

# A Study on Quality Work Life in TRIKUT Info Service Private Limited, Coimbatore

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(Received on 05 March 2014 and accepted on 10 June 2014)

**Abstract – Quality Work Life refers to the favorableness’ or unfavourableness of the job environment of an organization for its employees. It is a generic term which covers a person’s feelings about every dimension of work. To render its versatile services. it expertise in providing solutions by working together with every individual client in A Team to Render the Innovative services by Keenly Understanding their Terms, which has carved a niche for ourselves in the global and Indian markets. Trikut allows the delivery of all these services in one neat package and provides clients the flexibility to staff and de staff as necessary. They are one of the leading professional Recruitment firms and outsourcing company in India. Backed a completely computerized data bank, we successfully provide the employers with our recruitment solution services. This paper explains the quality work life data collected from the employees in TRIKUT, Coimbatore and the analysis of data are presented.**

**Keywords:** Quality Work Life, Trikut

## I. INTRODUCTION

The Quality of work life (QWL) is the relationship between a worker and their environment by adding the human dimension to the technical and economic dimensions with in which work is normally viewed and designed. The term Quality of work life(QWL) was first introduced in 1972 during the international labor relation conference. QWL received more attention after united auto worker general motors’ initiated a QWL programs for work reform. Robbins ( 1989) defined QWL as “a process by which an organization responds to employee needs by developing

mechanism to allow them to share fully in making the decision that design their lives at work”. QWL has been well recognized as a multi-dimensional construct and it may not be universal or eternal. The key concepts captured includes job security, better reward system, higher pay, opportunity for growth, participative groups and increased organizational productivity among others.

QWL provides a more humanized work environment. It attempts to serve the higher order needs of workers as well as their more basic needs. It seeks to employ the higher skills of workers and to provide an environment that encourages them to improve their skill. The idea is that human resource should be developed and not simply used. Further the work should not have excessively negative conditions. It should not put workers under undue stress. It should not damage or degrade their humanness. It should not be threatening or unduly dangerous. Finally it should contribute to, or at least leave unimpaired, workers abilities to perform in other roles of life, such as citizen, spouse and parent. That is work should contribute to general social advancement.

## II. REVIEW OF LIETRATURE

It was around 1900 that F.W Taylor developed what was commonly known principles of scientific management which till today form the basis for designing jobs in most organisations. The traditional job design of scientific management focuses mostly on division of labour, hierarchy, close supervision and one best way of doing work. This no doubt bought several benefits to society but

its disadvantage has been its high human cost. The highly specialized jobs have made workers socially isolated from their fellow workers weakened their community of interest in the whole product and de skilled them to such an extent that workers have lost pride in their work. The system of hierarchy has totally dependent on the superior. It is always the superior not the subordinate who initiates action control over the work environment.

The success of any organisation is highly dependent on how it attracts recruits, motivates and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their workforce and enjoy their commitment therefore organisation are required to adopt a strategy to improve the employees Quality of Working Life to satisfy both the organisational objectives and employee needs.

According to Harrison "QWL is the degree to which work in an organisation contributes to material and psychological well beings of its members." According to D.S Cohan "QWL is a process of joint decision making, collaboration and building mutual respect between management and employees." Kates, Carol; Tuttle, Timothy (1996) the management wants to reduce the cost of manufacturing, increase quality, improve customer service, and above all increase earnings by capturing a larger share of the global market.. Labour unions, on the other hand, may accept a partnership agreement to improve their memberships' quality of work life. This includes job security, opportunity for personal growth within a company, a voice in the daily operations of the business, and increased earnings. Although both labour and management stand to benefit from high-performance work systems, such partnerships cannot flourish unless both sides agree that some division of increased earnings is fair. Partnership demands mutual trust between management and labours.

Almalki, M.J., FitzGerald, G., Clark, M. (2012) Quality of work life (QWL) is defined as the extent to which an employee is satisfied with personal and working needs through participating in the workplace while achieving the goals of the organization. QWL has been found to influence the commitment and productivity of employees in health care organizations, as well as in other industries.

### III.OBJECTIVES

1. To know the overall quality of work life in the organization and its impact on employees work culture.
2. To measure the level of satisfaction of employees towards the quality of work life.
3. To suggest suitable measures to improve the quality of work life.
4. To identify the major areas of dissatisfaction if any, and provide valuable suggestions improving the employees satisfaction in those areas.

### IV. RESEARCH METHODOLOGY

The type of research design used in the study was descriptive research, because it helps to describe a particular situation prevailing within a company. Careful design of the descriptive studies was necessary to ensure the complete interpretation of the situation and to ensure minimum bias in the collection of data.

Both the Primary and Secondary data collection method were used in the project. First time collected data are referred to as primary data. In this research the primary data was collected by means of a Structured Questionnaire. The questionnaire consisted of a number of questions in printed form. It had both open-end closed end questions in it. Data which has already gone through the process of analysis or were used by someone else earlier is referred to secondary data. This type of data was collected from the books, journals, company records etc.

Sampling is the selection of some part of an aggregate or totality on the basis of which a judgment about the aggregate or totality is made. Simple random sampling method was used in this project. Since population was not of a homogenous group, Stratified technique was applied so as to obtain a representative sample. The employees were stratified into a number of subpopulation or strata and sample items (employees) were selected from each stratum on the basis of simple random sampling. For a research study to be perfect the sample size selected should be optimal i.e. it should neither be excessively large nor too small. Here the sample size was bounded to 112.

**V. LIMITATION OF THE STUDY**

This Project still suffers from certain limitations, they are as follows:

1. The Quality of work life involves a wider range. The present study examines it from identified and selected dimensions only. However it is possible that there may be other factors which might not have been covered in this study.
2. Some respondents did not properly respond to the Questionnaire; thus to eliminate this aspect the researcher has also conducted some personal interviews.
3. The Management allowed the researcher to collect the data from the limited respondents only.

**VI. DATA ANALYSIS AND INTERPRETATION**

TABLE I QUALITY OF WORK

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Very good	10	9
2	Good	46	40
3	Ok	49	44
4	Bad	0	0
5	Very bad	7	7
	Total	112	100

It is seen from the table I that 9% of employees are highly satisfied and 40% of employees are satisfied, 44% of employees are neutral, 0% of employees are dissatisfied, and 7% of employees are highly dissatisfied.

It is seen from the table II that 20% of employees are highly satisfied with the attention of changes and 39% of employees are satisfied, 26% of employees are neutral, 15% of employees are dissatisfied, and 0% of employees are highly dissatisfied with the attention of changes.

TABLE II PROPER COMMUNICATION WITH EMPLOYEES

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Strongly agree	22	20
2	Agree	44	39
3	Moderate	29	26
4	Disagree	17	15
5	Strongly Disagree	0	0
	Total	112	100

TABLE III CORDIAL RELATIONSHIP AMONG EMPLOYEES

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Strongly agree	5	4
2	Agree	61	54
3	Moderate	39	35
4	Disagree	7	7
5	Strongly Disagree	0	0
	Total	112	100

It is seen from the table III that 4% of employees are highly satisfied cordial relationship among employees and 54% of employees are satisfied, 35% of employees are neutral, 7% of employees are dissatisfied, and 0% of employees are highly dissatisfied cordial relationship among employees.

It is seen from the table IV that 11% of employees are highly satisfied with training and 45% of employees are satisfied, 35% of employees are neutral, 7% of employees are dissatisfied, and 2% of employees are highly dissatisfied with training.

TABLE IV TRAINING

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Highly satisfied	12	11
2	Satisfied	51	45
3	Neutral	39	35
4	Dissatisfied	7	7
5	Highly Dissatisfied	3	2
	Total	112	100

TABLE V SATISFACTION IN PERFORMANCE APPRAISAL

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Highly satisfied	7	7
2	Satisfied	58	52
3	Neutral	29	26
4	Dissatisfied	15	13
5	Highly Dissatisfied	3	2
	Total	112	110

TABLE VI GRIEVANCE REDRESSAL

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Highly satisfied	10	9
2	Satisfied	56	50
3	Neutral	39	35
4	Dissatisfied	5	4
5	Highly Dissatisfied	2	2
	Total	112	100

It is seen from the table V that 7% of employees are highly satisfied performance appraisal and 52% of employees are satisfied, 26% of employees are neutral, 13% of employees are dissatisfied, and 2% of employees are highly dissatisfied performance appraisal.

It is seen from the table VI that 9% of employees are highly satisfied with grievance redressed and, 35% of employees are neutral, 4% of employees are dissatisfied, and 2% of employees are highly dissatisfied with grievance redressed.

TABLE VII REWARD RECOGNITION

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Yes	46	46
2	No	66	59
	Total	112	100

It is seen from the table VII that 41% of employees are highly satisfied with reward recognition and 59% of them are highly dissatisfied with reward recognition.

It is seen from the table VIII that 9% of employees are highly satisfied with the career development and 41% of employees are satisfied, 33% of employees are neutral, 13% of employees are dissatisfied, and 4% of employees are highly dissatisfied with the career development.

TABLE VIII CAREER DEVELOPMENT

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Very good	10	9
2	Good	46	41
3	Ok	36	33
4	Bad	15	13
5	Very bad	5	4
	Total	112	100

TABLE IX FREEDOM TO CARRY ON THE WORK

S.No.	Items	Respondents/ Calculated value	Analysis (percentage/result)
1	Very True	12	11
2	True	54	48
3	Somewhat true	19	17
4	Not too true	17	15
5	Not at all true	10	9
	Total	112	100

TABLE X CHI-SQUARE ANALYSIS

Age	Highly satisfied	Satisfied	Neutral	Highly dissatisfied	Total
Below 25 yrs	0	7	5	5	17
25-35 yrs	0	12	15	2	29
35-45 yrs	2	10	12	0	24
45-55 yrs	3	7	7	0	17
55 yrs & above	5	10	10	0	25
Total	10	46	49	7	112

It is seen from the table IX that 11% of employees are highly satisfied, 48% of employees are satisfied, 17% of employees are neutral, 15% of employees are dissatisfied, and 9% of employees are highly dissatisfied with the freedom of work.

### VII. FINDINGS

- 44% of employees are neutral with quality of work life.
- 39% of employees are satisfied with the attention of changes.
- 54% of employees are satisfied cordial relationship among employees.
- 45% of employees are satisfied with training.
- 52% of employees are satisfied with performance appraisal.
- 50% of employees are satisfied with grievance redressed.
- 59% of employees are highly dissatisfied with reward recognition.
- 41% of employees are satisfied with the career development.
- 48% of employees are satisfied with the freedom given to the employee for doing their own work.

### VIII. CONCLUSION

Social security scheme as well as welfare measures that are undertaken by the company are appreciable. These measures are not only for the company but also for the employees through satisfaction levels a company can ascertain whether an employee has shown his/her best performance on given job.

Welfare measures of the employees should be taken seriously by the top management to improve the satisfaction level by providing various benefits and facilities to them.

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