

Factors Affecting the Quality of Work life among the Worker in Medium Scale Industries

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Abstract— The desire to be happy is very normal in human life. The needs of every human being must be met. This state of mind in which his needs have been met and he feels satisfied as happiness. This extends to all facets of life, be it in the family, community, relationships or even the workplace. An individual would only feel like working if he had a good working environment. The management must ensure that the working environment is properly managed. "Quality of Work Life" is the positive or negative atmosphere in which person works. The atmosphere and its efficiency play an important role in ensuring employees' satisfaction. This in turn influences the efficiency and productivity of the employees. In this study the researcher seeks to examine the quality of life of food industry employees. The researcher will examine the employees' level of satisfaction with their jobs, relationships with management, work satisfaction levels, etc. To pick the samples, simple random sampling was conducted. The data were collected using a questionnaire and analysis was conducted according to the collected data. Necessary recommendations are often identified to enhance job satisfaction for employees.

Index Terms— Employee welfare, satisfaction, Work environment, Well Being, sustainability

I. INTRODUCTION

Satisfaction is a fundamental meaning of humanity. The job we do or something relevant to us will gladly fulfill our minds. However, if there is dissatisfaction, the particular work has no meaning [1]. This situation arises in our Work place too. If the work environment for employees is happy, they are loyal and so the work performed is productive. This is called as the Quality of work life [12]. The factors that influence quality of work life includes peer groups, colleagues, supervisors, management, benefits given in workplace, salary and working condition[2]. The food processing industry is considered an organized industry where the edible food is processed in a systematic way for consumption and storage. Each stage in the processing requires skilled employees[11]. The employees will be trained for each process. Team work is a major component of such industries[3]. These employees are to be given proper training for the smooth conducting of the activity [7]. But sometimes the working conditions, management, working environment etc affects the employee negatively which in turn effects their productivity and team work [6]. The researcher in this study is analyzing safety and quality measures among the employees in food processing Industry. Through this study the researcher will know the factors that affect the quality of work life and the satisfaction level of the employees on their works.

II. REVIEW OF LITERATURE

Employees play a vital role in their working climate. Today employees may have several working alternatives, and the workplace climate is a key factor in the acceptance and/or retention of jobs [4]. The standard of the workplace environment will clearly decide the motivation, efficiency and productivity of employees. How well the business operates impact the employees' error rate, their degree of creativity and collaboration with other employees, their absence and eventually the time for remaining at work [14] Wells (2000) says productivity in the workplace is related to job satisfaction. Employee satisfaction at work has been an important factor in assessing productivity in recent years, as determined by working conditions and the environment [18]. This refers in particular to those employees who work on a computer terminal most of the day. When machines are more and more mounted in workplaces, more and more businesses are taking ergonomic designs for offices and factory installations [8]. Brill (1992) estimates changes in workplace physical design could lead to 5-10 % higher productivity in employees[5]. Stallworth and Kleiner (1996) suggest that the physical structure of an company primarily focuses on employee needs to improve efficiency and satisfaction. They claim that creative workplaces should be built to promote the exchange of knowledge and networking through departmental classes, irrespective of job boundaries [16]. Statt (1994) suggests that technology characterizes the state-of-the-art office as well as computers, machinery, and general decorations [17]. Organizations must ensure that the physical environment meets organizational

needs, promoting contact and privacy, formality and informality, and flexibility and cross-disciplinary action, in order to achieve high levels of employee productivity [9]. The physical environment is a tool to improve both company performance [13] and the well-being of employee [10].

III. METHODOLOGY

The present study is carried out to find out the safety and quality among the employees in the food processing industries. Through this study the researcher will also analyze the safety measures taken by the organization to improve the quality of work life of the employees in the organization. A survey conducted among the employees for getting accurate information. Total of 53 sample were collected by using simple random sampling and data were analyzed by using SPSS.

IV. RESULT AND DISCUSSION

The present study aimed to analyze the socio- demographic details of the respondents as well as the safety and quality measures adopted by the food processing industries for their employees. Most (39.6%) of the respondents belong to the age group of above 40 years,(30.2%) of the respondents are 21 to 30 years, (26.4%) of the respondents are 31 to 40 years and remaining (3.8%) of the respondents are below 20 years. The age group of 21 to 55 is considered as independent working group and other age’s people are depending to this group. The study shows that most of the respondents from the age group of working class. Most (69.8%) of the respondents are female and the remaining (30.2%) of the respondents are male. Most (62.3) of the respondents are married and the remaining (37.7%) of the respondents are unmarried. Most (66.6%) of the respondents has studied up to school level, (20.8%) of the respondents has completed Under Graduate degree, (9.4%) of the respondents has completed diploma/ITI, and the balance (3.8)% of the respondents has completed Post Graduate degree. Majority (90.6%) of the respondents are belong to the income level below Rs 10,000 per month, remaining (9.4%) of the respondents, income range is Rs 10,001 to 20,000 per month and no one is belong to the income level of above Rs 20000.

Table 1 : Safety Measures for the Employees

S.N	Particular	Excellent	Good	Moderate	Fair	Poor	Mean Score	Rank
a)	Lightening	09	44	00	00	00	14.27	VI
b)	Cleanliness	06	45	01	01	00	14.33	V
c)	Working space	09	43	00	01	00	14.60	III
d)	Vehicle parking	07	44	01	01	00	14.40	IV
e)	Drinking Water	15	38	00	00	00	15.13	I
f)	Sanitation facilities	15	38	00	00	00	15.13	I
g)	First aid & ambulance	09	44	00	00	00	14.73	II
h)	Health & Safety measures	02	51	00	00	00	14.73	II

Table 1 shows the safety measures introduced by the food processing industry. The data analyzed with the support of weighted average mean. Based on the mean score, the industries in providing drinking water and sanitation facility to its employees. This two shown the first rank in the assessment. First aid and ambulance service were providing necessary circumstances, which is evidences with the mean score of 14.73. And, company is providing essentials health, it is shown with mean score of 14.73. The study

evidenced that, both first aid and ambulance services and safety measure were given by the organization, which have acquired second rank. The adequate working space were available in the organization, it is proved with means score of 14.60. According to the means score (14.40) vehicle parking is available for the employees. Cleanliness (mean score 14.33) of the organization is respectable and it has 5th rank, which is based on the opinion of employees. The organization have enough lightening facility for the night shift employees, the mean score of the lightening is shown as 6th rank. The study further revealed that, the food processing industries are providing necessary safety measures for its employees.

Table 2 represents the quality measures introduced by the food processing industry. The study revealed that, the company is proving reward for higher performance based on the opinion of 98.6 % of the respondents. Most of the respondents (54.7%) agreed that the organization provides enough rest time. Based on the opinion of 52.8 %, the employees can provide their feedback and they agreed that , there is effective feedback system. Majority (58.5%) of the respondents were agreed and 39.6% of the respondents are strongly agree that, the organization effectively utilizing skills and talents of the employees. According to the opinion of 96.2 % of the respondents they have harmonious relationship with the colleagues. The employees are able to participate in the decision-making process, it evidenced on the basis of 84.9 % of the respondents. Majority (83.0%) of the respondents are agreed with the organization’s immediate conflict resolution mechanism. Most of the respondents (54.7%) have positive opinion on supervisors support and guidance. The organization is following fair promotion mechanism on the basis of the opinion of 94.3 % of the respondents. 64.2% of the respondents were agreed and 30.2% of the respondents were strongly agreed as they were allowed offering comments and suggestions, but 5.7% of the respondents are no opinion about the same. Majority (67.9%) of the respondents are agree with the compensation for the work, (30.2%) of the respondents are strongly agree with the statement related to the compensation. The study further revealed that adequate instruction and trainings are provided to employees for updating their knowledge.

Table 2 : Quality Measure for Employees

Quality Measure	Strongly Disagree	Disagree	No opinion	Agree	Strongly Agree
Reward For Higher Performance	0.0	0.0	1.4	63.2	35.4
Enough Rest Time	0.0	1.9	0.0	54.7	43.4
Feed Back System	3.8	3.8		53.9	38.5
Effective Utilization of Talent And Skills	0.0	0.0	1.9	58.5	39.6
Harmonious Relations With Colleagues	0.0	1.9	1.9	55.8	40.4
Involvement in Decision Making Process	00	1.9	13.2	66.6	18.9
Immediate Conflict Resolution	0.0	1.9	1.9	83.0	13.2
Effective Supervision	0.0	9.4	7.5	54.7	28.3
Fair Promotion Mechanisms	0.0	0.0	5.7	75.5	18.9
Freedom Of Expression	0.0	0.0	5.6	64.2	30.2
Compensation	0.0	0.0	1.9	67.9	30.2
Adequate Instruction & Training	0.0	0.0	0.0	67.9	32.1

*figures in parenthesis represents percentage

V.CONCLUSION

Nowadays it is possible to see upside down the relationship between employees and employers. Because there has been an increase in the amount of work opportunities available to employees in a growing global economy, not only employees but also employers need to re-adjust themselves to deal with the complexities of business life. Every organization's performance depends on labor productivity to maximize

efficiency. The company encourages employee quality of work life. The study suggests that the management took the work atmosphere into the consideration and did everything possible to keep their employees satisfied.

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