



QUALITY OF WORKLIFE OF EMPLOYEE, TVS LOGISTICS SERVICE LTD HOUSE, A
STUDY

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Abstract

Quality of Work Life (QWL) is a theory, an arrangement of standards, which holds that individuals are the most vital asset in the association as they are reliable, capable and equipped for making an important commitment and they ought to be treated with poise and regard. The components that are important to a person's nature of work-life incorporate the assignment, the physical workplace, social condition inside the association, managerial framework and connection between life on and off the activity. QWL comprises of chances for dynamic contribution in aggregate working plans or critical thinking that are of common advantage to representatives or bosses, in light of work administration collaboration. Individuals likewise think about QWL as an arrangement of techniques, for example, self-ruling work gatherings, work enhancement, high-contribution went for boosting the fulfillment and efficiency of labourers. It requires the representative promise to the association and a domain in which this dedication can prosper. Therefore, QWL is an exhaustive build that incorporates a person's activity related prosperity and the degree to which work encounters are fulfilling, satisfying and without stretch and other antagonistic individual outcomes.

I. INTRODUCTION

Quality of Work Life (QWL) is a disposition, an arrangement of belief system, which holds that individuals are the most critical asset in the association as they are honest, capable and skilled of making the profitable commitment and they ought to be treated with confidence and regard. The fundamentals that are identified with a person's nature of work-life incorporate the mission, the managerial framework, physical work climate, social foundation inside the association, and connection between life on and off the activity. QWL comprises of chances for dynamic commitment in group working courses of action or emergency tackling that are of shared help to representatives or businesses, in light of work administration collaboration. Individuals likewise think about the QWL as an arrangement of techniques, high-contribution, for example, self-overseeing work gatherings, and employment enhancement composed at boosting the fulfillment and profitability of laborers. It requires the individual from staff responsibility to the association and a situation in which this devotion can thrive. Hence, QWL is a colossal build that incorporates a person's activity



associated prosperity and the degree to which work encounters are fulfilling, satisfying and without a push and other pessimistic individual results.

It is muddled to most prominent conceptualize the nature of work life (QWL) fundamentals. Eight noteworthy hypothetical classes identifying with QWL as

- safe and healthy working environment
- social combination in the work organization
- opportunity for continuous development and protection
- immediate opening to use and increasing human capacities
- constitutionalism within the work institute
- work and total life freedom
- satisfactory and fair reimbursement

II. SOCIAL RELEVANCE OF WORK LIFE

QWL have the capacity to survey by joining the amount and the level of pressure and the level of fulfilment honed by the individual encompassed by his/her business-related part. The most widely recognized estimation of QWL is the person mentalities. This is on the grounds that individual work states of mind are essential markers of QWL. The practices that individuals react to their occupations have resulted in their individual satisfaction, the adequacy of their work associations and even the consistency of society. People specifically see and influence attributions about their employment as per the open door they to convey to the work environment. While the uniqueness of the employment has for quite some time been thought to be focal impacts on work states of mind, the prior time of the 1970s and 1980s have saw considerably more noteworthy attention to parts of the hierarchical setting in which the activity is performed.

Along these lines, we should likewise take a gander at how administrative qualities apply both immediate and roundabout impact on the QWL. Develop might be the most regularly contemplated singular expert on work mentalities. Studies which influence utilization of extensively varying examples to discover predictable outcomes: grown-up representatives are more fulfilled, additionally work included and more dedicated to their work. Investigations of the connection between the line of business stage and occupation fulfilment and employment inclusion yield not in an assertion. For instance, there is a positive connection between the line of business stage and work duty when the line of a business organize is characterized as far as age, all things considered, adjusted relations show up when age is characterized regarding occupation or organization residency.

Antiquated time's investigations demonstrate that family parts are an indication of necessities, openings alongside requirements have the effect on people's responses to work. Later than every one of them, two basic central purposes of completely created life are family and work. The part capability of these two spaces isn't generally good subsequently making clashes. These contentions are identified with results, for example, work despondency, work be depleted and turnover, in the meantime and to results identified with mental misery e.g. discouragement and



life and conjugal dissatisfaction. Work-family struggle thinks about have added to a superior discerning of part strife and its effect on psychological well-being and the nature of work life(QWL).

III. PREVIOUS RESEARCH

Aswathappa (2010) in his book, "Human Resource Management "examined the different kinds of advantages and administrations gave to the worker's as far as the instalment for time not worked, protection benefits, pay benefits, annuity designs and so on. He additionally talked about the approaches to control the advantages and administrations better. N. Karl Haden, Ph.D., William Hendricson, M.S et.al (2007) surveyed the staff recognition and suggestions identified with the workplace, wellsprings of occupation fulfilment and disappointment, and expert improvement needs. The appraisal demonstrated that dominant part of employees are particularly happy with their specialization and also the work environment, while, the Tenured partner teachers communicated the best level of disappointment. Kian-Sam Hong, Kok-Wah Tan and Suraini Bujang (2010) examined the connections between nature of work life and work duty, work pressure and work fulfilment of Teachers of Kuching, Sarawak in Malaysia. Discoveries in this investigation demonstrated that the respondents just had direct work-life quality, and there were no distinctions in the nature of work life in light of statistic factors. Work Life Quality of educators could, in any case, be enhanced to guarantee that understudies increase most extreme advantages from instructing and learning rehearses in the classrooms. Dr Samson B Vegas (2012) completed an exploration on the personnel of advanced education organizations in CAPIZ state region of the Philippines. Information is assembled through the expressive review, casual meetings and narrative examination of the hugeness of distinction and connections amongst QWL and profitability were tried by t-test ANOVA and Pearson test. He took the age, sexual orientation, year of experience and pay as parameters for the examination. This investigation uncovered that the level of QWL was great and level of efficiency was tasteful in these foundations. He dissected and found that there is a positive connection between QWL and fulfilment and QWL and profitability. This examination prescribed that the more FDP (Faculty advancement program) ought to be kept running on these organizations for research and net benefit. Educators whose occupations are secure will probably have prospects for proficient improvement, collaborate strongly with peers and more prominent parental association in their schools and to their understudies (Gupta and Sharma, 2011). Educators encounter poor emotional well-being and bring down occupation fulfilment when contrasted with different gatherings (Miller and Travers 2005). There is a relationship between the nature of work existence with the promise to college among approximately 205 understudies who have the understudy employment and it is discovered that there is an extensive relationship among the ability to work and the responsibility to college (Turner 2005). To the extent relationship in the impression of representatives towards nature of work life and occupation fulfillment over the sexual orientation and nature of employment is worried there is distinction in the view of guys and females as to various measurements like working conditions, work-life adjust, chances of development and social pertinence of employment (Shalla et al.2014).



IV. RESEARCH METHODOLOGY

Objectives of the Study

- To learn about the nature of quality of work life among employees at TVS Logistics Services
- To think about the workplace of the employees at TVS Logistics Services.
- To learn about the acknowledgment through specialists support received among employees.
- To think about the profession openings gave by the organization to the employees.

Research Design -

This research is descriptive in nature. In descriptive research design the researcher try to find out in what frequency the relationship exist between the variables. The primary data is collected through questionnaire and through conversation with employees. The secondary data is collected through websites, journals, magazines etc., total population in the company is 350. Our sampling size is 125. Disproportionate stratified random sampling was adopting for collecting the information from the employees. The instrument use to collect the data is through Questionnaire. Simple Tools and techniques used for statistical analysis.

V. DATA ANALYSIS AND INTERPRETATION

Section - A

Sl.No - A	Designation	No. of Respondents	Percentage (%)
1	Manger level	21	16.8
2	Supervisors level	68	54.4
3	Staff	36	28.8
Total	125	100	
2.	Age Group	No. of Respondents	Percentage(%)
1	20-25	12	9.6
2	26-30	18	14.4
3	31-35	14	11.2
4	36-40	19	15.2
5	41-45	20	16
6	46-50	19	15.2
7	51-55	23	18.4
	Total	125	100
3.	Qualification Of The Employees	No. of Respondents	Percentage(%)



1	I.T.I	24	19.2
2	Under graduation	19	15.2
3	Post graduation	22	17.6
4	Diploma	60	48
Total	125	100	
4.	Job Satisfaction Among Employees	No. of respondents	Percentage (%)
1	Satisfied	62	49.6
2	Highly Satisfied	25	20
3	Neutral	35	28
4	Dissatisfied	1	0.8
5	Highly Dissatisfied	2	1.6
Total	125	100	
5.	Whether proper recognition given for Contribution	No. of respondents	Percentage (%)
1	Yes	71	56.8
2	No	54	43.2
Total	125	100	
6.	Satisfaction Regarding Personal Relation Between Employees	No. of respondents	Percentage (%)
1	Satisfied	56	44.8
2	Highly Satisfied	25	20
3	Neutral	30	24
4	Dissatisfied	9	7.2
5	Highly Dissatisfied	5	4
Total	125	100	
7.	Fair Treatment Given By Organization	No. of respondents	Percentage (%)
1	Yes	70	55.8
2	No	55	44.2
Total	125	100	
8.	Satisfaction level by means of salary	No. of respondents	Percentage (%)
1	Yes	108	86.4
2	No	17	13.6
Total	125	100	
9.	Response	No. of respondents	Percentage (%)



1	Satisfaction level with safety and Healthy working condition	57	45.6
2	Highly Satisfied	20	16
3	Neutral	29	23.2
4	Dissatisfied	14	11.2
5	Highly Dissatisfied	5	4
Total	125	100	
10.	Job Security	No. of respondents	Percentage (%)
1	Yes	114	91.2
2	No	11	8.8
Total	125	100	

INTERPRETATION

1. From the above table it is gathered that (16.8%) of the respondents are in the Scientist class, (54.4%) of the respondents are in the classification of Technical Officers and (28.8%) of the respondents are in the class of Technical colleagues.

2. The above table shows (9.6%) of respondents has a place with age gathering of 20-25, (14.4%) of the respondents has a place with the age gathering of 26-30, (11.2%) of the respondents has a place with the age of 31-35, (15.2%) of the respondents has a place with the age of 36-40, (16%) of the respondents has a place with the age of 41-45, (15.2%) of the respondents has a place with the age of 46-50, (18.4%) of the respondents has a place with the age of 51-55.

3. The above table demonstrates that (19.2%) of respondents are I.T.I, (15.2%) of the respondents are under graduates, (17.6%) of the respondents are post graduates and (48%) of the respondents are different graduates.

4. It is obvious from the above table which demonstrates that(49.6%) of the respondents fulfilled working in TVSLLS ,(20%) of the respondents profoundly fulfilled working in TVSLLS,(28%) of the respondents have no idea,(0.8%) of the respondents disappointed working in TVSLLS and (1.6%) of respondents exceptionally disappointed working in TVSLS.

5. It is obvious from the above table which demonstrates that(56.8%) of the respondents concur appropriate acknowledgment is given for commitment in work and (43.2%) concur that no legitimate acknowledgment is given for their commitment in work.

6. It is obvious from the above table which indicates that(44.8%) of the respondents fulfilled in regards to individual connection between representatives ,(20%) of the respondents exceptionally fulfilled with respect to individual connection between employees,(24%) of the respondents have no idea,(7.2%) of the respondents disappointed in regards to individual



connection amongst workers and (4%) of respondents profoundly disappointed in regards to individual connection between workers.

7. It is obvious from the above table which demonstrates that (55.8%) of the respondents concur reasonable treatment given by association regarding motivators and (44.2%) concur that no reasonable treatment given by association as far as impetuses.

8. It is obvious from the above table which demonstrates that (86.4%) of the respondents concur that they are fulfilled by methods for pay and (13.6%) concur that they are not fulfilled by methods for compensation.

9. It is obvious from the above table which demonstrates that (45.6%) of the respondents happy with wellbeing and sound working condition, (16%) of the respondents very happy with security and solid working condition,(23.2%) of the respondents have no clue, (11.2%) of the respondents disappointed with wellbeing and solid working condition representatives and (4%) of respondents profoundly disappointed with wellbeing and sound working condition..

10. It is obvious from the above table which demonstrates that (91.2%) of the respondents concur that they have employer stability and (8.8%) of the respondents concur that they have no professional stability.

Section - B

Sl.No-B	Satisfaction Level Regarding Benefits	No. of respondents	Percentage (%)
1	Satisfied	56	44.8
2	Highly Satisfied	9	7.2
3	Neutral	49	39.2
4	Dissatisfied	9	7.2
5	Highly Dissatisfied	2	1.6
Total		125	100
2.	Workers participation is essential for Overall functions of organization	No. of respondents	Percentage (%)
1	Agree	70	56
2	Highly Agree	19	15.2
3	Neutral	28	22.4
4	Disagree	7	5.6
5	Highly Disagree	1	0.8
Total		125	100
3.	Participative Management Creates A Sense Of Involvement In Work Process	No. of respondents	Percentage (%)
1	Agree	86	68.8
2	Highly Agree	22	17.6



3	Neutral	14	11.2
4	Disagree	3	2.4
5	Highly Disagree	0	0
Total		125	100
4.	Participative management solves the Issue of work related problems	No. of respondents	Percentage (%)
1	Agree	84	67.2
2	Highly Agree	24	16
3	Neutral	19	15.2
4	Disagree	1	0.8
5	Highly Disagree	1	0.8
Total		125	100
5.	Whether Management Considers Employees While Taking Critical Decisions	No. of respondents	Percentage (%)
1	Yes	53	42.4
2	No	72	57.6
Total		125	100
6.	Training Program Conducted For Participation In Decision Making	No. of respondents	Percentage (%)
1	Yes	95	76
2	No	30	24
Total		125	100
7.	Satisfaction level regarding present Participation method adopted	No. of respondents	Percentage (%)
1	Yes	76	60.8
2	No	49	39.2
Total		125	100
8.	Whether the management communicates regarding any changes made in organization	No. of respondents	Percentage (%)
1	Satisfied	44	35.2
2	Highly Satisfied	8	6.4
3	Neutral	56	44.8
4	Dissatisfied	16	12.8
5	Highly Dissatisfied	1	0.8
Total		125	100
9.	Satisfaction Level With Current Career	No. of respondents	Percentage (%)
1	Satisfied	52	41.6
2	Highly Satisfied	8	6.4
3	Neutral	54	43.2
4	Dissatisfied	10	8
5	Highly Dissatisfied	1	0.8



Total		125	100
10.	Awareness Of Career Advancement In Present Job	No. of respondents	Percentage (%)
1	Yes	65	52
2	No	60	48
Total		125	100
11.	Career Development Should Be Based On Performance	No. of respondents	Percentage (%)
1	Yes	117	93.6
2	No	8	6.4
Total		125	100

12.	The Company Provides Career Advancement Based On Performance	No. of respondents	Percentage (%)
1	Agree	74	59.2
2	Highly Agree	7	5.6
3	Neutral	28	22.4
4	Disagree	16	12.8
5	Highly Disagree	0	0.8
total		125	100
13.	Satisfaction Level With Percentage And Flexibility Career Method In Organization	No. of respondents	Percentage (%)
1	Satisfied	33	26.4
2	Highly Satisfied	5	4
3	Neutral	59	47.2
4	Dissatisfied	21	16.8
5	Highly Dissatisfied	7	5.6
Total		125	100

14.	Career Development Have Impact On Quality Of Work	No. of respondents	Percentage (%)
1	Agree	95	76
2	Highly Agree	18	14.4
3	Neutral	9	7.2
4	Disagree	1	0.8
5	Highly Disagree	2	1.6
Total		125	100

INTERPRETATION

1. It is obvious from the above table which demonstrates that (44.8%) of the respondents happy with benefits, (7.2%) of the respondents very happy with benefits,(39.2%) of the respondents have no clue, (7.2%) of the respondents disappointed with benefits given by organization and (1.6%) of respondents profoundly disappointed with benefits.



2. It is obvious from the above table which demonstrates that (56%) of the respondents concur laborers support is fundamental, (15.2%) of the respondents exceptionally concur specialists cooperation is basic, (22.4%) of the respondents have no clue, (5.6%) of the respondents differ laborers investment and (0.8%) of respondents exceedingly can't help contradicting laborers interest.

3. It is obvious from the above table which demonstrates that (68.8%) of the respondents concur participative administration makes a feeling of association in work, (17.6%) of the respondents exceedingly concur participative administration makes a feeling of inclusion in work, (11.2%) of the respondents have no clue, (2.4%) of the respondents differ participative administration makes a feeling of contribution in work and (0%) of respondents exceptionally differ that participative administration makes a feeling of inclusion in work

4. It is obvious from the above table which demonstrates that (67.2%) of the respondents concur participative administration illuminate the issues of business related issues, (16%) of the respondents exceedingly concur participative administration explain the issues of business related issues, (15.2%) of the respondents have no clue, (0.8%) of the respondents differ participative administration fathom the issues of business related issues and (0.8%) of respondents exceptionally can't help contradicting participative administration comprehend the issues of business related issues.

5. It is obvious from the above table which demonstrates that (42.4%) of the respondents concur that administration considers representatives while taking basic choices and (57.6%) of the respondents not concur that administration thinks about workers while taking basic choices.

6. It is obvious from the above table which demonstrates that (76%) of the respondents concur that preparation program led for interest in basic leadership and (24%) of the respondents not concur that preparation program led for support in basic leadership.

7. It is obvious from the above table which demonstrates that (60.8%) of the respondents concur that they are happy with show participative strategy received and (39.2%) of the respondents concur that they are not happy with exhibit participative technique embraced.

8. It is obvious from the above table which demonstrates that (35.2%) of the respondents happy with correspondence about changes made in association, (6.4%) of the respondents exceedingly happy with correspondence about changes made in association, (44.8%) of the respondents have no clue, (12.8%) of the respondents disappointed with correspondence about changes made in association and (0.8%) of respondents very disappointed with correspondence about changes made in association.

9. It is obvious from the above table which demonstrates that (41.6%) of the respondents happy with current vocation (6.4%) of the respondents profoundly happy with current



profession, (43.2%) of the respondents have no clue, (8%) of the respondents disappointed with current vocation and (0.8%) of respondents exceedingly disappointed with current vocation

10. It is obvious from the above table which demonstrates that (52%) of the respondents concur that they mindful of professional success in exhibit work and (48%) of the respondents concur that they don't know about professional success in introduce work.

11. It is obvious from the above table which demonstrates that (93.6%) of the respondents concur that profession advancement ought to be founded on execution and (6.4%) of the respondents not concur that vocation improvement ought to be founded on execution.

12. It is obvious from the above table which demonstrates that (59.2%) of the respondents concur that organization gives professional success in light of execution, (5.6%) of the respondents very concur that organization gives professional success in light of execution,, (22.4%) of the respondents have no clue, (12.8%) of the respondents differ that organization gives professional success in light of execution, and (0.8%) of respondents exceptionally differ that organization gives professional success in view of execution.

13. It is obvious from the above table which demonstrates that (26.4%) of the respondents happy with rate and adaptability profession strategy, (4%) of the respondents very happy with rate and adaptability vocation technique, (47.2%) of the respondents have no clue, (16.8%) of the respondents disappointed with rate and adaptability profession strategy and (5.6%) of respondents exceptionally disappointed rate and adaptability vocation technique.

14. It is obvious from the above table which demonstrates that (59.2%) of the respondents concur that profession advancement have affect on nature of work life, (5.6%) of the respondents very concur that vocation improvement have affect on nature of work life, (22.4%) of the respondents have no clue, (12.8%) of the respondents differ that profession advancement have affect on nature of work life, and (0.8%) of respondents exceptionally differ that vocation improvement have affect on nature of work life.

VI. FINDINGS

1. 69.6% of the respondents fulfilled and exceptionally fulfilled working in TVS LS, staying 2.4% of the respondents are disappointed and exceedingly disappointed working in TVS LS.

2. 56.8% of the respondents concur legitimate acknowledgement given for representative's commitment, staying 43.2% of the respondents not concur with appropriate acknowledgement given for commitment.

3. 61.6% of the respondents are fulfilled and exceptionally happy with security and solid working conditions, staying 15.2% of the respondents are disappointed



4. 4. 52% of the respondents are fulfilled and exceptionally happy with benefits gave by association, staying 8.8% of the respondents are disappointed and exceedingly disappointed with benefits gave by association.
5. 5. 71.2% of the respondents concur and exceedingly concur participative administration is fundamental for general elements of association, staying 6.4% of the respondents are different and exceptionally can't help contradicting Participative administration is basic for general elements of association.
6. 42.4% of the respondents concur that administration thinks about representatives while taking basic choices, staying 57.6% of the respondents not concur with that administration thinks about workers while taking basic choices.
7. 50% of the respondents are fulfilled and profoundly happy with the current profession; staying 8.8% of the respondents are disappointed and exceptionally disappointed with current vocation.
8. 52% of the respondents concur with attention to professional success in Present occupation, staying 48% of the respondents not concur with familiarity with professional success in display work.
9. 93.6% of the respondents concur profession advancement ought to be founded on Performance, staying 6.4% of the respondents not concur with vocation improvement ought to be founded on execution.
10. 30.4% of the respondent's fulfilled and profoundly happy with rate and adaptability technique received in an association, staying 22.4% of the respondents not concur with rate and adaptability strategy embraced in an association.
11. 90.4% of the respondents concur and profoundly concur profession improvement have the effect on nature of work life, staying 2.4% of the respondents differ and very can't help contradicting vocation advancement have to effect on nature of work life.

VII. CONCLUSION

From the examination, it is clear the quality of work life of representatives in TVS LS, is great. This exploration features a portion of the little holes in worker's fulfillment towards an organization. The participative administration, vocation openings and workplace are the components that decide the nature of work life. Contrasting with privately owned businesses, this organization likewise similarly gives great nature of work life. To additionally enhance it should focus on giving prizes and acknowledgement to representatives, professional success in



view of execution and work panel individuals ought to include from all levels of association and ought to speak with workers while taking choices

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