

**QUALITY OF WORK LIFE - A STUDY AT MANGAL AND MANGAL JEWELLERY****Mr.P.Promod Kumar¹Dr.K.Binith Muthukrishnan² Dr.B.Velmurugan³**

¹II MBA Student, Department of Management Studies, NPR College of Engineering & Technology, Dindigul

²Associate Professor, Department of MBA, NPR College of Engineering & Technology, Dindigul

³Associate professor & HoD, Department of Management Studies, NPR College of Engineering & Technology, Dindigul

ABSTRACT

The main objective or the purpose of this research is to investigate and identify the significance of work environment towards the performance and also to study the effectiveness of the QWL in the organization. Methods/Analysis: In order to meet the stated objectives a structured questionnaire was framed and data was collected using convenience sampling from 123 employees of the steel manufacturing organization in Chennai, and to study the significant association chi-square was used by the researcher. Findings: QWL of the employees of this steel company can be improved by conducting some more training classes for the employees who are falling in the category of more than 3 to 4 years of experience and >4 years of experience which would boost their self-confidence and help them attain their level of satisfaction. Similarly the organization can give some more security to the employees falling in the category of 41 and above so that they feel quite secure in the hand of organization and they can give their paramount performance. Novelty/Improvement: This empirical article on Quality of Work life – A Study's structured questionnaire can be applied as an Employee opinion Survey taken in once in 6 months on knowing the quality of work life. By doing this survey organizations can get to know the quality of work life of the employees and take necessary steps to improve the QWL among all the Employees. It also helps the employers to know that their employees who are working in their organization are happily working leading to good QWL which will boost up their performance to come happily daily to their work place.

Key Words: Human behavior, Quality of work Life, Employee performance.

INTRODUCTION

Human behaviour is the concern for all. Parents are really worried about the behaviour of their children, teachers complain about the lack of interest in the students, and the employers are vinegary about the lack of devotion from their employees. The enigma remains still moot why people behave as they do. When the reputed firm's highly paid employees go on strike in some other form of clash the typical reaction of the organization is at chagrin. The assumption is that when an employee is well remunerated for his time and labour he is supposed to be stimulated to carry out responsibilities entrusted to him or her and he should be happy with his job but the traditional methods of motivating the employees have become ineffective.



Technological developments can be taken as a key factor, even though advanced technology is increasing the efficiency but it has impact on work-place environment. The new form of work organization must stand for an optimal balance between technical demands of job and social needs of the people performing it. This mounting interest in the new form has been accompanied by the detonation of the term QWL. QWL will have direct and not direct association with the economic and social welfare of large portion of population which lies beyond the domain of Industry. Quality of work life is significant to all the organizational inputs which leads to employees' satisfaction and influence organizational effectiveness.

The importance of quality of work life is to extend jobs and working conditions that are outstanding for employees as well as economic strength of the organization. It refers to the level of motivation, satisfaction, commitment, involvement of an employee and appraising for the best performance of the employees as per Organizational objectives an individual experience with respect to their work. Improved QWL naturally helps to improve the employee's and world also improves the performance of the Industry or enterprises

METHODOLOGY

STATEMENT OF THE PROBLEM:

The informal sectors are considered to be an important factor of the trade association in the world. The Mangal & Mangal can be productive (or) get quality of life through their occupation, because they are not developed in their life status. The factors which are playing important roles enhancing Mangal & Mangal are Social, Ethical, Legal, and Economic. The present study is dealing with various aspects of Mangal & Mangal socio-economic conditions and quality of life in the heart city of central bus stand in Tiruchirappalli district.

OBJECTIVES OF THE STUDY:

- To find out the socio-economic conditions of the Mangal & Mangal
- To study the quality of life among the respondents.
- To study the working condition of the Mangal & Mangal
- To study the level of awareness among the respondents regarding the policies.
- To understand the quality of work life of employees

RESEARCH HYPOTHESIS:

- There is a significant difference between gender of the respondents and their overall Quality of Life.
- There is a significant difference between house status of the respondents and their overall Quality of Life.
- There is a significant variance between Educational Qualification of the respondents and their overall Quality of Life.
- There is a significant variance between Living Areas of the respondents and their overall Quality of Life.



- There is a significant variance between Types of House of the respondents and their overall Quality of Life.
- There is a significant variance between Sales Area of the respondents and their overall Quality of Life.
- There is significant correlation between the age of the respondents and their overall Quality of Life.

METHODS AND RESPONDENTS:

The researchers used convenient sampling method to select 120 respondents for the present study and the study is descriptive in nature.

ABOUT THE COMPANY:

Promoted by Mr. P. Mookan and his friends and relatives in 1991, Mangal is involved in the business of retailing jewellery, household utensils, furniture and electronic appliances. The firm commenced retailing in utensils in 1991. Subsequently, the firm diversified its operations into jewellery retailing in 2000 and electronic appliances in 2007. It has three showrooms (measuring 47,000 sq. ft. in aggregate) in adjacent buildings, located in a commercial street in Trichy. Jewellery accounts for a major portion of the firm's revenues, with ~81% revenue contribution in FY2017. Besides Mangal, the promoters have business interests in two other entities viz., Mangal Metal Mart and Mangal Enterprises, which are involved in retailing brass / aluminium utensils, stationery items etc.

REVIEW OF LITERATURE

Sayed and Sinha (2021) examined the relationship between Quality of Work Life dimensions, job satisfaction and performance measures on the two groups of sample working in high Quality of Work Life and low Quality of Work Life organizations. The result revealed that Quality of Work Life dimensions are related to job satisfaction in both the types of organizations.

Ambrosini (2020) while reviewing the literature on Quality of Work life found the decline of work centred approach and the growth of interest in the relationship between work and non-work sphere. The prime perspective adopted during 1960 and 1970 are summarized, citing the emphasis on organizational and socio-technical studies of post Taylorist labour transformation. The emergence of the concept of Subjective work experience than documented stressing the importance of the time dimensions and work flexibility as determinant of Quality of Work Life.

Mirvis and Lawler (2011) suggested that quality of working life was associated with satisfaction with wages, hours, working conditions.

Singhal (2018), emphasized on the job quality of life where it is pointed out that quality of working life (Quality of Work Life) will be meaningful if the people working in organization live a happy life in society. Economic, family and health related aspects to which employees are



exposed as member of larger significant-society are significant factors that influence their quality of working life (Quality of Work Life) experience.

Kontbluh (2020) suggested that the contribution, of increased worker's participation in decision-making is appearing more often on labour management agenda as a strategy to increased employee's Quality of Work Life. The reason for management interest include need for (i) Increased probability positive quality (ii) Improving Quality of Work life for the new workers who are educated and have good work ethics, but are alienated and unmotivated under current management practices and (iii) Meeting foreign competition.

DATA COLLECTION

PRIMARY DATA:

In the project, the data is collected to know about the health, safety and welfare at the organization, by directly communication with the employee's .the data are those, which are collected as fresh and firsttime, and thus happens to be original in character. Hence the data here used is said to be as primary data.

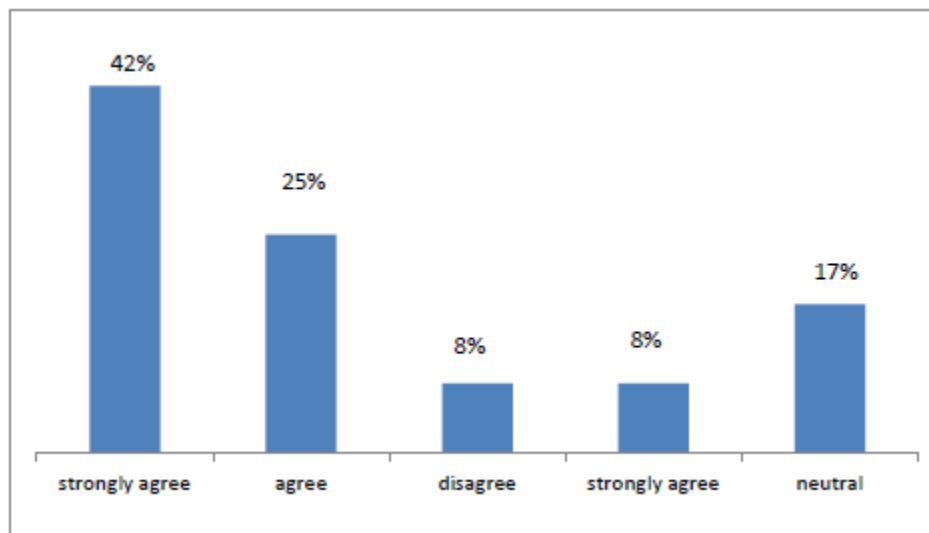
TOOLS AND TECHNIQUES

- Percentage
- Chi square
- Correlation

DATA ANALYSIS AND INTERPRETATION

CHART: 1.1

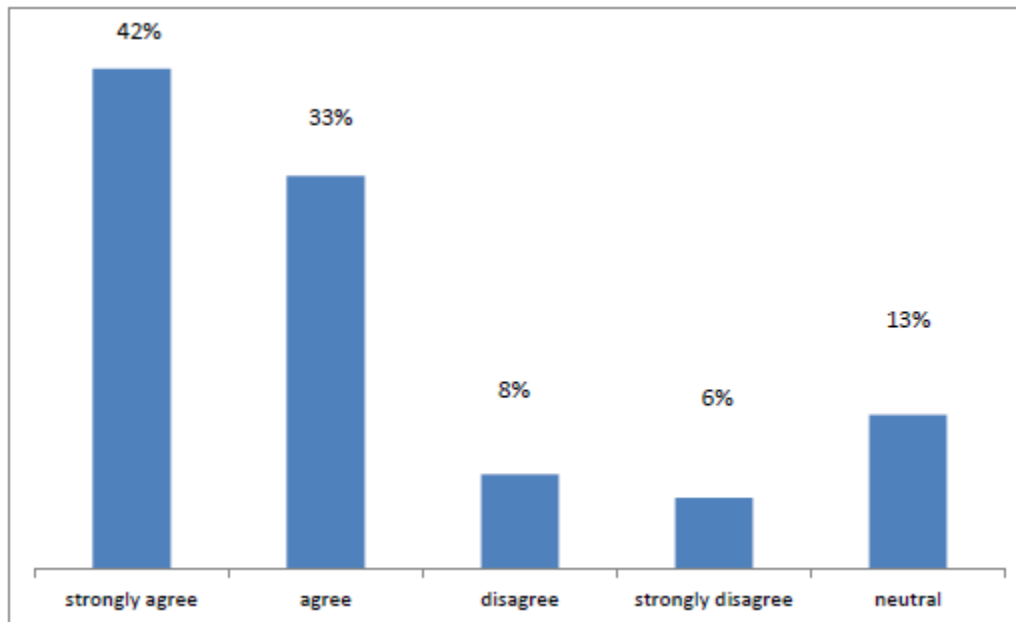
OPINION OF EMPLOYEES SMOOTH AND EFFECTIVE MANNER



The above chart shows that 42% of the respondents are strongly agree, and those 25% of the respondents in agree and those 8% of the respondents in disagree and those 8% of the respondents in strongly disagree and 17% of the respondents of neutral of their opinions.

CHART: 1.2

OPINION OF EMPLOYEES POSSIBLE WORKING CONDITION



The above chart shows that 42% of the respondents are strongly disagree, and those 33% of the respondents in agree and those 6% of the respondents in disagree and those 8% of the respondents in strongly disagree and 13% of the respondents of neutral of their opinions.

SUGGESTIONS:

In order to improve the internal relationship, subordinate must be encouraged to express work related issue or suggestions to the management

- The facilities provided by the company should be highly satisfactory because it determines the quality of work life of the employees.
- Wages and salary of the employee should be revised periodically.
- The employee's must be provided with more opportunity's to use their skill and ability this will enable employees to do their job more efficiently.
- Better welfare measures should be adopted to improve the commitment and satisfaction of employees.
- Employees must be provided with sufficient time to complete the task.
- There should be active participation of employees in decision making. This will improve the co-operation among the employees and it will help in reducing the conflicts.
- Better appraisal system should be followed and a realistic feedback for performance should be provided which will help in boosting the morale, confidence and ability of the employees.

CONCLUSION

A study on employees "quality of work life" at Mangal and Mangal, Trichy, During this work experience, information gained by interacting with employees was really knowledgeable which gave me insight to know about employees work life in the company. It was found that majority of the employees working there are satisfied with the company. If the employees give their best effort to the company, then the next responsibility is of the company to provide a better quality of work life in return. Quality of work life contributed to employees productivity and



morale, so the company realizes the importance of providing quality in work life of the employees to increase the productivity of the company. The study gives an overall idea about the extent of satisfaction of the employee's regarding the quality of work life prevailing in Mangal and Mangal Jewelery.

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