

A Study On The Quality Of Work Life In The Selected Minor Port Trust In Tamil Nadu

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ABSTRACT

This study mainly focused on the employees' quality of work life in the selected minor port trust in Tamil Nadu. The scope of the study is Quality of Work Life," which originally focused on the work teams in the selected minor ports in Tamil Nadu. The objectives of the study are to determine the quality of work life in the selected minor port trusts in Tamil Nadu and the factors that influence the quality of work life. The questionnaire was designed based on nine broad parameters, from which the questions were developed. The nine parameters are: support, training, career growth awareness, recognition, empowerment, achievement, error-free work, risk-taking, and incentives. The statistical tool used for this research is Chi Square. The hypotheses used and tested are there is no significant difference between gender and support from managers. There is no significant difference between the designation and the training needs; there is no significant difference between the designation and the career growth awareness. There is no significant difference between the designation and the perception of recognition, there is no significant difference between the designation and the perception of empowerment. There is no significant difference between the experience and the achievement of specific goals. There is no significant difference between the experience and error-free work. There is no significant difference between the experience and the risk taken; there is no significant difference between the experience and the incentives given. And the research concluded that the quality of work life plays a key role in determining the need for changes in the organisation. Workplace wellness initiatives can combat these effects by focusing on proactive prevention, encouraging healthy behaviours, serving as a forum for team motivation, and providing employees with access to valuable information and resources they might otherwise be unable to access on their own.

Key words: Quality of work life, Error-free work, Career growth awareness

1.1 Introduction

Quality of work life was perceived as a set of methods, approaches or technologies for enhancing the work environment – making it more productive and satisfying. If Quality of work life at work could be improved, it would benefit and reward the individual employee but also the company, its customers and society as a whole.

Stacey and Wise stated "Quality of work life" is a management style that adheres to the belief that the organization's health improves as employees become more knowledgeable and more active in company matters. What constitutes a high Quality of work life may vary in relation to both the worker's aspirations and objective reality of his work and society; whether it primarily means security, equity, individualization or democracy, one thing seems clear as explained by Takezawashin-ichi that the Quality of work life is ultimately defined by the worker himself. This is proved beyond doubt that in many organizations the Unions are consulted before any change in their regular work and a memorandum of understanding in the form of Standing Orders are laid down and signed by both the employer and employees' representatives. Then it is binding on both the parties to ensure

a healthy working atmosphere, rewarding remunerations and perks.

1.2 Major Issues in QWL

Jerome M Rosow, president of the Work in American Institute, has identified seven critical factors which will affect the quality of work life during the years ahead. These are pay, employee benefits, job security, alternative work schedules, occupational stress, participation and democracy in the workplace.

Pay

QWL must be built around an equitable pay programs. In future more workers may want to participate in the profits of the firm.

Benefits

Since workers are now better organized, educated and vociferous, they demand more from the employers all over the world-apart from the pay-in the form of social security and welfare benefits as matter of right which were once considered a part of the bargaining process.

Job Security

Conditions in the work environment must be created by the employer which will give all the employees freedom from fear of losing their jobs. A system must be created in which there are healthy working conditions with optimum financial security. The points stressed above are essential to improve the QWL in organizations.

Alternative Work Schedules or Flexible work options

With a view to tackle job boredom, modern organizations have been experimenting with several forms of alternate work schedules such as four-day work week, flexi-time and part-time work. Compressed work week is a work schedule in which a trade is made between the number of hours worked per day, and the number of days worked per week, or order to work the standard length hours-four days, 10 hours each day or three days, 12 hours each day are examples of the QWL schedule. In India this is being implemented by a few companies successfully. Workplace Wellness: Walking clubs, Weight-Reduction programs and other ways to bolster your work environment. There was a time when employers only mentioned the term 'wellness' when there was a need to boost employee morale and foster team spirit. In the 1990s, lunch-hour fitness breaks broke up the day, and employees were encouraged to take the stairs rather than ride the elevator. Employer-sponsored health promotion programs were designed with little or no associated costs, and almost certainly without an expectation related to return on investment. In addition, direct linkage between wellness programs and disease prevention was rare.

1.3 Objective of the Study

1. To study the Quality of Work Life in the selected minor port trust in Tamil Nadu
2. To find out the factors influences of Quality of Work life
3. To suggest suitable measures for enchasing the Quality of Work Life

1.4 Scope of Study

The study Quality of Work Life which originally focused on the work teams in the selected minor ports in Tamil Nadu

1.5 Questionnaire Design

The questionnaire was designed based on 9 broad parameters from which the questions were developed. The 9 parameters are:

1. Support
2. Training
3. Career growth awareness.
4. Recognition
5. Empowerment
6. Achievement
7. Error free work
8. Risk taking

9. Incentives

1.6 Statistical Analysis

Chi Square

1. Null Hypothesis (H0): There is no significant difference between the gender and the support from managers.

Calculated value of χ^2 coefficient = 1.57

Table value of χ^2 coefficient at 5% level of significance with 4 degrees of freedom = 9.488. Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the gender and the support from managers. The employees of both the gender perceive the support received from managers in the same manner and most of them are satisfied with the support they get.

2. Null Hypothesis (H0): There is no significant difference between the designation and the training needs

Calculated value of χ^2 coefficient = 1.307

Table value of χ^2 coefficient at 5% level of significance with 4 degrees of freedom = 9.488

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the designation and training needs. The employees experience that training is given at the required time irrespective of their designations.

3. Null Hypothesis (H0): There is no significant difference between the designation and the career growth awareness.

Calculated value of χ^2 coefficient = 0.943

Table value of χ^2 coefficient at 5% level of significance with 4 degrees of freedom = 9.488

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the age and the career growth awareness. The employees of all cadres are aware of the career growth in the organization and they feel that career prospects are given at the right time.

4. Null Hypothesis (H0): There is no significant difference between designation and perceiving recognition.

Calculated value of χ^2 coefficient = 1.874

Table value of χ^2 coefficient at 5% level of significance with 4 degrees of freedom = 9.488

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the designation and perceiving recognition. All the employees feel that they are recognized well in this organization. Even the trainees feel the same and they are not distinguished with their cadres.

5. Null Hypothesis (H0): There is no significant difference between the designation and the perception on empowerment.

Calculated value of χ^2 coefficient = 0.871

Table value of χ^2 coefficient at 5% level of significance with 4 degrees of freedom = 9.488

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the designation and the perception on empowerment. Employees of both cadres feel in the similar manner that they are given enough authority for decision making on the assigned jobs.

6. Null Hypothesis (H0): There is no significant difference between the experience and achievement of specific goals.

Calculated value of χ^2 coefficient = 3.858

Table value of χ^2 coefficient at 5% level of significance with 12 degrees of freedom = 21.026

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the designation and the achievement of specific goals. All the people employed here are focused on achieving their targets and completing their work on time though they have joined recently.

7. Null Hypothesis (H0): There is no significant difference between the experience and the Error free work.

Calculated value of χ^2 coefficient = 3.844

Table value of χ^2 coefficient at 5% level of significance with 12 degrees of freedom = 21.026

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant

difference between the experience and Error free work. Irrespective of the experience level, all the employees feel that trouble shooting of mistakes gives them a learning experience and they take it seriously.

8. Null Hypothesis (H₀): There is no significant difference between the experience and the risk taking

Calculated value of χ^2 coefficient = 3.81

Table value of χ^2 coefficient at 5% level of significance with 12 degrees of freedom = 21.026

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the experience and risk taking. The employees are willing to take risk even at the earlier stage of their career path.

9. Null Hypothesis (H₀): There is no significant difference between the experience and the incentives given.

Calculated value of χ^2 coefficient = 3.844

Table value of χ^2 coefficient at 5% level of significance with 12 degrees of freedom = 21.026

Since calculated value is less than table value, null hypothesis is accepted. Therefore, there is no significant difference between the experience and the incentives given. The employees of the above four groups perceive the payment of incentives in to the performance.

1.7 Results

The organization comprises of 70% employees in the age group of 21 – 30 years and 30% employees in the age group of above 30 years. 85% of employees are in the executive level and the remaining 15% of employees are in the managerial level. Around 45% of employees had an experience of 3 to 6 years, 30% of them had less than 3 years experience and about 25% of the employees had an experience of above 7 years. 65% of the employees feel that the organization is consistently reviewing their performance and giving training at the right time whenever needed and is not based upon the age or designation. 80% of the employees perceive that the organization is taking care of their career growth and they are handled fairly. Also the employees have a very good knowledge about their career growth and feel that they are not discriminated on the management. 75% of employees feel that teamwork plays a major part for the success of the organization and it also leads to better coordination of the people. Thus, employees as a whole irrespective of the age, gender and designation grow as a team, coordinate between each other, take decisions collectively, and put effort together so as to get a synergized output. 80% of them feel that the conflicts that prevail in the organization are handled smoothly and optimum solution is given for that and thereby it does not create any difference of opinion between the employees. 70% of them perceive that the power and authority to make decisions is not centralized and it has been delegated to the employees according to their needs. 85% of employees have a proud feeling for working in this organization and for its image. Only 5% are not much satisfied with the organization's image. The management is giving responsibilities to the right people and this leads to higher job satisfaction. All the employees in the organization are given the opportunity to solve any problems if occurred thus they can learn from trouble shooting. Age, gender and experience do not influence the employees' interest or commitment towards risk taking. All employees are ready to take up or to work in a risky situation when need arises. And thus, it is clear that the organization is providing a conducive environment for the employees to support them in that sort of situation.

1.8 Suggestions

Management should clearly explain the employees about the importance of achieving their assigned goals and in what way it will be helpful for their career growth. Rather than appraising the employees' performance and giving training according to that, management can ask the employees themselves in what areas they need training and train them accordingly. Job dissatisfaction may also lead due to non availability of resources, no support from superiors and fair compensation, non-autonomy of power, monotonous job, etc., So, these factors should be found out and it has to be corrected or made right so as to give job satisfaction. To improve the organization's image, the organization should undertake some corporate social responsibility in the society through which the employees will be identified in the market easily which gives satisfaction to them.

1.9 Conclusion

The quality of work life plays a key role in determining the need for changes in the organisation. Workplace wellness initiatives can combat these effects by focusing on proactive prevention, encouraging healthy behaviours, serving as a forum for team motivation, and providing employees with access to valuable information and resources they might otherwise be unable to access on their own. The top management should be aware of

the employee's attitude and how they perceive the current situation. Health promotion programmes are also an excellent way for a business owner to demonstrate commitment to employee well being, resulting in a positive impact on the bottom line and increased marketplace value as a potential employer.

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