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TO ASSESS THE QUALITY OF WORK LIFE EMPLOYEE IN SMALL SCALE INDUSTRIES

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ABSTRACT

Quality of work life is a policy to increase the strategies and focus is on the potential of these policies to influence employees. Quality of work life is useful for workers to use their potential to maximum extend. Quality of work life helps the employees to maintain work life balance with equal attention on their performance and commitment to work. Quality of work life helps to employees for their job satisfaction and work place environment. Quality of work life helps to the employees to safe their job in any organization. This study is focused on in small scale industries of INDORE DISTRICT IN MADHYA PRADESH. In small scale industries various employees wants to job satisfaction, bonus, good working condition and leave according to the employee. In small scale industries lower position employee are not involve in any decision made by management .The focus of this paper concerns a study of quality of work life for the employees of small scale industries. The aim of this paper is to determine the existence of Quality of work life in small scale industries as per the view of employees. As the QWL is very essential for industries to continue to attract and retain employees.

Keywords: Job satisfaction, Small scale industries, Quality of work life, Work environment.

I. INTRODUCTION

1. In Manufacturing there are 100 samples taken by random sampling method.

Table 1.Development of questionnaire

	Circle your answer				
1 My job is safe and secure in this organization	1	2	3	4	5
2 To me ,not many workers quit or leave their jobs in this organization	1	2	3	4	5
3 Workers are not afraid of losing their job	1	2	3	4	5
4 I am getting wages according to my skill ,knowledge, ability and experiences	1	2	3	4	5
5 My duty and responsibility is clear.	1	2	3	4	5
6 Workers are aware of company policy performance	1	2	3	4	5
7. I am satisfied my company health and safety policy.	1	2	3	4	5
8 Workers are getting overtime benefits	1	2	3	4	5
9 Workers are getting yearly profits benefits	1	2	3	4	5
10 lunch time is free for workers.	1	2	3	4	5
11 Working are getting transport facilities by My organization.	1	2	3	4	5

12. Female employee is getting their maternal leave with salary.	1	2	3	4	5
13 My performance is evaluated and rewarded.	1	2	3	4	5
14. We receive bonus.	1	2	3	4	5
15 Workers have the right to put their voice to top management	1	2	3	4	5
16 I am satisfied with work related technology	1	2	3	4	5
17 Male workers are getting their paternal leave with salary	1	2	3	4	5

Method of data collection Primary and secondary data
•In this study, the primary data was collected through questionnaire which consists of both open ended and close ended questions. The secondary data will be collected through Journal and websites.
•Interview method is used to take the responses from employees.
•for managerial :this survey is the partial result of the full scale survey of the managerial level The survey to collect data on organizational change and productivity improvement as an empirical study on processing zone.
•There will be a questionnaire set managerial level employees so it is the by product the main research.

SCALING TECHNIQUES
•The variables regarding organization performance were measured by a
 5 –point   Likert scale.
The data scale that was utilized for quantitative data is the Likert scale. It is an ordinal scale that included numeric data that has been grouped into classes. Furthermore, the Likert scale is very convenient if one wants to measure a construct e.g. level of agreement with a question, agree, and strongly agree (Maree 2007: 177).
 By answering the questions on this survey, we can contribute your opinions and Impressions' regarding your industries' working conditions, referred to as quality of work life.
This survey has a series of questions that relate to your experiences as a working
Member of   your Industries Please read each statement carefully and decide how Much you agree or disagree with it.
Please use the following scale of answers, or choose the response on the answer form
That best describes your answer:
1 = strongly disagree.
2 = Disagree.
3 = Neutral; no strong opinion.
4 = Agree.
5 = strongly agree.
The data was analysed using Statistical Packages for Social Scientists (SPSS) version 16 and the Cronbach's coefficient alpha was utilised to test the reliability of the questionnaire. The data analysed carried out by calculating Mean, Standard deviation and linear correlation. Data was analysed by using Statistical Packages for Social Scientists (SPSS) version 16 and the Cronbach's coefficient alpha was utilised to test the reliability of the questionnaire. The questionnaire was validated by using triangulation to improve the evaluation of the research findings (Golafshani 2003: 603). The independence of the variables was determined by Chi-square tests (χ^2) to observe the degree of the frequency of data.

II.   METHODOLOGY ADAPTED TO ANALYSE THE VARIOUS FACTORS

Chi-Square (x2) analysis-
Chi-Square (x2) analysis is generally employed when the data can be separated into various categories. Chi-Square analysis was used to make inferences between categories such as Industries and Industries support to determine which staff prefers a certain variable. The Chi-square test was used to determine if any of the responses was significantly selected more frequently than other responses and to test the association between the type of employee category and their response to each question.The chi square distribution is a theoretically derived mathematical distribution, based on the sums of squares of normally distributed variables. This is a continuous   distribution. In contrast, the chi square statistic is a discrete statistic; based on a finite number of possible values   Oi - Ei. These difference are used to compute This statistic can be shown to have what mathematicians refer to as a multi- nomial distribution. where

O_{ij} = observed frequency of the cell in ith row and jthcolumn.
E_{ij} = expected frequency of the cell in ith row and jth column.
If two distributions (observed and theoretical) are exactly alike, c2correlation bivariate correlation can be used to determine if two variables are linearly related to each other.

Reliability
Gottschalk (1995) (as cited by Jandagh and Matin 2010: 66) outlines three factors that can affect the reliability of data analysis:
 •Stability refers to the consistency of coding the same data in the same way over a period of time.
•Reproducibility refers to the tendency for a group of coders classifies categories membership in the same way.
•Accuracy or the extent to which classified text corresponds statistically to a norm or standard.
Reliability reflects the consistence of set of items variables scale by measuring the concept in a particular. It illustrates the individuals differences concerning the amount of agreement or disagreement of the concept studied. In this study, reliability measurement is important to verify the variables consistencies through employee job satisfaction, quality of work life and industrial performance.

Hypothesis

a.   Related with work environment
H1 There is a positive and significant relationship between working stressfree and job satisfaction.

H2 There is a positive and significant relationship between Safety and health conditions and Job satisfaction.

H3 There is a positive and significant relationship between job Security and Job satisfaction.

H4 There is a positive and significant relationship between teamwork and job satisfaction.

b.   Related with career development
H5 There is a positive and significant relationship between opportunities for promotion and job satisfaction.

H6 There is a positive and significant relationship between timely training programme and Job satisfaction.

c.   Related with Monetary satisfaction
H7 There is a positive and significant relationship between fringe and welfare benefits and Job satisfaction.
H8 There is a positive and significant relationship between Fair compensation and Job satisfaction.

d.   Related with managerial aspects
H9 There is a positive and significant relationship between proud feelings and Job satisfaction.
 H10 There is a positive and significant relationship between Appreciation and Job satisfaction.
H11 There is a positive and significant relationship between Involvement in decision making and Job satisfaction.
All the hypotheses are tested by using chi-square and regression.

DEMOGRAPHICS RESULT :

These demographic results show the frequencies and percentage distribution among various categories like age, Gender, Marital status, Educational qualification, Experience and income in different divisions.

Table2: demographics result

Variable	Frequency (Manufacturing)	Percent
Age		
Less than 20	36	36.00
20 to 3o	50	50
30 to 40	10	10
Above 40	4	4
Total	100	100
Gender		
Male	99	99.00
Female	1	1.00
Total	100	100
Marital status		
Married	76	76.00
Unmarried	24	24.00
Total	100	100
EDUCATION QUALIFICATION		
12th	12	12.00
Diploma	18	18.00
Graduation	58	58.00
Post graduation	12	12.00
Total	100	100
Experience		
0 to 5	34	34.00
5 to 10	44	44.00

10 to 15	14	14.00
Above 15	8	8.00
Total	100	100
Income		
Below 1 Lac	12	12.00
1 to 3 Lacs	36	36.00
3 to 5 Lacs	36	36.00
Above 5 Lacs	16	16.00
Total	100	100

Age is the main demographic tool which directly or indirectly depends on the job satisfaction. Here one thing is considerable that 99% is male candidate in manufacturing sector which is most dominating factor in this category. , while 50%of respondents were between age 20-30 in manufacturing sector which is most affect the decision criteria, Age range above 40 years is very less ie 4% in manufacturing sector . The results in table depict the education level of respondents as 12% have postgraduate qualifications, 18% have achieved diploma education level, 12% of respondents have 12th pass and 58% have graduation which is maximum in manufacturing sector.

Above table show that 0 to 5 years experience 34% of employee are found in small scale industries in manufacturing sector .5 to 10 years experience 44% of employee are found in manufacturing sector .10 to 15 years experience 14% of employee are found in manufacturing sector and above 15 years experience 8% of employee are found in manufacturing sector in small scale industries. In manufacturing small scale industries below 1 Lack per year 12% employee do work in small scale industries.1to3 lack per year 36% employee are found .and 3 to 5 lack per year. 36% employees are found in manufacturing sector. Above 5 lack per year earn 16% employee are found in small scale industries..

Reliability analysis: Manufacturing sector

Table 3: Reliability Statistics (a. Manufacturing sector)

Cronbach's Alpha (overall)	N of Items
.740	17

Table 4: Factors

Factor	Item	Cronbach's Alpha
Organization performance	4	.517
QWL	5	.401
Job satisfaction	3	.395
Wage policy	3	.284

Company policy	2	.203
Overall 17 Ietms	**17**	**0.740**

The overall reliability score (0.740) is greater than the suggested value (of 0.70). This indicates a high degree of acceptable, consistent scoring for the different categories of the ordinal variables for this research. All of the categories have are not acceptable. This was mainly due to the structure of the questions that comprised these sections in terms of their direction or alignment.

Table 4: Overall mean scores (a. Manufacturing sector)

	Mean	Std. Deviation
Industries performance	3.39	2.95529
Quality of work life	3.36	3.31510
Job satisfaction	3.37	2.26203
Wage policy	3.57	2.11813
Company policy	3.48	1.56940

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Table 5: Correlation result: (a. Manufacturing sector)

		Edu_Qualification	Experience	Income
Income	Pearson Correlation	.601**	.651**	1
	Sig. (1-tailed)	.000	.000	
	N	100	100	100
**. Correlation is significant at the 0.01 level (1-tailed).				

Correlation in Income and experience are significant 65% are considerable and income and education are 60% are also considerable.

Regression analysis: manufacturing sector

Table 6: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Sig.
1	.663[a]	.440	.323	.74240	.000

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Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Sig.
1	.663[a]	.440	.323	.74240	.000

a. Predictors: (Constant), Industries performance, QWL, job satisfaction ,wage policy ,company policy

1 to measure with the variable of Industries performance ,QWL, Job satisfaction, Wage policy, and company policy. The correlation of coefficient is (.663). the R –square adjusted is .323. thus the model composing of job satisfaction, company policy ,wage policy and quality of work life can explain about 32.3% of the total variation in industries performance and also the result is statistically significant at the level 0.5.

Table 7: Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.331	.660		5.049	.000
	Item1	.189	.082	.257	2.301	.024
	Item2	-.219	.098	-.255	-2.241	.028
	Item3	-.061	.086	-.072	-.707	.482
	Item4	.098	.091	.105	1.071	.287
	Item5	.156	.073	.206	2.125	.037
	Item6	-.116	.088	-.131	-1.307	.195
	Item7	-.363	.099	-.434	-3.677	.000
	Item8	-.131	.094	-.186	-1.396	.167
	Item9	.079	.096	.119	.825	.412
	Item10	-.167	.104	-.217	-1.611	.111
	Item11	.086	.111	.091	.779	.438
	Item12	.130	.083	.183	1.569	.120
	Item13	-.005	.127	-.005	-.038	.970
	Item14	.282	.121	.312	2.329	.022
	Item15	.113	.093	.139	1.216	.228

Table 6: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate			Sig.
1	.663a	.440	.323	.74240			.000
	Item16	-.290	.107	-.340	-2.704	.008	
	Item17	-.008	.085	-.014	-.100	.921	
a. Dependent Variable: Income							

Based on the sample size In manufacturing small scale industries some of variable Industries performance: In question 2,10 show that there is not significant relationship with income .and question (9,14) show that in industries has a positive relationship with income at significant level 5%.and it is explains that 11.9% and 31.2% of total variance

QWL: In question (8,13,17) show that there is not significant relationship with income. And question (11,12) show that there is a positive relationship with at 5% of significant level and this explain 9.1% and18.3% of total varience.

Job satisfaction: In job satisfaction question (1) show highly significant relationship with income at significant level 5% and it explain that 25.7% of total varience and other question (3, 16) are not significant relationship with income.

Wage policy: In wage policy factor there is positive relationship with income at significant level 5% and this explain that 10.5%,20.6%and 13.9% 0f t0tal varience.

Company policy: in this factor there is no significant relationship with income.

Result is that there is further revealed that quality of work life is not related to industries performance..

Chi square test for organization performance

Table 8: Test Statistics (a. Manufacturing sector)

	Item2	Item9	Item10	Item14
Chi-Square	52.000a	25.200a	47.200a	50.800a
Df	4	4	4	4
Asymp. Sig.	.000	.000	.000	.000
a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 20.0.				

Chi square test for quality of work life

Table 9 :Test Statistics(a. MS)

	Item8	Item11	Item12	Item13	Item17
Chi-Square	14.800a	1.352E2a	12.800a	1.340E2a	25.200a
Df	4	4	4	4	4
Asymp. Sig.	.005	.000	.012	.000	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 20.0.

Chi square test for job satisfaction

Table 10:Test Statistics(a. MS)

	Item1	Item3	Item16
Chi-Square	72.800[a]	37.200[a]	47.600[a]
Df	4	4	4
Asymp. Sig.	.000	.000	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 20.0.

Chi square test for wage policy

Table 11: Test Statistics(a . Manufacturing sector)

	Item4	Item5	Item15
Chi-Square	20.000[a]	28.800[b]	44.400[b]
Df	3	4	4
Asymp. Sig.	.000	.000	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 25.0.   b. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 20.0.

Chi square test for company policy

Table 12:Test Statistics(a. Manufacturing sector)

	Item6	Item7
Chi-Square	24.800[a]	40.400[b]
Df	3	4
Asymp. Sig.	.000	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is

25.0.

b. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 20.0.

III. RESULT & DISCUSSION

So that the overall reliability cronbach's alpha is (0.740) which means has a positive significant and this greater than std. Value (0.70) ,so that this is indicate that all factor are acceptable in manufacturing small scale industries. Table 4 show Overall mean score of approximately 3 imply that there is many respondents who agree with statement as those who did not .the std .deviation as low indicating that clustering around the mean value. To improve the Quality of Work Life of the employees in small scale industries and service sector, Work Assessment Committees may be constituted in the industries, headed by a qualified professional. The Committee shall meet frequently and assess the performance and appreciate the sincere efforts made by the professionals. Quality of Work Life and Occupation Stress of employees are found significantly and Positive correlated. So reducing the levels of stress is one of the best ways to enhance QWL. Hence it is suggested that, on the basis of the outcome of the study, effective stress management programmed may be adopted in industries to maintain the stress at reasonable and acceptable levels. The job is of challenging nature in the private sector. If the management improves the quality of work life in good.

IV. CONCLUSION

To improve the Quality of Work Life of the employees in small scale industries, Work Assessment Committees may be constituted in the industries, headed by a qualified professional. The Committee shall meet frequently and assess the performance and appreciate the sincere efforts made by the professionals. Quality of Work Life and Occupation Stress of employees are found significantly and
Positive correlated. So reducing the levels of stress is one of the best ways to enhance QWL. Hence it is suggested that, on the basis of the outcome of the study, effective stress management programmed may be adopted in industries to maintain the stress at reasonable and acceptable levels. The job is of challenging nature in the private sector.

V.   ACKNOWLEDGEMENTS

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