.698	3	38.233	F=90.506 .000<0.05 Significant
Below 5yrs (n=21)	2.05	.865				
5 to 10yrs (n=37)	4.03	.799				
10 to 20yrs (n=52)	4.69	.466				
Above 20yrs (n=10)	5.00	.000				
Within Groups			49.002	116	.422	

Alternate hypothesis (H₁): There is a significant difference between experience of the respondents and their good relationship with the peer's groups

Null hypothesis (H₀): There is no significant difference between experience of the respondents and their good relationship with the peer's groups

Inference: The above table reveals that there is a significant difference between experience of the respondents and their good relationship with the peers groups. Hence, the calculated value less than table value (.000<0.05). So the alternate hypothesis accepted and the null hypothesis rejected.

Findings, Suggestions and Conclusion:

FINDINGS

- 93% of the respondents were male
- 36% of the respondents belong to 18 to 25 age group
- 56% of the respondents were staff
- 44% of the respondents have UG qualification
- 47% of the respondent's income level is between Rs.20001 to30000
- 40% of the respondents satisfied with pay & privileges.
- 40% of the respondents highly satisfied with your work assignment
- 40% of the respondents satisfied with your transfer policies
- 63% of the respondents satisfied that the Recruitment and promotion policies of the organization.
- 30% of the respondents neither satisfied nor dissatisfied with your job schedule.
- 44% of the respondents highly satisfied with your bonus
- 63% of the respondents satisfied that the health care and medical facilities provided by the organization.
- 53% of the respondents satisfied that the quality & quantity of food provided in canteen facilities.
- 49% of the respondents satisfied with your seating arrangement.
- 41% of the respondents satisfied with your computer configuration.
- 67% of the respondents satisfied that the company has fair grievance handling procedures.
- 42% of the respondents satisfied that the comfortable with the present workplace allotment.
- 30% of the respondents neither satisfied nor dissatisfied with your job freedom to afford suggestion on official work.
- 40% of the respondents satisfied that the organization provides any training program to improve your skills knowledge.
- 46% of the respondents highly satisfied that quality of work life of the organization helps to improve your productivity.
- 42% of the respondents satisfied that the organization's welfare facilities.
- 46% of the respondents highly satisfied that if you satisfied in employee's job security in the organization.
- 60% of the respondents satisfied that the management and union have good relationship.
- 40% of the respondents highly satisfied that if you satisfied in working condition of the company.
- 68% of the respondents satisfied that the company providing high quality tools and techniques to do the job.

- 42% of the respondents satisfied that if you get correct information about work, duties, responsibilities etc.
- 48% of the respondents highly satisfied that the relationship with the peer's groups.
- 81% Training is the highly ranking factor associated with quality of work life in the organization.
- 56% of the respondents satisfied that the overall satisfied with the existing quality of work life.

Suggestions:

- The organization can take necessary steps to improve the working environment
- The organization may concentrate on the training given
- The organization can make sure that resources available to perform their job is good
- It would be better if there is a conditions improvement in their working environment
- The top management could make necessary step to develop a good interpersonal relationship within the company
- The company could ensure to continue quality of product without any interruption.
- They can also reduce the work load of their employees
- They can also concentrate more in adaptation of latest technology in almost all fields
- Growth opportunity could be provided to the employees.

Conclusion:

This project work was undertaken in this area. This work has been successful in considering almost all the factors that were found to be relevant of the topic. The whole of the project work is carried at "Jeppiaar Cements Private Limited". The Quality Mission should include not only the quality of products; but also the quality of work life of the employees. Quality of work life can be improved upon by having good supervision, good working conditions, good pay and benefits, an interesting and challenging, and a rewarding job, more positive the Industrial relations processes, the greater the possibility of improved Quality of Work Life. Positive Industrial Relations should ensure better wages, flexible hours of work, conducive work environment, employment benefits, career prospects, job satisfaction, and meaningful employee involvement in decision making etc. ultimately leads to better Quality of Work Life.

References:

1. Gupta, C.B., Human Resource Management, New Delhi, sultan chand & sons, 2009.
2. Khanka, S.S., Organizational Behavior, New Delhi, S.chand & company Ltd, 2007
3. Kothari, C.R., Quantitative Techniques, New Delhi, mew age international (P) Ltd, publisher, 2008
4. Gupta, C.B., Human Resource Management, Sultan Chand, 2008
5. Prasad, L.M., Human Resource Management, Sultan Chand & Sons, 2007
6. Daniel. J. Skrovan (2013) .The nature and development of the construct quality of work life. Acta Academia, 37 (2).
7. Kennath A. Buback, Mary Kathryn Grant (2012).The conceptualization of quality of working life. Perspectives in Industrial Psychology, 7.
8. Thomas. G .Cummings, Edmond. S. Molloy (2011).Quality Systems and the Principles of QWL.
9. Payne and Pheysey (2010).An evaluation of the quality of work life of clothing workers in the Durban area. Unpublished Master's thesis. University of Natal, Durban.
10. Sayeed and Sinha (2009).Constructs of quality of work life: A Perspective of information and technology professionals, European journal of social sciences.
11. Hartenstein and Huddleston (2009).Quality of work life: A study of employees in shanghais, china, Asia pacific Business review.
12. Chakraborty (2008). Investigating the relationship between quality of work life and organizational commitment amongst employees in malaysian firms, international journal of business and management.
13. Seyed Mehdi Hosseini (2008). Quality of work life: A human values approach, journal of human values.
14. Hackman and oldhams (2007). Quality of work life. Human Relations. 37, 81-104.
15. B.Alireza et al (2006). Quality of work life of employees: emerging dimensions.
16. Conrad goveas (2005).A Study on Quality of Work Life of Employees at Jeppiaar Cement Private Ltd:Perambalur, International Journal of Advance Research in Computer Science and Management Studies
17. Chakraborty (2005). Accounting for the Quality of Work-Life"(1984) Journal of Organizational Behavior Vol:5 No:3 John & Wiley lit.
18. www.google.com
19. www.yahoo.com
20. www.wikipedia.com