

## A STUDY ON QUALITY OF WORK LIFE IN IT INDUSTRY WITH REFERENCE TO COIMBATORE REGION

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**ABSTRACT:** The project is done in IT sector located at Coimbatore. The main concept of this project is Quality of work life. The quality of work life has different meanings for different people. Some consider it industrial democracy with increased employee's participation in the decision-making process. Improving social relationship at workplace through autonomous. The sample size of this project is 120 respondents. The samples have been taken from the total population of the employees on the convenience sampling method. The data collection is based on the primary data source and secondary data source. A detailed and well structured questionnaire is prepared to find out the satisfaction of the employees and the employees are interviewed personally. The secondary data are collected through official records and company brochures and websites. The data are collected and analyzed with the help of the statistical tools. Findings and conclusions are given based on the analysis and the suggestions are given based on the findings from the study.

**Keywords:** Quality of work life, Employee satisfaction and Autonomous work environment.

## 1 Introduction

### I. QUALITY OF WORK LIFE

A high quality of work life (QWL) is essential for organizations to continue to attract and retain employees. QWL is a comprehensive, department-wide program designated to improve employee satisfaction, strengthening workplace learning and helping employees had better manage change and transition. Dissatisfaction with quality work of life is problem, which affects almost all workers regardless of position or status. Many managers seek to reduce dissatisfaction in all organizational levels, including their own. This is complex problem, however, because it is difficult to isolate and identify all of attributes, which affect the quality of work life. Sometime abbreviated QWL, quality of work life is quick phrase that encompasses a lot, because it refers to the thing an employer does that adds to the lives of employees. Those "things" are some combination of benefits explicit and implied tangible and intangible that make somewhere a good place to work.

That recognition, in turn, creates trust and loyalty among employees, everybody benefits, and the world is a better place. QWL has also been viewed in a variety of ways

including as a movement, as a set of organizational interventions and a type of work life by employees. It is a dynamic multidimensional construct that currently includes such concepts as job security, reward systems, training and career advancements opportunities and participation in decision making.

### 1.2.objectives of the study

1. To study the relationship between the employees and total work environment.
2. To identify the techniques to improve Quality of Work Life in the organization.
3. To analyze whether the healthy measures satisfy the employees in the organization.
4. To study whether the employees are satisfied with training program in the organization.
5. To evaluate the employee's participation in achieving the desired goals of the company.

## 2. RESEARCH METHODOLOGY

The study was conducted through a systematic research work. Research is an active, diligent and systematic process of enquiry in order to discover, interpret or revise events, behaviors or theories or to make practical applications with the help of such facts, laws or theories. The term research is also used to describe the

collection of information about a particular subject.

### 2.1. RESEARCH DESIGN

Creating an effective research design is likely to be one of the most difficult and eminently useful tasks in drafting a proposal. An effective

Factor	Calculated Value	Table Value	Degree of Freedom	Remarks
Age	3.47	21.026	12	Not Significant

research design links abstract and stylized concepts and questions with the empirical word's complexities and challenges. A research design must at once be specific and highly flexible. In this research, the researcher has chosen descriptive research design in order to identify and interpret the beliefs, behaviors and observations of a specific group.

### 2.3. SAMPLING METHOD

The Sample units are chosen primarily on the basis of the convenience as per Non-probabilistic convenience sampling.

### 2.4.METHOD OF QUESTIONNAIRE

The questionnaire was designed to get the information from the respondents. The questionnaire was framed in the order to get full information covering.

1. Personal details of the employees.
  2. Opinion of the respondents regarding the factors influencing quality of work life.
3. ANALYSIS AND INTERPRETATION -

**TABLE:3.1**

Table showing the respondents opinion about the statement " The Organization makes me a healthier employee in both physical and psychological".

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Strongly	25	21
2	Agree	39	32
3	Neutral	26	22
4	Disagree	18	15
5	Strongly	12	10
	<b>Total</b>	<b>120</b>	<b>100</b>

INTERPRETATION:

From the above analysis, it is identified that 32 percentage of the respondents are Agree on the above statement, 22 percentage of the respondents are Neutral on the above statement, 21 percentage of the respondents are Strongly agree on the above statement, 15 percentage of the respondents are Disagree on the above statement and remaining 10 percentage of the respondents are Strongly disagree on the above statement.

**TABLE: 3.2**

Table showing the respondents opinion about the statement "My company provides me the opportunities to maintain a balance between work life and personal life".

S.NO	OPINION	NO.OF RESPONDENTS	PERCENTAGE (%)
1	Strongly	18	15
2	Agree	25	21
3	Neutral	45	37
4	Disagree	17	14
5	Strongly	15	13
	<b>Total</b>	<b>120</b>	<b>100</b>

INTERPRETATION:

From the above analysis, it is identified that 37 percentage of the respondents are Neutral on the above statement, 21 percentage of the respondents are Agree on the above statement, 15 percentage of the respondents are Strongly agree on the above statement, 14 percentage of the respondents are Disagree on the above statement and remaining 13 percentage of the respondents are Strongly disagree on the above statement.

### Chi-Square Test

**TABLE - 3.3**

Table showing the Age and keep learning new things in their job.

Opinion	Below 25 years	26-35 Years	36-45 Years	Above 45 Years	Total
Strongly	12	9	6	6	<b>33</b>
Agree	13	18	8	8	<b>47</b>
Neutral	8	5	3	3	<b>19</b>
Disagree	5	3	2	2	<b>12</b>
Strongly	4	3	1	1	<b>9</b>
<b>Total</b>	<b>42</b>	<b>38</b>	<b>20</b>	<b>20</b>	<b>120</b>

Null Hypothesis

H0: There is no relationship between Age and keep learning new things in their job.  
Alternative Hypothesis

H1: There is relationship between Age and keep learning new things in their job.

#### INTERPRETATION

From the above table, it is identified that the calculated value of Chi-square is less than the table value and the result is not significant at 5% level. Hence, the null hypothesis is accepted. It is concluded that there is no relationship between Age and I keep learning new things in their job.

#### 4. FINDINGS

1. 35 percentage of the respondents are belongs to the age group of below 25 years.
2. Maximum number of the respondents are agree the statement "I keep learning new things in my job".
3. Maximum number of the respondents are agree the statement "The organization makes me a healthier employee in both physical and psychological".
4. The statement "My company provides me the opportunities to maintain a balance between work life and personal life" is marked neutrally by the respondents.
5. The statement "The management provides job security to the employees" is neutrally opinioned by the respondents.
6. Maximum number of the respondents are strongly agree the statement "The organization provides effective training program for the new employees".
7. There is relationship between 'Gender' and 'Participative Management helps to improve the Quality of Work Life.
8. There is no relationship between 'Age' and 'I keep learning new things in their job'

#### 5. SUGGESTIONS

- The organization may carry out in depth study in HR department to improve the Quality of Work Life.
- Job security should give to all the levels of the employees.
- All the department heads have to train their employees continuously. This will

help employees to cope up with changing environment.

- The company should provide opportunities of an employee to maintain their work life and personal life.
- Always the management maintain good relationship with their employees.
- Always Quality of Work Life leads to higher productivity.

#### 6.CONCLUSION

This project has been undertaken with a view to make a study on "Quality of Work Life of the Employees in IT sector at Coimbatore," Accordingly, a supportive management and favorable work environment, personal growth and autonomy, the nature of the job, and stimulating opportunities and co-workers responses was very much encouraging. Every employer have the relationship to their employees. The employees satisfaction level may increase the quality of work life. From these responses are obtained through statistical approach, results have been derived. From the results, inferences were drawn and findings arrived at. Based on the findings, suggestions have been formulated so that further studies may be done in quality of work life. In a nutshell, it may be stated that the project work has been educative, encouraging & exhilarating experience from the beginning to end.

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