A STUDY ON QUALITY OF WORK LIFE AT LING TECHNOLOGIES, CHENNAI

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Abstract

Quality of the work life styles is the diploma that people are able to satisfy their vital personal dreams where as used by the firm. Quality of work-life styles refers to the amount of pride, motivation, involvement and commitment humans' know-how in regards to their lives at work. Quality of work-life ought to be a method in businesses that permits its members in any respect levels to participate actively and efficiently in shaping the corporation environment, methods, and outcomes. The aim of the study is to assist the employer to grasp the amount of delight of the personnel and executives at several hierarchal levels, toward the centers and welfare amenities supplied via them and conjointly to hunt down the demanding situations and problems faced by means of the control in providing a miles better quality of work-existence to the employees. Most of the workers coated under my look at have not been found to be feeling any strains in their jobs and connected operating atmosphere. it is been a noteworthy revelation that there may be no employee in Ling Technologies, is functioning here handiest for the sake of the obligation and maximum of the people aren't best stable with Ling Technologies however conjointly feeling pleased with being within the company. There need to be no communication hole between the group leader and the cluster members. The verbal exchange flow should be stepped forward to form it swish to attend to friendly social relations in the company. The education and improvement programs got to be loads of correctly deliberate and enforced.
Key Words: QWL, Organization, Satisfaction and Employees.

I.   INTRODUCTION

Quality of labor Life is that the existence of an explicit set of structure conditions or practices. This definition often argues that the top quality of work-life exists once democratic management practices are used, employee's jobs are enriched, workers are treated with dignity and safe operating conditions exist.

Quality of labor Life refers to the amount of satisfaction, motivation, involvement and commitment people expertise with relevancy their lives at work.

Quality of labor Life is that the degrees to that people are ready to satisfy their vital personal desires whereas used by the firm. firms curious about enhancing workers Quality of Work-Life typically try and infix in workers the emotions of security, equity, pride, internal democracy, ownership, autonomy, responsibility and adaptability.

DEFINITION:

Richard and J. Loy define Quality of Work Life means "the degree to much the members of the working organization are able to satisfy important personnel needs through their experience in the organization."

According to Walton (1975) proposed eight conceptual categories. They are as follows:

- Adequate and fair compensation
- Safe and healthy working conditions
- Immediate opportunity to use and develop human capacities
- Opportunity for continued growth and security
- Social integration in the work organization
- Constitutionalisation in the work organization
- Work and the total life span
- The social relevance of work life

According to Herrick & Mac by (1975) have identified four basic principles which summaries the humanization.

- The principle of Security
- The principle of Equity
- The principle of Individuation
- The principle of Democracy

A fruitful association is turning through the presentation of Quality of Work-Life technique to the individuals who work in them to keep up an upper hand. The advantages to both administration and laborers include:

1. Improved organization performance through the development of people.
2. Increased co-operation and team work within and across all the levels of the organization including movement towards management or trade union partnership.
3. Increased environment in doing a good job.
4. Improved quality performance.
5. Increased commitment to the values and goals of the organization.
6. The anchoring of the development of a quality organization
7. Increased flexibility and responsiveness as the organization moves away from hierarchical, bureaucratic structures
8. Easier introduction and development of new technology and of few competitive systems for example, *Total Quality Management* (TQM) and *Just in Time* (JIT)
9. Increased worker satisfaction as a result of better jobs and organizational environment.
10. Increased opportunities for personal learning and growth

II.   SCOPE OF THE STUDY

- The Scope of the examination covers representatives of the considerable number of divisions and in Ling Technologies so as to comprehend their perspective concerning Quality of Work Life.
- Though Ling Technologies is a little association in the corporate division, the examination of Quality of Work Life at Ling Technologies gives a superior comprehension of the idea.
- The extent of the examination additionally incorporates the reaction of the representatives to the different estimates taken by the administration of Ling Technologies to make the workers agreeable at the working environment.
- The extension is additionally augmented to discover the desires for the workers from the administration as for the above idea.
- The scope likewise incorporates the significance ascribed to the complaint settlement method as a piece of Quality of Work Life by the representatives.

III.   OBJECTIVE OF THE STUDY

- To find out the quality of working life of the employees in Ling Technologies.
- The investigation to assist the organization to know the level of satisfaction of the workers and executive's at all hierarchical levels towards the facilities and welfare amenities provided by them.
- To audit the working conditions including total environment to bring in positive change for betterment of the Quality of Work Life of employees.
- To discover the difficulties and challenges looked by the administration to give better Quality of Work Life of the representatives.
- To find out the thinking of the employees with respect to the work culture in the organization.

IV.   METHODOLOGY OF THE STUDY

The essential source incorporates the information that is gathered from Ling Technologies and chose respondents. The necessary data is gathered in the accompanying manners:

- Administered an organized survey.
- On the premise of perception.
- By communicating with the concerned workers.

V.   SAMPLE SELECTION

A sample is known as the sub-unit of population which shares the similar features. In this study the sample size was 50 selected based on the previous studies and other past records. Here, in this context a sample refers to the employees of the related departments covered by the study. After the selection of sample, the sampling was done based on convenient sampling method.

ANALYSIS:

The collected data has been coded and represented diagrammatically in the form of bar diagrams by calculating the frequency and average. Based on this suitable interpretations were made. Based on the responses obtained and the gathered data suitable recommendations were given which can help the organization in retaining their employees.

DATA ANALYSIS AND INTERPRETATIONS

1. How do you feel working with Ling Technologies?

Category	Respondents	Percentage
Excellent	12	24
Good	34	68
Satisfactory	4	8
Poor	0	0

Interpretation: The survey depicts that   68%of the employees feel good working with Ling Technologies and 24%of the employees feel excellent and 8%feel satisfactory about working with Ling Technologies. The survey depicts that most of the employees (68%)feel good about working with Ling Technologies. So the company should ensure that this percentage increases by providing promising environment. Hence should show a little more care and concern.

2. What do you like the most about Ling Technologies?

Category	Respondents	Percentage
Job Profile	10	20
Work environment	34	68
Growth Opportunities	6	12
Compensation & Benefits	0	0

Interpretation: The survey depicts that 68 % of the employees of Ling Technologies like the work environment & 20% of the employees like job profile & 20% of the employees like growth opportunities. From the above it is clear that most of the employees like work environment.

3. Which of the following best describes your usual work schedule?

Category	Respondents	Percentage
Evening shift	20	40
Night shift	13	26
Day shift	12	24
Irregular shifts /on-call	1	2
Rotating shifts	4	8

Interpretation: The survey depicts that 40% of the respondents of Ling Technologies are willing to work in evening shifts and 26% of respondents are willing to work in night shifts & 24% of the employees are interested to work in day shifts & 8% of the employees like to work in rotating shifts & 2% of employees wants to work in irregular shifts. From the above most of the employees are interested to work in Evening shifts.

4. How do you rate the work culture in your organization?

Category	Respondents	Percentage
Excellent	6	12
Very good	18	36
Good	19	38
Satisfactory	7	14
Bad	0	0

Interpretation: The survey depicts that 38% of the employees felt that there is good work culture in the organization and 36% of the employees felt that work culture is very good and 14% of the employees felt that the work culture is satisfactory and 12% of the employees felt that they have excellent work culture in the organization.
From this, we can say that most of the employees at Ling Technologies feel that they have good work culture and they are confident about it.

5. How are the career developmental activities in your organization

Category	Respondents	Percentage
Excellent	1	2
Very good	12	24
Good	27	54
Satisfactory	8	16
Bad	2	4

Interpretation: The survey depicts that 54% of the employees say that the career developmental activities are good and 24% felt it is very good and 16% of the employees felt that it is satisfactory and 4% of the employees felt it is bad and 2% of the employees felt it is excellent .It implies that if management focuses on the particular category i.e. mainly on the career developmental activities, then the employees can be motivated and more useful for the organization.

6. Your main satisfaction in life comes from your work.

Category	Respondents	Percentage
Strongly agree	4	8
Agree	37	74

Disagree	9	18
Strongly Disagree	0	0

Interpretation: The survey depicts that 74% of the employees agreed that satisfaction comes from work and 18% of the employees disagreed and 8% of the employees strongly agree that there is job satisfaction.

From this we can say that the majority of the employees of Ling Technologies have agreed that the main satisfaction comes from work and it can be further improved.

7. The work profile gives you an opportunity to develop special abilities

Category	Respondents	Percentage
Very true	14	28
Somewhat true	29	58
Not too true	4	8
Not at all true	3	6

Interpretation: The survey depicts that 58% of the employees feels that work profile gives an opportunity to develop special abilities is somewhat true and 28% of the employees feels that it is very true & 8% of the employees feel that it is not too true and 6% of the employees feel that it is not at all true.

From this we can say that the majority of the employees of Ling Technologies are agreed that the work profile gives an opportunity to develop special abilities.

8. How hard is it to take time off during your work to take care of personal or family matters?

Category	Respondents	Percentage
Not at all hard	10	20
Not too hard	21	42
Somewhat hard	17	34
Very hard	2	4

Interpretation: The survey depicts that 42% of the employees feel that it is not too hard to take care of family matters & 34 %of the employees feels that it is somewhat hard to take care of family matters and 20% of the employees feels that it is not at all hard & 4% of the employees feel that it is very hard to take care of family matters.

From this we can say that the majority of the employees of Ling Technologies are able to manage personal & family matters efficiently.

9. Does the management maintain quality circles according to the norms and standards of the employees?

Category	Respondents	Percentage
Yes	47	94
No	3	6

Interpretation: It is revealed that 94%of the employees say that the management maintains quality circles and 6%say that management doesn't maintain quality circles.

Majority of the employees are satisfied with the management as it maintains quality circle and it can be improved.

10. In general, how would you describe relations in your work place between management and employees?

Category	Respondents	Percentage
Very good	21	42
Quite good	20	40
Neither good nor bad	9	18
Quite bad	0	0
Very bad	0	0

Interpretation: The survey depicts that 42% of the respondents describes relationship between management and employees are very good and 40%of the respondents states that the relationship is quite good and 18%describes neither good nor bad.

It is concluded that relationship between management and employees can be further improved for better output.

11. Do you think that the organization is paying you fairly and reasonably?

Category	Respondents	Percentage
Strongly agree	7	14
Agree	25	50
Satisfactory	17	34
Disagree	1	2
Strongly disagree	0	0

Interpretation: The survey depicts that 50%of the employees agree that the organization is paying fairly &reasonably and 34%of the employees satisfied and 14%are strongly agree and2%of the employees disagree.

The organization should have a relook at the pay packages.

12. Is the compensation paid to you is sufficient for providing a satisfactory standard of
        Living?

Category	Respondents	Percentage
High	5	10
Average	41	82
Low	4	8

Interpretation: From the survey 82% of the employees say that the compensation paid by the Organization is average for the standard of living and 10% say that it is high and 8% of the employees felt that it is low in maintaining standard of living.

Majority of employees say that the compensation is average for their standard of living. The management has to focus on this category. So that it can be improved further.

13. Do you feel that there is job security in your organization?

Category	Respondents	Percentage
Strongly agree	14	28
Agree	26	52
Satisfactory	10	20
Disagree	0	0

Strongly disagree	0	0

Interpretation: From the survey 52% of the employees agreed that there is job security in the Organization and 28% of employees strongly agreed and 20% of employees are satisfied with job. Hence, it indicates that there is job security in the organization.

14. What are rewards given for good performance of the team?

Category	Respondents	Percentage
Monetary benefits	18	36
Promotion	25	50
Job enrichment	7	14
Any other specify	0	0

Interpretation: From the survey 50% of the employees have chosen promotion, 36% have chosen monetary benefits and 14% have chosen as job enrichment. From the above we calculated that 50% of employees chosen as promotion in lieu of their good performance. Rewards system should be improved further to gear up the activities.

15. Is your performance being monitored periodically?

Category	Respondents	Percentage
Yes	44	88
Could be	5	10
No	1	2

Interpretation: The survey depicts that 88% of the employees say that their performance is being monitored periodically and 10% of the employees are not sure about it and 2% says that their performance is not monitored periodically. Most of the employees say that the performance being monitored periodically.

16. What helps positive attitude towards the job?

Category	Respondents	Percentage
Nature of the job	15	30
Working with colleagues	7	14
Recognition of effort	19	38
Development opportunities	5	10
Pay and conditions	4	8
Others (mention)	0	0

Interpretation: From this survey it is found that 38% of the respondents feel that there is positive attitude towards recognition of effort and 30% towards nature of the job and 14% working with colleagues and 10% of the employees towards development opportunities and 8% fel that pay and condition is one of the reasons towards positive attitude.

Therefore, there is positive attitude towards recognition of efforts and nature of the job.

17. How do you rate the employee welfare programs in your organization?

Category	Respondents	Percentage
Excellent	3	6
Very good	12	24
Good	25	50
Satisfactory	10	20

Interpretation: From the survey, 50% of the employees are agreeing that the employee welfare programmers are good and 24% of employees felt very good and 20% of employees are satisfied and 6% felt excellent with the welfare programs of organization.

It implies to continue the same and improve it if there is any scope

18. What could improve the quality of your work life?

Category	Respondents	Percentage
More suitable working hours	9	18
Better pay and conditions	16	32
Better development/promotional activities	15	30
Better management	6	12
Other	0	0
None of the above	4	8

Interpretation: From the survey, 32% of the employees feel that better pay & conditions could improve quality of work life & 30% feel that better development & 18% of the employees are of the opinion that more suitable working hours will improve quality of work life & 12% of the employees feel that better management & 8% of the employees feel none of the above.

From the above most of the employees felt that better pay and conditions improve the quality of work life.

19. How important do you consider the following?

	Very Important	Fairly Important	Not Very Important
More flexible working hours			
Development of occupational healthcare			
Hike in pay			
Increase in training opportunities			
Learning new things			
Appreciation of work			

1.More flexible working hours		
Category	Respondents	Percentage
Very Important	28	56
Fairly Important	17	34
Not Very Important	5	10

Interpretation: From the above, we can say that 56%of the employees feel that more flexible hours are very important and 34%of the employees feel that it is fairly important and 10%of the employees of the opinion that it is not very important.

Therefore, majority of the employees at Ling Technologies feels that more flexible working-hours are necessary

2.Development of occupational healthcare		
Category	Respondents	Percentage
Very Important	25	50
Fairly Important	23	46
Not Very Important	2	4

Interpretation: From the above we can understand that 50%of the employees feel that development of health care is very important and 46% employees of the opinion that it is fairly important and 4% of the employees feel that development of Occupational Healthcare is not very important.

It indicates that most of the employees of Ling Technologies feel that development of the occupational health care is important.

3.Hike in pay		
Category	Respondents	Percentage
Very Important	30	60
Fairly Important	18	36
Not Very Important	2	4

Interpretation: The survey depicts that 60% of employees feels that need for HIKE is very important and 36% of the employees is of the opinion that fairly important and 4% of the employees feels that it is not very important.

This implies that majority of employees at Ling Technologies feels that hike in pay is very important

4.Training Opportunities		
Category	Respondents	Percentage
Very Important	27	54
Fairly Important	19	38
Not Very Important	4	8

Interpretation: The survey depicts that 54% of the employees is of the opinion that Increase in training opportunities is very important and 38% of the employees feels that it is not Very important and 8% of the employees that it is not very important.

Therefore, there should be increase in training opportunities is very important

5. Learning		
Category	Respondents	Percentage
Very Important	41	82
Fairly Important	9	18
Not Very Important	0	0

Interpretation: The survey depicts that 82% of the employees felt that learning new things is very important and 18% felt that it is fairly important and there are none, who felt it is not very important.

So, the majority of employees at Ling Technologies felt that learning new thing is very important in the organization

6.Appreciation of work		
Category	Respondents	Percentage
Very Important	44	88
Fairly Important	6	12
Not Very Important	0	0

Interpretation: The survey depicts that 88% of the employees felt that appreciation of work is very important and 12% of the employees felt that it is fairly important and there are none of the above who felt that it is not very important.

This implies that majority of employees at Ling Technologies felt that is appreciation of work is very important in the organization.

20. Your opinions and suggestions regarding quality of work life in the organization?
Employees Opinions:
- Satisfactory of working conditions.
- Overall Quality of Work Life is great in the association, giving the agreeable chance of individual development and a superior expert condition.
- Yet to satisfy the guidelines of MNC's.
- The work-life is great, it's an urging and better work environment with a solid domain.
- Employee relations are great and the executives thought towards representatives wellbeing is amazing and work pressure is significantly less.
- By giving magnificent preparing, by giving adaptable working hours, by working with focus and difficult work, by giving rules to youngsters, these exercises will improve Quality of Work Life.
- Good co-appointment between-group pioneers and colleagues.
- Better administration prompts better work culture.
- The correspondence hole among the executives and workers ought to get diminished.

Employee Suggestions:
- The inspiration of the workers is the fundamental imperative to arrive at a definitive objective. It builds work fulfillment of the representatives.

- Recognition of the abilities prompts accomplishing the organization objectives in a more extensive view.
- To direct departmental gatherings with group pioneers and directors to know how work processes in divisions.
- The accomplishment of any association is profoundly subject to how it pulls in initiates, inspires and holds its workforce. The present association should be progressively adaptable with the goal that it prepared to create there work constrain and make the most of their responsibility.
- Organizations are expected to embrace a methodology to improve the representatives QWL to fulfil both worker destinations and association goals.
- The most ideal method for expanding QWL is to repay the representative in standard with the industry and make an agreeable work culture.
- Transport and different offices must be investigated and endeavours ought to be made to remember every person for the hierarchical development.
- Recognition and people endeavours and opportunity to express individual perspectives identifying with work is to be required. Straightforwardness is additionally something essential to improve QWL.

VI.   FINDINGS AND CONCLUSIONS

The following are the Findings and Conclusions of the study:

a. The majority of the representatives secured under my investigation have not been seen as feeling any worry in the activity-related and working condition.

b. The representatives, by and large, felt that the work culture in the organization is great.

c. It has been a fascinating disclosure that there is no representative in Ling Technologies, is working here only for the activity and the majority of the representatives are OK with Ling Technologies, yet in addition, feeling glad for being in Ling Technologies.

d. The Ling Technologies preparing and improvement modules have been created in an efficient manner wherein worker preparing need is evaluated and met conveniently, for example, they are prepared at the appointed time.

e. Coming to an investigation of individual dispositions, the representatives have been seen as hopeful, earnest and they never attempt to maintain a strategic distance from work.

f. The representatives working in the organization can fulfil and accomplish the authoritative objectives through their experience totally.

g. The representatives working with Ling Technologies are certain to state that they think about their obligations and duties, all things considered, there is no job strife or job vagueness.

h. The representatives of Ling Technologies are completely happy with the complaint settlement method.

It would be seen from the previous that the greater part of the representatives are happy with the Quality of Work Life at Ling Technologies and furthermore with the remuneration bundles,

leave arrangements, preparing and advancement programs, execution examination frameworks which are as per their desires.

VII.   RECOMMENDATIONS

The following are the recommendations which are based on my findings:

- It is smarter to stay with representatives mindful of the objectives, vision, strategic keep them educated regarding every one of the progressions occurring in the organization then it would go far in the effectiveness of the workers.
- There ought to be no correspondence hole between the Team Leader and Group individuals. The correspondence stream must be smooth to keep up genial relations in the association.
- It is smarter to take opportune preventive estimates that the work would not be over-burden and keep up better Quality of Work Life.
- The endeavors to additionally improve the work culture in the association ought to have proceeded.
- Training and advancement projects can likewise be all the more viably arranged and executed.
- The nature of the working lunch should be improved.

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