

A STUDY ON PERCEPTION OF TOP RESTAURANTS WORKERS IN TUTICORIN TOWARDS THEIR QUALITY OF WORK LIFE

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

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**DEPARTMENT OF BUSINESS
ADMINISTRATIONSCHOOL OF MANAGEMENT
STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **ABISHEKE LAZ SAMUEL J 42410002** who carried out the Project Training “**A STUDY ON PRECEPTION OF TOP RESTAURANTS WORKERS IN TUTICORIN TOWARDS THEIR QUALITY OF WORK LIFE**” under my supervision from October 2023 to December 2023.

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DECLARATION

I **ABISHEKE LAZ SAMUEL J (42410002)** hereby declare that the Project Report entitled “**A STUDY ON PERCEPTION OF TOP RESTAURANTS WORKERS IN TUTICORIN TOWARDS THEIR QUALITY OF WORK LIFE**” done by me under the guidance of **DR. MOLI GHOSH** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

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ABSTRACT

The restaurant industry is a vital contributor to the economy of Tuticorin, and the well-being of its workers significantly influences the industry's success. This study delves into the perceptions of employees within the top restaurants in Tuticorin regarding their quality of work life (QWL). The concept of QWL encompasses various aspects, including job satisfaction, work environment, work-life balance, job security, career growth opportunities, and overall employee well-being.

Employing a mixed-methods approach, this research aims to capture a comprehensive view of the multifaceted elements that shape QWL for restaurant workers. Quantitative data will be gathered through structured surveys, allowing for statistical analysis to identify trends and correlations among different variables impacting QWL. Additionally, qualitative insights will be obtained via interviews with restaurant staff, providing in-depth perspectives on their experiences, challenges, aspirations, and suggestions for improvement.

By amalgamating both quantitative and qualitative data, this study endeavors to unravel the intricate dynamics affecting the QWL of restaurant employees in Tuticorin. The findings will not only shed light on the factors influencing their job satisfaction, motivation, and overall happiness but will also offer actionable recommendations to enhance workplace conditions, foster a more conducive work environment, and consequently, elevate the overall QWL in the local restaurant industry.

The outcomes of this study aspire to serve as a valuable resource for restaurant managers, policymakers, and stakeholders, aiding in the development of strategies and initiatives aimed at creating more fulfilling and supportive work environments. Ultimately, by prioritizing the well-being of restaurant workers, this research seeks to contribute positively to both the professional lives of employees and the sustained growth and success of the restaurant sector in Tuticorin.

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CHAPTER-I

QUALITY OF WORK LIFE

1.1 INTRODUCTION

Quality of Work Life (QWL) is a relatively new concept which is defined as the overall quality of an individual's working life. QWL is sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of an individual's life. Quality of work life denotes all the organizational inputs which aim at the employees' satisfaction and enhancing organizational effectiveness. The basic purpose is to develop jobs and working conditions that are excellent for employees as well as economic health of organization. It refers to the level of satisfaction, motivation, commitment and involvement an individual experience with respect to their line at the work.

Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfilled are said to have a low quality of work life. The quality of work life is the degree of excellence brought about work and working conditions that contribute to the overall satisfaction and performance primarily at individual level and finally at organization level. Quality of Work Life (QWL) has become one of the most important issues these days in every organization.

MEANING

QWL is the favorableness or un-favorableness of a job environment for people; it refers to the quality of relationship between employees and the total working environment. The QWL as "a process of joint decision making, collaboration and building mutual respect between management and employees"; it is concerned with increasing labor management co-operation to solve the problems, improving organizational performance and employee satisfaction.

DEFINITION

"Quality of Work Life is the degree to which work in an organization contributes to material and psychological well-being of its members."- **Harisson**

"Quality of work Life is a process of joint decision making, collaborations and building mutual respect between management and employees." –**D.S.Cohan**

“Quality of Work Life is a process of work organization which enables its members at all levels to participate actively and effectively in shaping the organizations environment, methods and outcomes. It is a value-based process which is aimed towards meeting the twin goals of enhanced effectiveness of the organization and improved quality of life at work for the employees”. –**American Society of Training and Development**

IMPORTANCE OF QUALITY OF WORK LIFE:

Many companies find that paying attention to the needs of employees can benefit the company in terms of productivity, employee loyalty and company reputation.

QWL is important because of the following reasons:

- **Enhance stakeholder relations and credibility:** A growing number of companies that focus on QWL improve their relationships with the stakeholders. They can communicate their views, policies, and performance on complex social issues; and develop interest among their key stakeholders like consumers, suppliers, employees etc.
- **Increase productivity:** Programs which help employees balance their work and lives outside the work can improve productivity. A company's recognition and support through its stated values and policies of employee's commitments, interests and pressures, can relieve employees external stress.
- **Attraction and retention:** Work-life strategies have become a means of attracting new skilled employees and keeping existing ones satisfied. Many job seekers prefer flexible working hours as the benefit they would look for in their job. They would rather have the opportunity to work flexible hours than receive an additional increment in annual pay.
- **Reduces absenteeism:** A. Companies that have family-friendly or flexible work practices have low absenteeism. Sickness rates fall as pressures are managed better. Employees have better methods of dealing with work-life conflicts than taking unplanned leave. B. Workers (including the managers) who are healthy and not over-stressed are more efficient at work.
- **Job satisfaction:** Job involvement leads to job commitment and job satisfaction. People whose interests are protected by their employers experience high degree of job satisfaction. This improves job output.

- **Company reputation:** Many organizations, including Governments, NGOs, investors and the media, consider the quality of employee experience in the awoke place when evaluating a company. Socially responsible investors, including some institutional investors, pay specific attention to QWL when making investment decisions.

FACTORS INFLUENCING QUALITY OF WORKING LIFE

Life Many different factors influence the quality of an individual's working life. These factors include working conditions, workplace-stress and job satisfaction.

- Job satisfaction refers to how far the individuals are satisfied with their position of employment. Factors such as workplace environment, peers, income and work duties influence how satisfied an employee is with the job. When job satisfaction is positive, this contributes to a better quality of working life. An individual who is satisfied with their job is more likely to experience a higher quality of working life than an employee who is dissatisfied or even resentful of the work.
- Workplace-stress refers to the amount of stress experienced by an employee in the work environment. Workplace-stress is caused by numerous factors, including what duties an individual must perform, or their peer group in a company, and their overall workload. An employee who has stressful work-related duties, such as an emergency room doctor who is responsible for the lives of countless people each day, is more likely to experience workplace stress. An employee, who has a heavy workload, is also more likely to experience workplace-stress. Workplace-stress often leads to the stress outside the workplace due to the attending to other items of work in an individual's daily life. This stress is the cause of experiencing lower quality of work life.
- Other factors which influence quality of working life are: (i) individual employees wage, (ii) their working hours, (iii) workplace conditions, (iv) fairness in the workplace, (v) personal characteristics such as anxiety or depression.

SCOPE OF QUALITY OF WORK LIFE:

Quality of work life is multi-dimensional aspect. The workers expect the following needs to be fulfilled by the organizations:

- **Compensation:** The reward for work should be above a minimum standard for life and should also be equitable. There should be a just and equitable balance between the effort and the reward.
- **Health and Safety:** The working environment should be free from all hazards detrimental to the health and safety of the employees. The main elements of a good physical environment for work should be reasonable hours of work, cleanliness, pollution free atmosphere, risk free work etc.
- **Job security:** The organization should offer security of employment. Employees should not have to work under a constant concern for their future stability of work and income.
- **Job Design:** The design of jobs should be such which is capable of meeting the needs of the organization for production and the individual for satisfying and interesting work. Quality of work life can be improved if the job allows sufficient autonomy and control, provides timely feedback on performance and uses a wide range of skills.
- **Social Integration:** The workers should be able to feel a sense of identity with the organization and develop a feeling of self-esteem. This includes the elimination of discrimination and individualism, whilst encouraging team and social groups to form.
- **Social Grievance of Work:** Work should not only be a source of material and psychological satisfaction, but also a means of social welfare. An organization that has greater concern for social causes can improve the quality of work life.
- **Scope for Better Career Opportunities:** The management should provide facilities to the employees for improving their skills both academic and otherwise. The management should always think of utilizing human resources for expansion and development of the organizations.

PRINCIPLES OF QUALITY OF WORK LIFE

According to **N.Q.Herrick** and **M.Maccoby** there are four basic principles, which will humanize work and improve the Quality of Work Life:

- **The Principle of Security:** Quality of work cannot be improved until employees are relieved of the anxiety, fear and loss of future employment. The working conditions must be safe and fear of economic want should be eliminated. Job

security and safety against occupational hazards is an essential precondition of humanization of work.

- **The Principle of Equity:** There should be a direct and positive relation between effort and reward. All type of discrimination between people doing similar work and with same level of performance must be eliminated. Equity also requires sharing the profits of the organization.
- **The Principle of Individualism:** Employees differ in terms of their attitudes, skills, potentials etc. Therefore, every individual should be provided the opportunities for development of his personality and potential. Humanization of work requires that employees are able to decide their own pace of activities and design of work operations.
- **The Principles of Democracy:** This means greater authority and responsibility to employees. Meaningful participation in decision making process improves the quality of work life.

OBJECTIVES OF QUALITY OF WORK LIFE

- To identify the perception on quality of work life towards their family life.
- To identify the perception on quality of work life towards their compensation.
- To identify the perception on quality of work life towards their job satisfaction.
- To identify the perception on quality of work life towards their working environment.

TECHNIQUES FOR IMPROVING QUALITY OF WORK LIFE

Individual as well as organized efforts are required to improve the quality of work life for millions of workers in the country. Some of the techniques used to improve the QWL are as given below:

- **Flexible Work Schedules:** There should be flexibility in the work. Schedules of the employees. Alternative work schedules for the employees can be flexi time, staggered hours, compressed work week etc. Flexi time is a system of flexible working hours, staggered hours schedule means that different groups of employees begin and end work a different interval. Compressed work week involves longer hours of work per day for fewer days per week.

- **Job Redesign:** Job redesigning or job enrichment improves the quality of the jobs. It attempts to provide a person with exciting, interesting, stimulating and challenging work. It helps to satisfy the higher-level needs of the employees.
- **Opportunity for Development:** Career development is very important for ambitious and achievement-oriented employees. If the employees are provided with opportunities for their advancement and growth, they will be highly motivated and their commitment to the organization will increase.
- **Autonomous Work Groups:** Autonomous work groups are also called self-managed work teams. In such groups the employees are given freedom of decision making. They are themselves responsible for planning, organizing and controlling the activities of their groups. The groups are also responsible for their success or failures.
- **Employees' Participation in Management:** People in the organization should be allowed to participate in the management decisions affecting their lives. Quality circles, Management by objectives, suggestion system and other forms of employees' participation in management help to improve the Quality of Work Life.
- **Job Security:** Employees want stability of employment. Adequate job security provided to the employees will improve the Quality of Work Life to a large extent.
- **Equitable Justice:** The principle of equitable administrative justice should be applied in disciplinary actions, grievance procedures, promotions, transfers, work assignments etc. Partiality and biasness at any stage can discourage the workers and affect the Quality of Work Life.

1.2 INDUSTRY PROFILE:

RESTAURANTS:

It has long been accepted that the first establishments that we would consider “restaurants” originated in Paris in the mid-eighteenth century. The word “restaurant” is a French word that originally referred to a type of restorative meat broth or bouillon created by steaming various types of meat. Such a broth was offered to those who might be too weak to eat a full meal. The institutions in which these restaurants were served had costly and luxurious interiors and appealed to a wealthy clientele. They were a far cry from the unsavory taverns and inns that typically provided food to travelers. Concepts such as seating patrons at their own tables, providing dining at unspecified hours, and a menu from which diners could choose their

own dishes came out of these institutions and became an established part of restaurant service.

SDR RESTAURANT & CAFE:

SDR Restaurant & Café is a one of the best restaurants in Tuticorin city, located in a prime place. This Restaurant Provides truly amazing food for both Veg and Non-Veg Lovers. It would be a heaven especially for non-Veg Lovers.



This AC restaurant has enough space to accommodate more than 100 customers at a time. Here they allow table booking also. It's a vast place inside hence can accompany huge crowd/group. They do arrange for birthday/wedding anniversary celebrations. Also, they do surprise for birthday blast. Ample car parking is available. This restaurant is well maintained. Overall, one of the best and must try family restaurant in Tuticorin. The restaurant placed in Ettayapuram Road, Tuticorin-2, contact No: +91 8220018018

Suitable for travelers because it is located on the outskirts of the town. It was a bit on the expensive side but the food was worth the extra penny. Definitely a place to check out if you are hunting for a good restaurant in Tuticorin.

You can make payment Via Cash, Debit Cards, Cheques, Credit Card.

KANI HOTEL

Counted among the top three-star hotels of the city, Kani Hotel in Tuticorin Central Bus Stand is a sheer paradise. It is a team of Kani Residency, Kani Restaurant (Veg), Poonkani (Non-Veg) not a separate division. It established on 2015 November 4, this hotel has been a preferred choice of the travelers visiting the city for both pleasure and business trip. The edifice stands within a few kilometers of the airport and railway station, both of which can be accessed via local transportation. Marketed by brilliant hospitality and top-of-the-line services. The kani restaurant placed on 70&70/1, Balavinayagar kovil street, opposite to old Bus stand, Tuticorin, Contact N0: +91 4612300311

The spectacular in-house restaurant offers a variety of mouthwatering dishes in stunning settings. allowing the guests to celebrate the rich diversity of cuisine



This is the Hotel which have more no of women employees in tuticorin. They have own home delivery section they don't connect with other delivery agencies. Especially they provide Mobile Kitchen, Live Kitchen according to the customer wish and satisfaction at any place. They have a separate canteen and cafeteria for staff named "Vaanga Sapidalam" for employees.

ALWIN HOTEL:

Making way for a hearty meal is Hotel Alwin in Tuticorin. This place is synonymous with delicious food that can satiate all food cravings. So as to be able to cater to a large number of diners, it occupies a favorable location at Toovipuram is where one can visit the venue. Courtesy to this strategic location, foodies in and around neighborhood can walk in to this

eating house conveniently without facing any hassles related to commuting to this part of the city

It is one of the most sought-after Restaurants in Toovipuram. This is a one of the renowned Restaurants in Tuticorin. Contact No: + 91 422-2327780



Hotel Alwin at Toovipuram makes sure one has a great food experience by offering highly palatable food. The restaurant welcomes guests from 09:00 – 23:00 allowing diners to relish a scrumptious meal between the functional hours. This listing is also listed in Restaurants, Moderate Restaurants. From a total number of 10+ ratings the eating house has been rated a 3.5.

HOME KITCHEN:

Established in the year 2008, this place is synonymous with delicious food that can satiate all food cravings. It is home to some of the most appreciated cuisines. So as to able to cater to a large number of diners, it occupies a favourable location at Tuticorin. Courtesy to this strategic location, foodies in and around the neighborhood can walk in to this eating house conveniently without facing any hassles related to commuting to this part of the city. It is one of the most sought after Restaurants in Tuticorin. This is a one of the renowned Restaurants in Tuticorin. The restaurant placed on Toovipuram-5th street , Tuticorin-01, Contact No: +91 461-

2332211



Home Kitchen at Tuticorin makes sure one has a great food experience by offering highly palatable food. The restaurant welcomes guest from 09:30-18:30 allowing diners to relish a scrumptious meal between the function hours. This listing is also listed in Restaurant. From a total number of 10+rating, the eating house has been rated at 4.0

GRACE RESTAURANT

This place is synonymous with delicious food that can satiate all food cravings. It is home to some of the most appreciated cuisines. So as to be able to cater to a large number of diners, it occupies a favourable location. Courtesy to this strategic location, foodies in and around the neighborhood can walk in to this eating house conveniently without facing any hassles related to commuting to this part of the city. It is one of the most sought-after Restaurants in Millerpuram



The www.hotelraj.in offers complete information of the restaurant. This is a one of the renowned Restaurants in Tuticorin. The restaurant is placed on jayaraj Road, Near Old Bus Stand No 3/1 Raj Hotel millerpuram Tuticorin-03, Contact No: + 91 461-2240000, +91 461-2240002

Grace Restaurant makes sure one has a great food experience by offering highly palatable food. The Restaurants welcomes guests from 07:30-23:00 allowing diners to relish a scrumptious meal between the functional hours. The price range of the food at the restaurant ranges from 2. This listing is also in Restaurants, Home Delivery Restaurants, Moderate Restaurants.

BANU BIRUNTHAVAN GREEN PARK

It was greeting from Autoor Mani group hotels Ltd... Its first hotel namely "MANI HOTEL" was established at Autoor Tuticorin District in 1973 by THIRU N.MARIMUTHU F/O. THIRU M.MANI and THIRU M.NATARAJAN. They have been committing in catering services for the past 45 years of experience in different places in Tamilnadu state. Now it is strategically located in the heart of city. The hotel is very close to Tuticorin Airport, it makes convenient for the business traveler.



It consists of Non-Vegetarian restaurant with the seating capacity of around 96, vegetarian restaurant with seating capacity of around 46 and the garden restaurant with the seating capacity of 90. In restaurant with the service of multi cuisine foods in tuticorin.

MURUGAPPA CHETTINAD

Sri Murugappa chettinadu is the oldest restaurant in Tuticorin. It almost completed 25 years of established. The most experienced employees were in this restaurant. It is located in Toovipuram which makes convenient to foodies.



The chettinad is famous for its briyani. Sri Murugappa Chettinad also follows the same taste of chettinad. Nowadays it serves fast foods also.

ARABIAN RESTAURANT

Established in the year 2015, Arabian restaurant in Tuticorin is a top player restaurant. These well-known established acts as a one- stop destination servicing customer both local and from other parts of Tuticorin. The beliefs that customer satisfaction is as important as their products and services have helped this establishment garner a vast base of customers, which continues grow by the day. It is known to provide top service in home delivery, fast food, biryani restaurant, food delivery services, non veg thali restaurants, barbeque restaurants

This business employs individuals that are dedicated towards their respective roles and put in a lot of effort to achieve the common vision and larger goals of the company. The popularity of this business is evident from the 100+ reviews it has received from justdial users. It is known to provide top servicing restaurants



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ANJAPPAR CHETTINAD RESTAURANT

Anjappar chettinad restaurant is a privately owned Indian casual-dining restaurant chain, founded in Chennai, Tamilnadu, India in 1964. It now operates in 30 locations. Anjappar is the pioneer in bringing the food of the famed chettia the year's theirs to the people world around. Over mastered the art of using spices to give one's taste buds the best food experience. More than 54 years of experience and 87 branches to date, Anjappar is spreading its wings to give customer a homely dining experience. The freshness of its products and the use of secret home ground recipes bring the food lover



Anjappar's humble beginning started in Chennai 54 years back offering Chennai some typical chettinad food .As time passed Anjappar became syuaiym for chettinad cuisie.The people demand has let as to take this sepeuince oversea anjappar has been accommodating the changes of time by increasing their standard to caten the euagrowing necessities of today's taste hunter and now anjappar restuarent have preserued the culinary traditions . Anjappar offers south Indian cuisine, particularly focusing on producing chettinad- style preparations, while some locations additionally offer Sri Lankan, oriental and middle East

DSF PLANET 360:

The founder of DSF grant plaza is, Mr. Devanesam who is one of the small line fishing vessels erSapators of Tuticorin. This MD of DSF Grand Plaza already own other great businesses in Tuticorin city and one of them is, Diamond Sea foods

A breakfast buffet is complimentary. There are 2 restaurants, 1 on the rooftop and a casual café. Other amenities include an exercise room and a play area. Valet parking is available
Sea view roof-top spot is you to come, relax, sit back and have the unwinding moment of freewill and sovereignty. And get ecstatic by viewing the whole pearl city from the roof- top



Landscape surrounding, Multicuisine restaurant, coffee shop, function hall, sea view roof top, restaurant sea view A/c Bar children play Area, Ample car park, Accommodation for Drivers
Fire protection, 24Hrs security, In-Room Facilities, laundry services
. DSF Grand Plaza Hotel at Tuticorin has rooms in category of – standard, Executive, club and suite rooms.

PROBLEMS IN IMPROVING THE QUALITY OF WORK LIFE

Through every organization attempts to improve the employer-employee relations and through it, the quality of work life of employees, problems may occur in effective implementation of QWL programs.

These problems may occur because of:

- **Poor reward and recognition:** People will not do their best when they feel that employers' commitment in terms of reward and recognition is lacking. Commitment is a mutual phenomenon. When employers want to get the best from employees but do not give them reward and recognition, people will not be committed to work.
- **Dead-end jobs:** Work which does not offer opportunities for growth and promotion is one of the greatest reasons for employees' de-motivation and non-commitment. Jobs which deprive employees of self-development and growth opportunities lead to high dissatisfaction and disloyalty.
- **Managing intimidation:** by Mistreating people and managing them by threats and embarrassment leads to employees' dissatisfaction and weakens their commitment. In a best seller book "The Loyalty Link" Dennis **G.Mc Carthy** has identified managing by intimidation as one of the seven ways which underline employees' loyalty.
- **Negative working environment:** non-acceptance by colleagues, non-cooperation, too much politics, and negative behavior by colleagues, supervisors and other people want peace of mind, which if not available in the work environment will discourage them to show total support to the company.
- **No job security:** One of the major needs of employees is job security. If the employee feels that he can lose his job anytime, he would not be committed towards company's goals.
- **Negative attitude:** Some people by nature are not committed to anything and anyone and as such they would not be committed to their employers also. Commitment is an attitude and those who lack it will not be committed to their jobs.

1.3 STATEMENT OF THE PROBLEM

The study of research purpose is to know the employee's quality of work life (QWL) in top restaurants in Tuticorin and to know how employee's satisfaction level engaged within the organization.

1.4 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE

To analyze the perception of top restaurants workers towards their quality of work life.

SECONDARY OBJECTIVE

- ❖ To identify the satisfaction level of employees
- ❖ To identify the efficiency of employees towards working hours
- ❖ To identify the factors affecting work life
- ❖ To find out the factors motivating the employees
- ❖ To identify the expectation of employees towards facilities & compensation provided by the employees.

1.5 NEED OF THE STUDY

The purpose of the study is to get an idea about the Quality of Work Life among Employees in Restaurants, Tuticorin.

This study is to explore the experience of workers towards their Quality of work life and their work environment in the terms of their preference and like, work balance, satisfaction in compensation, work satisfaction, their motivational insights, perception towards facilities and benefits.

1.6 SCOPE OF THE STUDY

The study was done at Restaurants in Tuticorin.

This study covers the overall quality of work life of an employee i.e., their job satisfaction, work environment, working hours, work stress, their relationship with their colleagues, infrastructure provided etc. This study aims at measuring satisfactory level of employees and benefits provided for them. Therefore, every restaurant needs to update and improve the quality of work life of employees.

1.7 LIMITATIONS OF THE STUDY

- ❖ Time was one of the biggest constraints.
- ❖ The individual perspective appears to be different
- ❖ Some of the respondents hesitated to tell the truth so that it may result in wrong statistical data
- ❖ Sometimes data's maybe fake and it may not be a genuine answer.
- ❖ Employees sometimes may give their answers without understanding the questions properly.

CHAPTER 2

REVIEW OF LITERATURE

The literature review section of this research study is crucial for establishing the context, theoretical framework, and existing knowledge related to your research topic: the perception of top restaurant workers in Tuticorin towards their quality of work life. It provides a foundation for this study, helps identify gaps in the existing literature, and highlights the significance of your research. Here's an elaboration of the literature review section:

2.1 Review of Literature

1. Lau (2000) studied on Quality of work life and performance to provide ad hoc analysis of two key elements of the service profit chain and find out the relation between in growth and QWL. This research evaluated the performances, in terms of growth and profitability, based on a sample of QWL and S&P 500 companies. 29 QWL companies remained for the purpose of this study. The control group consisted of 208 service companies selected from the list of S&P 500. The results showed QWL companies have a higher growth rate, measured by the five-year trends of sales growth and asset growth than that of the S&P 500 companies. The results also indicated that QWL companies indeed enjoyed higher growth rates than those of S&P 500 companies, and their differences are statistically significant. On average, QWL. Service companies have an average sales growth rate while the control group companies have below average.

2. David Lewis et al (2001) studied on the extrinsic and intrinsic determinants of quality of work life. The objective of the research was to test whether extrinsic or intrinsic or prior traits test predict satisfaction with QWL in health care. The variables used extrinsic traits: salary or other tangible, intrinsic traits: skills, level, autonomy and challenge, prior traits: gender and employment traits, co-workers, support, supervisor, treatment and communication. Survey was conducted in 7 different health care and respondents was 1,819/5486 staff (33%). Data was gathered, from the circulate questionnaire and test applied for data analysis was regression method and factor analysis. The findings showed pay, supervisor style, commitment and discretion, all play a role in determining QWL. Female employees were less satisfied with these traits than male.

3.Md. Zohurul Islam et al (2006) investigated of QWL and organization performance in Dhaka processing zone. The objective of research is QWL is hypothesized to directly or indirectly influenced organizational performance and identify the relation between QWL with OP = Organizational Performance QWL = Quality of Work Life JS = Employee Job Satisfaction WAGPOL = Company wage policy COMPOL = Company policy UNION = Union. The variables of the research used OP,JS, WP and UP. Simple random sampling method used for data collection and the test applied to data analysis was chi-square test and regression. Finding of the research showed QWL is not significant relation with OP, union, wage, job satisfaction and company policy is highly significant with OP with the level of significant 5%. When dependent variable is job satisfaction then company policy, QWL has positive significant relationship with Job satisfaction. Variable Union policy has positive relation but no significant with JS QWL is related to Job Satisfaction. Organizational performance taken as a dependent variable then it showed that QWL has no significant relationship with Organizational Performance.

4. Linda K. Johnsruud (2006) studied on Quality of faculty work life: the University of Hawaii to describe the changes in QWL from 1998 to now. The objective of the study was to find out the current level of satisfaction. Variables were used Relations with the department chair, campus service, community service, faculty relation, salary and demographic factor. The study included all 3,490 members of the UH faculty and /marks the first time that this survey was conducted entirely online and yielded 1,340 responses for a 38% return rate and to analyse the data T- test was used by the researcher. The result showed that salary was the main variable for satisfaction from year 1998 to 2006. Faculty relations and community services is the most positive elements in faculty work life and other finding was campuses ‘faculty are generally more satisfied than others.

5. J. Gnanayudam & Ajantha Dharmasiri (2008) studied Influence of quality of work life on organizational commitment by investigated on unsatisfactory level of commitment among workers in medium and large organizations in the apparel industry in Sri Lanka. A convenient sampling technique was adopted for the research. The sample size was limited to 87 workers and Pearson correlation used for data analysis. The result showed that QWL has a positively significant relation with the commitment and moderator effect of HRDC on the relationship between QWL and Commitment.

6. Normal and Daud (2010) investigated the relation between QWL and Organizational Commitment amongst employees in Malaysian firms. The objective was to investigate the relationship between QWL and Organizational Commitment and to identify the extent of QWL of employees. A random sample of 500 employees was taken at the supervisory and executives' levels in various firms in Malaysia received the questionnaire. Of these, 360 useable responses were returned and analysed, which represented a 72% response rate. Research based on the Quantitative approach and random sampling method used for data collection. Variables adopted for the research were Dimensions of QWL: growth and development, participation, physical environment, supervision, pay and benefits social relevance and workplace integration, dimensions of OC: affective commitment, normative commitment, continuance commitment (alternatives), and continuance commitment (costs).

Questionnaire divided is into three respects are organizational Commitment, quality of work life and demographic factors. Data was analysed from factor analysis with varimax rotation, mean, Standard deviation, regression analysis used as statistical tools. Result of the research paper showed that participation of employees has positive relationship with affective, continuance (alternative) and continuance (cost) commitment. Supervision, pay and benefits have also significant positive relationship with affective, normative and continuance (alternative) commitment. Strong relationship and cohesiveness' among employees in the workplace will improve the sense of commitment.

7.W.N. thalang et al (2010) studied on quality of work life indicators as a corporate social responsibility of electrical and electronics private Organizations in Thailand. Objective of the research was found out the quality of Work Life Indicators as a Corporate Social Responsibility. It is a documentary research and data were collected from the in-depth interview with experts and specialist and multiple research method. Health environment, total life span, work life balance, adequate and fair compensation, social integration support used as dimensions of QWL and four major dimensions of CSR, namely: economic, environmental, social and ethics used as a parameter. The result showed that QWL indicates perception about for a more effective CSR, developing a good Quality of Work Life (QWL) is crucial.

8. T. Ayesha et al (2011) have done worked on QWL among male and female employees of private commercial banks in Bangladesh to find out there is any significant difference among male and female bank employee's perception over QWL issues. Researcher adopted convenient sampling to data gathering over a sample 192 employees and factor analysis and

consistency Wilcoxon analysis, Mann –Whitney- U test and Bartlett test for analysed data. The dimensions of QWL used job design, employee relation, working environment, socialization efforts, adequate and fair compensation, opportunities to develop human, growth and development, flexible work schedule, job assignment, work and total life span and in demographic factor age, gender and experience was used. Finding of the research showed male employee's perception differs from the female employees its means management of banks are more concerned about the job design of the male employees. The second finding about perception said that male's perception more positive compared female's employees except in the terms of socialization.

9.B. Alireza et al (2011) researched on the Relationship between Quality of Work Life and Demographic Characteristics of Information Technology Staffs Relationship b/w QWL and demographic characteristics of IT staff with objective Measure the relation b/w QWL and demographics. The dimensions of QWL used as fair compensation, safe and healthy environment, growth and security, social relevance, life span, social integration, development of human capacities and age, gender, work experience income has taken as demographic factors. Data gathered from the 5 IT companies over 292 employees and ANNOVA one way used for the data analysis. Result showed there is no significant relation found between gender and QWL but positive significant relationship between IT staff and QWL, work experience and QWL and income and QWL.

10. D. Chitra et al (2012) focused on Employees' Perception on Quality of Work Life and Job Satisfaction in manufacturing organization – an Empirical study. The objective was to find the perception of employee's impact on Job satisfaction. Convenience sampling method used for the data collection and questionnaire received 251 employees out of 460 employees. Three variables of QWL were used such as meaningfulness, pessimism about organizational change and self- determination and job satisfaction. Test used for data analysis were factor analysis, Bartlett test and Kaiser-Meyer-Olkin. The Findings showed that three QWL variables are significantly related to job-satisfaction and perception of employees towards QWL also directly related to Job satisfaction. There is no satisfaction towards other job-related aspects such as health care benefits, working environment, flexible work, relationship with peers and superiors.

11. Chandranshu Sinha (2012), factors affecting quality of work life: Empirical Evidence from Indian Organizations. Sampling size was taken for this research was 100 employees and

Career growth & development, Organizational Culture, emotional supervisory support, flexible work arrangement, employee motivation, Organizational commitment, job satisfaction, rewards and benefits and compensation used as a dimension of QWL. Data analysed through Kaiser Meyer Olkin which determine the sufficiency of the sample size and Bartlett test of sphericity was calculate the meaningfulness of the correlation matrix and factor analysis. According to this research paper comes on conclusion that profit of successful organization is not achieved at the expense incurred to the employee by organization.

12. R. Indumathy et al (2012) studied on quality of work life among workers with special reference to textile industry in Tripura district – a textile hub to find out the measurement adopted by the organisation to improve the QWL. The research design was chosen as descriptive in nature. The sample size taken to conduct the research was 60 workers out of the 600 workers. For this study, the sampling technique was convenient sampling. Structured interview schedule was used for primary data collection and chi-square analysis, weighted average score and simple %age used for the data analysis. The result showed that there is no significant relationship between Total work experience and Salary, Gender and Overall job satisfaction. There is significant relationship between Total work experience and Overall job satisfaction and between educational qualification and Salary.

13. Ayesha T. (2012) evaluated the quality of work life of the faculty members of private universities in Bangladesh with the objective is to investigate the factors affecting the overall perception of QWL. Dimensions of QWL was taken fair competition, growth security, work and life system, development human capacities, social integrate, social relevance. The method used for data collection was cluster sampling. Spearman's rank correlation technique was applied which is suitable for ranking data and also the test is non-parametric. Results after test showed dimensions are significantly co-related with QWL. There is highly satisfaction in the female regarding QWL dimensions compared to male. Teaching experience of less than one year is more positive about their QWL and its related dimensions compared to experienced teachers.

14. S. Mortazavi (2012) studied the Role of the Psychological Capital on Quality of Work Life and organization performance. Data was collected from nurses of four hospitals in which two hospitals were private and two hospitals were public. Sample size was 207 nurses which were selected random sampling method and Selfefficacy, Optimism, Hope, Resiliency,

Survival Needs, Belonging Needs and Knowledge Needs are treated as exogenous variables and Psychological Capital and QWL are treated as endogenous variable. For data analysis researcher used scale means, reliability, and inter-scale correlations. One of the most important factors that plays positive role is Psychological Capital of human resource of that organization. Research shows that Psychological Capital is a more state-like factor than personality traits and QWL has positive and significant relation with organization performance.

15. Mina. P et al (2013) studied on Relationship between self –esteem, organizational attachment and perceptions of QWL in Jahad-e-Keshavarzi Organization of Isfahan. The objective of the research was to find out the relationship between self-esteem organizational attachment and perception of QWL. Sample size has taken 195 employees and simple random sampling for data collection. Pearson correlation coefficient and multiple regressions were used to analysis the data. Variables studied that were dimensions of QWL: Employee participation, career development, problem solving, job security, employee communication, job pride, fair pay, industrial safety and protection, and organizational identity, Dimensions of self-esteem: self-acceptance, living consciously, self-responsibility, living purposely, personal integrity and self- assertiveness, dimensions of Organizational attachment: Organizational Commitment, Job Satisfaction, intend to leave the organization, group coherence, organizational identity and organizational interest Findings showed that positive relationship between dimensions of Organizational Attachment and QWL. There is a Positive relationship between pillars of self-esteem and dimensions of QWL. Self-responsibility, integrity, fair pay with living purposefully, living consciously, self-acceptance, job security with purposefully is not co-related with each other. Self –esteem is co-related with organizational Attachment.

16. Noushin Kamali Sajjad al (2013) studied on relationship QWL and Organizational Commitment due to this research researcher wanted to recognize relationship between QWL and OC and its components. The methods used were random stratified sampling for data gathered. To analyse the data, Pearson correlation coefficient used to calculate the rate of significant relationship between components Kolmogorov-Smirnov test to identify the statistical population normality. Variable used the findings pertained that there is direct and significant co-relation between fair and enough payment (salary and allowances) and Organizational Commitment and also significant correlation between health security and work conditions and Organizational Commitment and balance in work and other life aspects with organizational commitment. Researches gave the ranking of dependent and independent

variable due to which social integration, cohesion and general space of life had most related with job-performance. fair and enough payment and growth opportunity and continuous security had least related with job-performance. Salary and allowance have at least effect on Organizational Commitment. Health and security, work condition most important factor affecting OC. Development is not least not important factor affecting OC.

17.Aloys.N. K (2013) studied on working Environment Factors that Affect QWL among Attendants in Petrol Stations in Kitale Town in Kenya. The objective was to identify working environment affect QWL. The method used was exploratory survey with coefficient of co-relation test for data analysis. Findings showed that positive co-relation between work environment and mode of QWL job enrichment, job rotation, autonomous, flexible working time, workgroups, career growth and development, relation with supervisor. The result showed that there is no significance relation between experience, career growth and development. There was the most significant relationship between work environment and organizational trust then physical environment. The relationship between colleagues and supervisor affects the work environment on QWL.

18. Seema Arif et al (2013) investigated QWL Model of teachers in private universities in Pakistan and the objective of this research were to find out the dimensions of QWL which affects the life and attitude of teachers at private universities and perception of QWL. Data collected from the simple random sampling survey with the test applied as factor analysis and binary logistic regression. In this research 500 questionnaires were circulated and 370 returned in which 10 was incomplete and 72% respondents achieved. Variables used such as QWL, value of work, work climate, work life balance and satisfaction, attitude, perception Dimensions of work life such as: work life climate, work life balance, satisfaction with relationship in life were the major factor which give the shape of work attitude and employee perception of overall QWL used as a Variables. The result showed that low satisfaction with relationship in life (RLT), QWL and work life balance and value of work enhancing the one's self esteem. After read this paper conclusion, it is clear that relationship in life and work life balance is most influential variable for satisfaction.

19.Z. Amin (2013) studied on the Quality of Work Life in Indonesian Public Service Organizations to predict the role of Career Development and Personal Factor. Five hundred and ten questionnaires (including scales of Quality of work life and career development) were

distributed among employees. The four hundred twenty-nine questionnaires of the employees returned the questionnaires. In this regard response rate was 84.11%. Age, sex, education, length of service, marital status and career development was used as a Parameter by researcher and regression analysis used for data analysis. The result showed if the perception is positive towards career development it will increase the QWL. There is significant relationship among career development and personal development with QWL. One thing also found about the perception of workers towards career development influenced by the interaction between the values, hopes and purposes of workers.

20.Jerome. S. (2013) studied on quality of work life of employees at Jeppiaar cement private Ltd. to find out the factor's measurements of QWL. 50 % respondents from 200 sample size respondents were selected from the workman categories so the researcher adopts the simple random sampling technique using the lottery method. Variables used for this study: compensation, work environment, social relation, job satisfaction, safety and healthy environment, welfare and Opportunities for use and Development of Skills and Ability. For the data analysis researcher used Karl Pearson coefficient. Result showed that there is no significant relationship between educational and QWL and no significant relation between the income and QWL. There is no significant relationship between the age of the respondents and their overall quality of work life and no significant relationship between the educational qualification of the respondents and their overall quality of work life

21.G.S. Sandhyani (2013), a study on the effect of quality of work life on organisational citizenship behaviour – with special reference to college teachers in Thrissur district, Kerala. 8 dimensions of QWL were used for study: Adequate and fair compensation, Safe and Healthy Environment, Growth and Safety, Social Integration, Social Relevance, development of human capabilities, Constitutionalism and Total Life Span and 2 dimensions of OCB: conscientiousness (job dedication) and altruism (helping co-workers) were used as variables. It is a descriptive study and used Inventory to collect required information. The sampling method used in this study is purposive sampling which means sample were selected by the researcher subjectively. T-test was used for the data analysis. The result showed that there is a significant difference in the effect of the QWL on the OCB between Men and Women. The women reported to show higher level of conscientiousness (Job dedication) when compared to men and other one is a significant relationship between the Quality of Work Life and Organisational Citizenship Behaviour based on Altruism (helping co-workers).

22.Sorabsadri& Conrad Goveas (2013) studied on sustainable quality of work life and job satisfaction among employees engaged in the freight forwarding and clearing house in Mumbai and observation observed through data collection and chi- square used for the data analysis. The results showed in this study that different factors of QWL such as Safe and Healthy Working Conditions, Adequate and Fair Compensation, Opportunity to Utilize individual skills and talent, Develop Human Capabilities, provide Career and Growth Opportunities varies according to the employees' perception and job satisfaction depend upon the way of perceived the dimensions of QWL.

23.AnandPawar (2013) studied on QWL and job satisfaction of employees in VTPS to find out the level of satisfaction among the employees with regard to various job-related aspects. The study is descriptive in nature and based on both primary and secondary data. The data were collected from the workers and employees of the organization with the help of questionnaire relating to the demographic profile of employees and 20 statements relating to various factors of QWL and job satisfaction. The sample was selected based on stratified random sample technique and sample size was 246 employees out of 2464 employees. To measure the QWL and job satisfaction of employees, major factors were included in this study and they include: (i) good wages and salaries; (ii) rewards the talented and hardworking; (iii) a safe and healthy environment; (iv) good working conditions; (v)good interpersonal relations and (vi) superiors are considerate and helpful. Non-probability sampling technique used to test the hypotheses and chi-square test has been used to find out the relationship between two variables. The result showed that there is dissatisfaction in the interpersonal relations between the cadre wise and no proper grievance handling procedure adopted among the employees which affect the job satisfaction.

24. K. R. Nia & Maryam Maleki (2013) studied on the relationship between quality of work life and organizational commitment of faculty members at Islamic Azad University under 127 faculty members with sample size of 97 subjects through random stratified sampling. Spearman's correlation coefficient, multiple correlation method, LISREL, Friedman Test was used for data analysis. The T- statistic and Fisher statistic are applied to measure the demographic variables. Result showed that there is positive relation between the QWL and organisational commitment it means organisation commitment is the result high QWL.

25. H. Mohammadi & M. A. Shahrabib (2013) conducted research on relationship between quality of work life and job satisfaction, it is an empirical investigation. Questionnaire in Likert scales format and distributed among 86 full time employees of two governmental agencies in Iran, Supreme Audit Court and Interior Ministry and t-test used to examined the hypothesis. The results indicated that different working components have significantly influenced on job satisfaction.

26. S. Khodadadi et al (2014) investigated the QWL dimensions effect on the employees' job satisfaction. In this study independent variables were permanent security providing, salary and benefits payment policies, development and promotion opportunity, and job independence, job satisfaction as the dependent variables. 114 employees selected randomly for this study and two questionnaires of "quality of work life" and "job satisfaction" were used for data collection and Data analysis was done by using SPSS and LISREL software. The results of the study showed that the salary and benefits' policies have a significant and positive effect on Shuhstar's Shoho

27. Rochita Ganguly, Mukherjee (2010), the researcher aimed at the study of Nature of the perceived quality of work life (QWL) of the university employees, the nature of their job satisfaction, the nature of association between QWL and Job Satisfaction. The results indicate that the selected group of university employees perceived different aspects of their quality of work life as either uncongenial viz. Autonomy, top management support and worker's control mainly or they have had a certain amount of dilemma to comment on a few other aspects such as personal growth opportunities and work complexity mainly bearing the potential involving a slight trend of negative opinion.

28. Jeyaratham and Malarvizhi (2011), in their article have discussed about the Quality of work life among Employees in Erode District. The results of the study showed that the basic strategy for improving the quality of work life is first to identify employee's important needs and to satisfy those needs. Hence the study indicated that increase in quality of work life results in increase in productivity and dissatisfaction might happen due to lack of recognition, tedious work, unhealthy peer relation, poor working condition, low self-esteem, occupational stress, heavy work load, monotony, fatigue, time pressures, job insecurity, instability of job etc. The study recommended that promotion policies can be improved by giving grade for designation according to the experience of the employees. Arranging meditation classes and entertainment

programmes for the employees can minimize occupational stress.

29.Shiney Chib (2012), Conducted a study on Quality of Work life and organizational performance at work place of a private manufacturing unit, Nagpur, India through a structured questionnaire containing 31 items related to 6 variables, namely organizational performance, job satisfaction, QWL, wage policy, company policy and union policy. The researcher has formulated two models, one is organization performance depends on QWL, Job satisfaction, wage policy, company policy and union participation and the other one is QWL which depends on Organization performance., job satisfaction, wage policy, company policy and union participation. The collected data were analysed using simple percentage, regression and correlation analysis. The study reveals that both the models stand true and QWL had significant relationship with organizational performance.

30.Bhuvaneswari, Sugunya and Vishnu Priya (2013) in their article examined the Quality of work life among employees in Neyveli Lignite Corporation Limited, TamilNadu. The findings reveal that majority of the respondents are satisfied with their job, nature of job, salary, co-operation with colleagues, training and development, freedom to work, rewards & recognitions, social & cultural Programmes, health, safety & welfare measure and Quality of work life. It is also found that all the employee benefits and other facilities shows above neutral on satisfaction. Thus, the effort of NLC management for upgrading the living standard of the employees is encouraging and unique

31.Subburethina Bharathi, Uma Selvi, and Senthil Kumar (2011), found no significant difference between sex, family, age, designation, various income levels, type of college, native place of the respondents and their perceived levels of overall quality of work life. On the contrary the study found the significant difference between the department, professional membership, length of service, of the respondents and their perceived levels of overall quality of work life. Quality of work life in teaching environment indicate significant difference between Sex, professional membership, age, type of college, native place, length of service of the respondents and their perceived levels of overall quality of work life in teaching environment, but it was found that there is no significant difference between the department of the respondents, type of family , designation, various income levels of the respondents and their perceived levels of overall quality of work life in teaching environment. There is a significant association between quality of work life total and quality of life in teaching

Environment total. It shows QWL of college teachers is in low level.

32.Amita Gupta and Priyanka Chaudhary (2012), in their study examines the study on Quality of work life among employees of BPO sector in NCR Region. The study found that there is dissatisfaction among the employees regarding the Quality of work life in BPO sector. It reveals that the factor determining the dissatisfaction with the QWL in that organization were Lack of Income & fair Compensation, safe & healthy working conditions, opportunities to use & develop human capacity, opportunity for career growth etc

33.Shalini Sheel Bhawna Khosla Sindhwani, Shashank Goel and Sunil Pathak (2012), together presented an article regarding Quality of work life, Employee performance and Career Growth Opportunities- A literature review. They discussed the model given by various authors like Walton, Hackman and Oldham, Taylor, War & colleagues, Mirvis & Lawyer, Baba & Jamal Ellis etc. They conclude that in the post scenario, HR managers have to struggle with presenting staff morale and job satisfaction. In this Scenario, high Quality of work life is essential for organization to continue to attract and retain employees

34.Gayathri and Lalitha Ramakrishnan (2013), in their article an attempt is made to review the literature on quality of life to identify the concept and measurement variable along with linkage to satisfaction and performance. They discussed review of various authors about quality of work life-concept and dimensions QWL-job satisfaction and performance. Thus, this paper the identification of measures of quality of life is indeed a difficult task, though there is a sort of common agreement on its concept of employee well being

35.Pallavi, Kulkarni (2013) in his article examined about the literature review on training and development and quality of work life. They analysis various authors views regarding the role of training and development in different aspects and its relation with the employee's quality of work life. Based on the reviews it was concluded the training moulds the employee's attitude and helps them to achieve a better co-operation within the organization. Training and development program improve the quality of work life by creating an employee supportive workplace.

36.Vaarmathi and Hema Dhalakridhnan (2013) in their study reckons the effects of quality of work life in textile sectors in and around Coimbatore district. The factors that were

considered are salary, fair compensation, opportunities, job rotation, Authority, activities, career prospects, job security, training and health. The study reveals that the respondents are not satisfied with salary and Compensation. The Anova test reveals that there is no significant difference in the mean opinion on job rotation, training and there is significant difference for job security and authority to do the work. The correlation test implies positive correlation between fair compensation and career opportunities.

37.Rathamani and Rameshwari Ramchandra (2013) in their study focused to examine the quality of work life of employees in Textile industry. Sipcot, perundurai. The research findings reveal the facts that motivational insight viz, promotion, insurance protection, training, awards recognition has been influencing factors of quality of work life. Quality of work life influence job security, good working condition, adequate and fair compensation and monetary rewards. The respondents have given favourable response on the job satisfaction, safety and healthy working condition opportunities to develop human capacities and opportunities for continued growth and security of their organization. Then also expect higher compensation from their employees.

38.Prethi Vijaimadhavan and Venkataraman Raju (2013) examines an empirical study on quality of work life of IT professional and the relation between quality of work life and its factors. The dimensions used to measure QWL in this study are job and career satisfaction, working condition, general well-being work life balance, career prospects and compensation and training and development. The results shows that employee relationship is positively correlated to all the factors of quality of work life. Thus, the relationship between management, employee and peer does have great impact in the work life of an individual.

39.Jerome (2013), in his study examines the quality of work life of employees at Jeppiaar Cement Pvt ltd, Perambalur. The researcher studies the various factors that influence the quality of work life viz compensation safety and healthy working condition opportunities for use and development of skills and abilities, work environment social relationship, welfare measures job satisfaction and overall quality of work life. From the study the researcher arrives the conclusion that the quality of work life contributes to the workers performance in a holistic manner and majority of the respondents were in high level of job satisfaction

40.Guna Seelam Rethinam and maimunan Ismail, in their article reviews the meaning of

QWL, analysis constructs of QWL based on models and past research from the perspective of IT professionals in many countries and in Malaysia. The constructs of QWL discussed are health and well-being, job security, job satisfaction, competency development, work and non-work life balance. The article concludes that QWL from the perspective of IT professional is challenging of IT professional is challenging both to the individual and organization.

41.Vijay Anand (2013) in his study assess the quality of work life among employees in India Textile industry using Walton's model. The results with regard to fair and adequate payment shows that among employees' opinion this component is lower than the average and their salary is not satisfactory and is not associated with their job. Thus, this cause job dissatisfaction among employees

42.Johnsrud (2002) examined empirical literature devoted to quality of work life and developed a framework which conceptualized studies into three groups: those that describe and explore differences in the quality of work life, those that determine the impact of work life on attitudes, and those that attempt to explain behavioural outcomes. The authors author argued that site leaders who want to increase the performance and retention of faculty and managerial staff must recognize and address the specific issues that matter to those working on their sites.

43.Srivastava and Rooma (2014), examined the Quality of work life is a procedure in an organization which empowers its individuals at all dimensions to take an interest effectively and adequately in forming hierarchical condition, techniques and results. This analysis was focused on the subjective matter of QWL i.e., its key elements like job security, job performance, employee satisfaction etc. The authors also suggested that high degree of QWL among the employees leads to job satisfaction which eventually results in effective and efficient performance.

44.Pani (2015), examined the relationship between all identified variables of quality of work life and to study the relationship between quality of work life of teachers working in various private engineering colleges with demographic factors (age, gender) more specifically in Rayagada district of Odisha. The authors collected the data from 55 respondents. the outcome of this analysis was that Opportunity for Growth and Security factor have larger impact on overall QWL experience, whereas Nature of job, Job security and life space has moderate impact and the rest factors has less impact on overall QWL experience.

45.Zin (2004) empirically determined the pattern of the relationships between the perceived presence of quality of work life (QWL) factors and organizational commitment using responses collected from professional engineers in Malaysia. The results of the study showed that out of seven, only two QWL factors, growth and development and pay and benefit, were significant in explaining organizational commitment.

46.Bophela (South Africa), and Govender (2015) examined the quality of work life of employees via Employee Assistance Programs (EAPs). The study was conducted with a sample of 85 employees in a public sector organization. The result was utilization of EAPs balances and improves the quality of work life of Employees so that they are immersed with work activities and have a satisfactory work life that is fulfilling. It would be advantageous for organizations to assess the performance of employees before and after they have engaged with the EAPs, in order to determine their quality of work life.

47.Kaur (2016) examined the concept of Quality of work life. How and why the organizations and employees both are striving together to improve Quality of life to make efficient and effective utilization of human resource of the organization. The outcome of the research indicates that six out of seven factors (workload, family life, transportation, compensation policy and benefit, working environment and working condition and career growth) have significant influence on quality of work life and the remaining factor (colleagues and supervisor) has no significant influence on quality of work life. A good human resources practice would encourage all employees to be more productive while enjoying work.

48.Gupta (2016) examined the quality of work life in the Private Banks of Indore division. Data was conveniently collected from 150 employees working in the Private Banks. Exploratory factor analysis revealed eight factors, which significantly influence the quality of work life: Healthy Working environment, Motivational climate, Stimulating work environment Productivity, Work Redesign, Sense of accomplishment, Employees' Democracy, Enthusiasm at work place. It is therefore suggested that when attempting to draft policies and programmes for employees working in the Indian banking industry, Result of study was eight factors were identified. Bank authority should encourage for employee participation in management, healthy working environment, work resign, productivity, quality circles, and grievance-handling procedure to improve QWL. This can satisfy their important personal needs in terms

of power and growth which make them perceive democratization of their work place which will enhance their creativity and innovativeness.

49.Noor and Abdullah (2012) commented that Quality of Work Life among employees is most important as it entails strong participation in many of the programs organized by firms. The results of the study indicated that job satisfaction, job involvement and job security have significant relationship with quality of work life.

50.Koonmee et. al (2010) researched the relationship between institutionalization of morals, quality of work life (QWL), and worker work related results in the Thai work put. The review uncovered a positive connection between certain type of morals institutionalization and both lower-order and higher-order aspects of QWL. The results also indicated that the verifiable type of morals institutionalization and the two parts of QWL impact affect the three representative activity related results: work fulfilment, organizational commitment, and cooperation.

CHAPTER 3

RESEARCH METHODOLOGY

MEANING

Research methodology is the systematic way to solve the research problem. It gives an idea about various steps adopted by the researcher in a systematic manner. The research method of the study explains the systematic way of finding to the predominant objectives. This provides the clear path to accomplish and achieve clear solution for the problem stated.

3.1 RESEARCH DESIGN

A research design is considered as the frame work or plan for a study that guides as well as helps the data collection and analysis of data. The research design in this project is descriptive in nature.

3.2 METHOD OF DATA COLLECTION

- Primary data
- Secondary data

PRIMARY DATA

The primary data are the data that are collected fresh and for the first time and thus happen to be original. The primary data is collected by questionnaire. The questionnaire was handed over to the various respondents and the purpose of the study was explained to them and details were collected.

SECONDARY DATA

The secondary data are collected from the company records, Magazines and Internet etc.

3.3 STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about EMPLOYEES and the second part contained the **respondent's opinions about employee's satisfaction level and Quality of work life (QWL) in the top restaurants of Tuticorin.**

- Basic Introduction
- Personal Details
- Research related Questions
- Perception Questions
- Likert Scaling Questions
- Suggestion Question

3.4 SAMPLE SIZE

Out of total population, for the study a sample size of 104 respondents were selected

3.5 SAMPLING DESIGN

It is a particular definite plan formulation before collecting the data from population. The research should select a particular sample. In sampling, there are 2 types- probability sampling and non-probability sampling. In this research, only non-probability sampling is used.

➤ Sampling

- ☐ Sampling design : Non-probability sampling
- ☐ Sampling technique : Convenience sampling
- ☐ Sample unit : Employees
- ☐ Sample size : 104 respondents

3.6 AREA OF THE STUDY:

The targeted people are the employees who worked in the top restaurants in Tuticorin.

PERIOD OF STUDY

The period of the study is to determine that research process is carried out for 3 months.

3.7 HYPOTHESIS

HYPOTHESIS – 1

- ❖ H0 – There is no significant relationship between the designation and family life.
- ❖ H1 – There is significant relationship between the designation and family life.

HYPOTHESIS – 2

- ❖ H0 – There is no significant relationship between the qualification and compensation.
- ❖ H1 – There is significant relationship between the qualification and compensation

HYPOTHESIS – 3

- ❖ H0 – There is no significant relationship between the monthly income and job satisfaction.
- ❖ H1 – There is significant relationship between the monthly income and job satisfaction.

HYPOTHESIS – 4

- ❖ H0 – There is no significant relationship between the qualification and environment.
- ❖ H1 – There is significant relationship between the qualification and environment.

3.8 ANALYTICAL TOOLS

After the data have been collected it has to be analysed; the data obtained from the questionnaire is consolidated. Tabulation obtained should be analysed with the statistical techniques and tools so that interpretation would be precise.

After interpreting the results, suitable suggestions are given. The statistical tools used for analysing the data collected are,

- Simple percentage analysis,
- Rank analysis,
- Doughnuts,
- Bar diagram and
- Pie-charts.

TOOL FOR TESTING THE HYPOTHESIS (SPSS)

CORRELATION

Correlation analysis in research is a statistical method used to measure the strength of the linear relationship between two variables and compute their association.

PEARSON CORRELATION

The Pearson correlation coefficient (r) is the most common way of measuring a linear correlation. It is a number between -1 and 1 that measures the strength and direction of the relationship between two variables.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

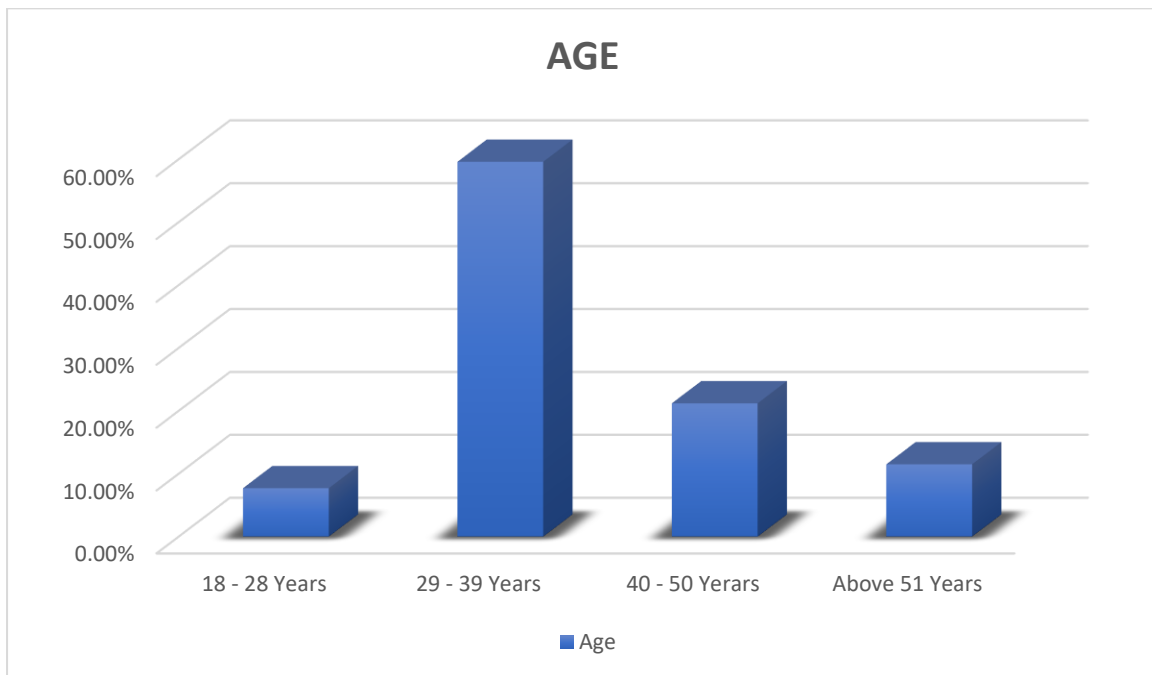
TABLE - 4.1.1

AGE

	FREQUENCY	PERCENT
18 – 28 years	8	7.7
29 – 39 years	62	59.6
40 – 50 years	22	21.2
Above 50 years	12	11.5
Total	104	100.0

SOURCE: Primary Data

CHART - 4.1.1



INFERENCE:

From the above table it is inferred that 59.6% of respondents belongs to 29 – 39 years of age, 21.2% of respondents belongs to 40 – 50 years of age, 11.5% of respondents belongs to Above 51 years of age and 7.7% of respondents belongs to 18 – 28 years of age.

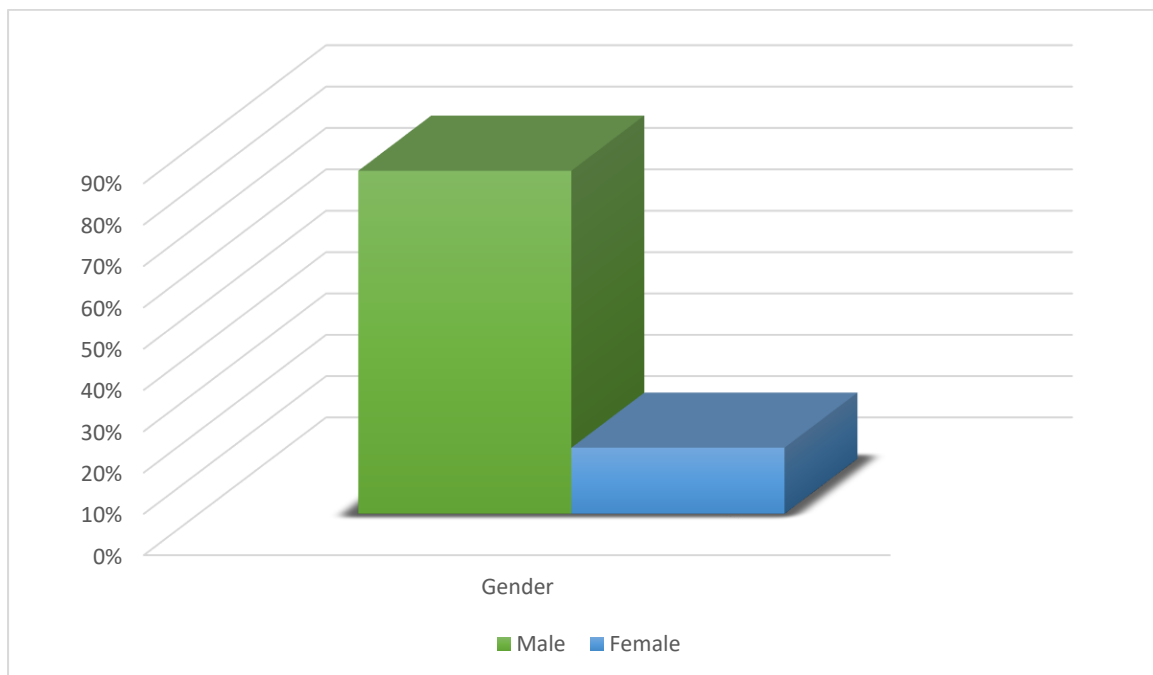
TABLE – 4.1.2

GENDER

	FREQUENCY	PERCENT
Male	87	83.7
Female	17	16.3
Total	104	100.0

Source: Primary Data

CHART – 4.1.2



INFERENCE:

From the above table it is inferred that 83.65% of respondent belongs to Male, 16.35% of respondents belongs to Female.

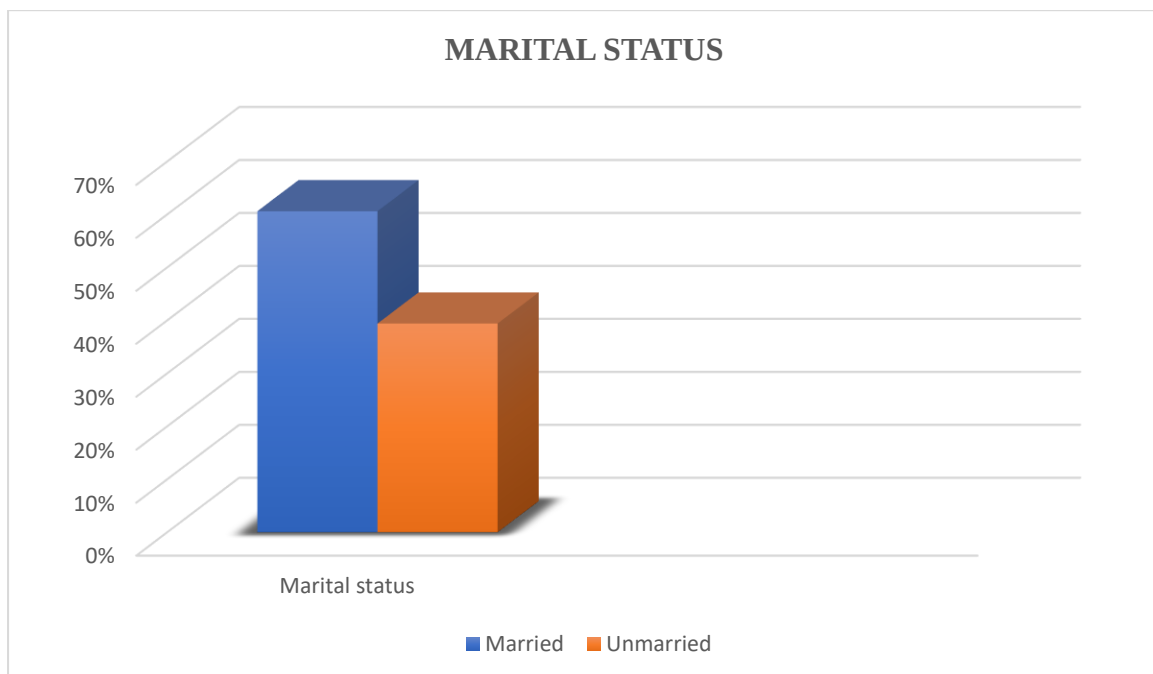
TABLE 4.1.3

MARITAL STATUS

	FREQUENCY	PERCENT
Married	63	60.6
Unmarried	41	39.4
Total	104	100.0

Source: Primary Data

CHART – 4.1.3



INFERENCE:

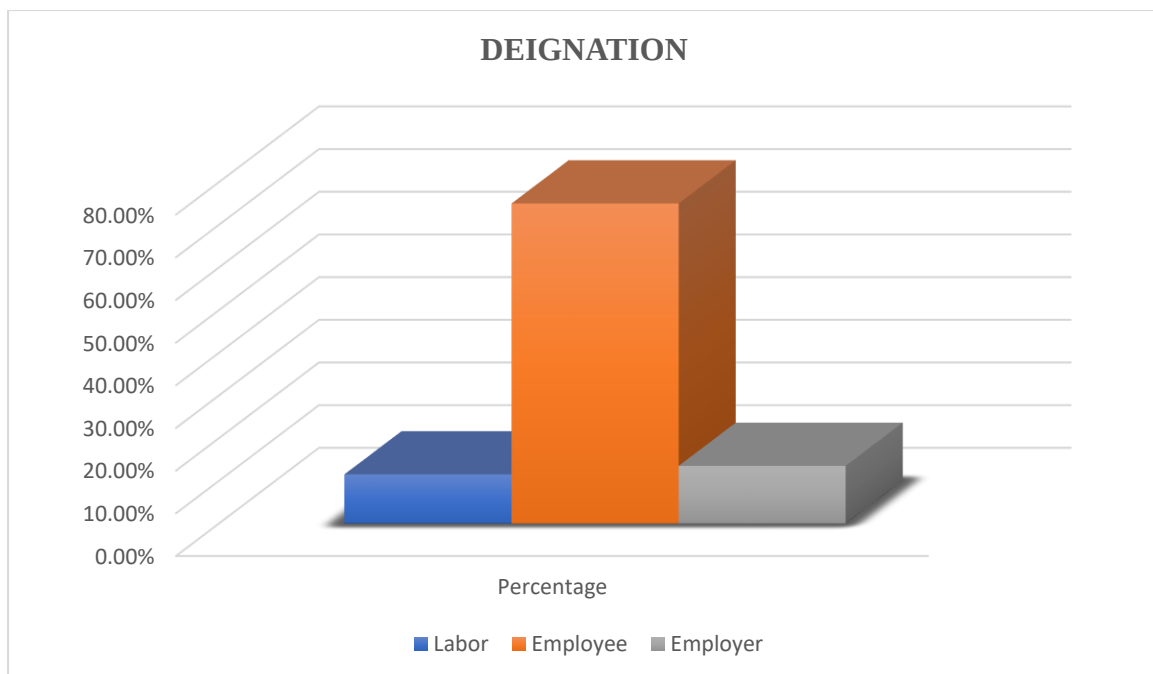
From the above table it is inferred that 60.58% of respondents were get to married, 39.42% of respondents were unmarried.

TABLE – 4.1.4
DEIGNATION

	FREQUENCY	PERCENT
Labor	12	11.5
Employee	78	75.0
Employer	14	13.5
Total	104	100.0

Source: primary Data

CHART – 4.1.4



INFERENCE:

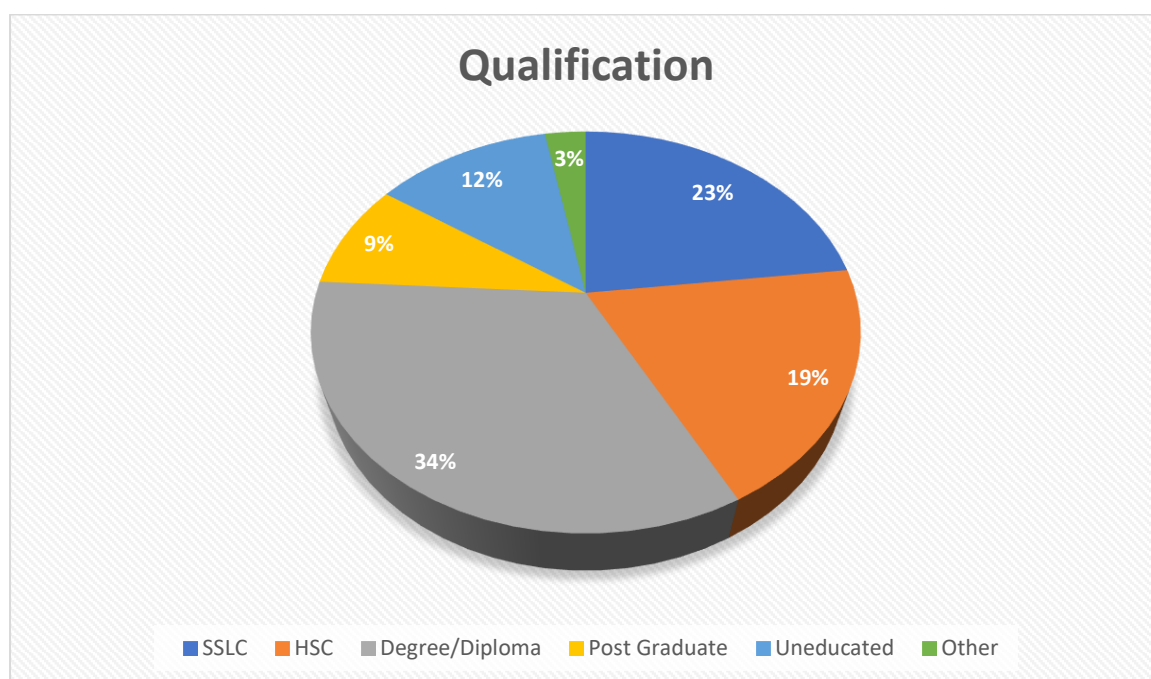
From the above table it is inferred that 75% of respondents work as employee, 13.46% of respondents has been work as employer, and 11.54% of respondents work as labour.

TABLE – 4.1.5
QUALIFICATION

	FREQUENCY	PERCENT
SSLC	24	23.1
HSC	20	19.2
Degree/Diploma	35	33.7
Post Graduate	9	8.7
Uneducated	13	12.5
Other	3	2.9
Total	104	100.0

Source: Primary Data

CHART – 4.1.5



INFERENCE:

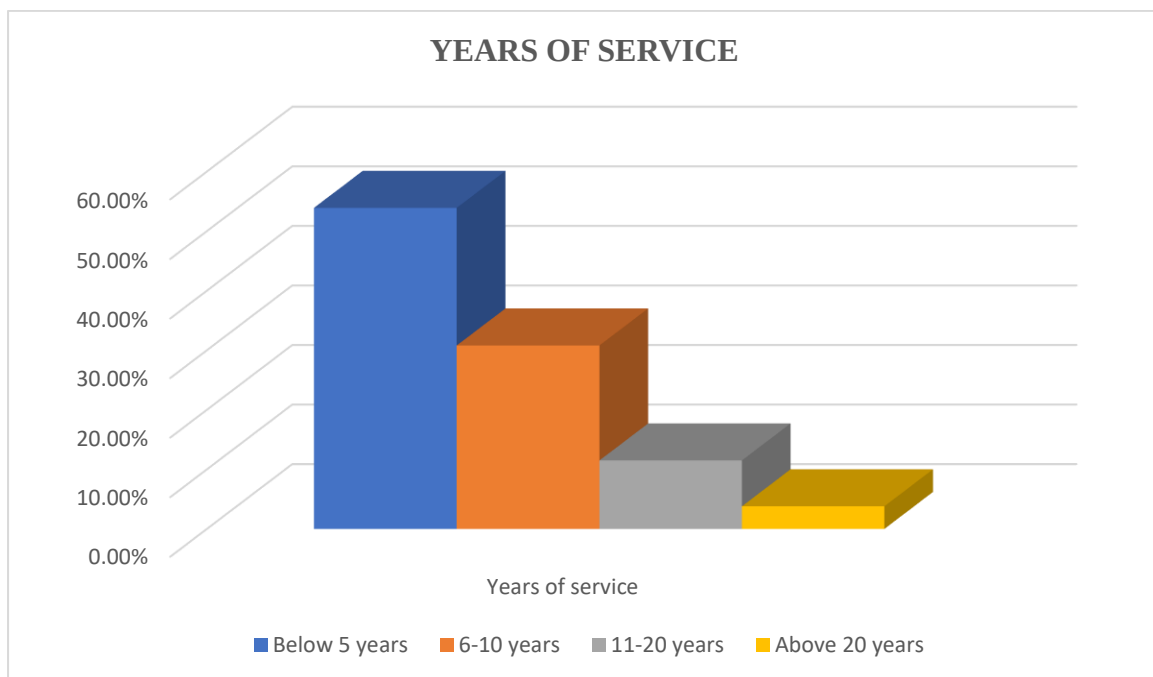
From the above table it is inferred that 33.65% of respondents were completed degree, 23.08% of respondents were completed SSLC, 19.23% of respondents were completed HSC, 12.50% of respondents were uneducated, 8.65% were completed post graduate, 2.88% were not get any kind of education.

TABLE – 4.1.6
YEARS OF SERVICE

	FREQUENCY	PERCENT
Below 5 years	56	53.9
6-10 years	32	30.8
11-20 years	12	11.5
Above 20 years	4	3.8
Total	104	100.0

Source: Primary Data

CHART – 4.1.6



INFERENCE:

From the above table it is inferred that 53.85% of respondents has a service below 5 years, 30.77% of respondents have a service up to 6-10 years, 11.54% of respondents has a 11-20 years of service, 3.85% of respondents have above 20 years of service.

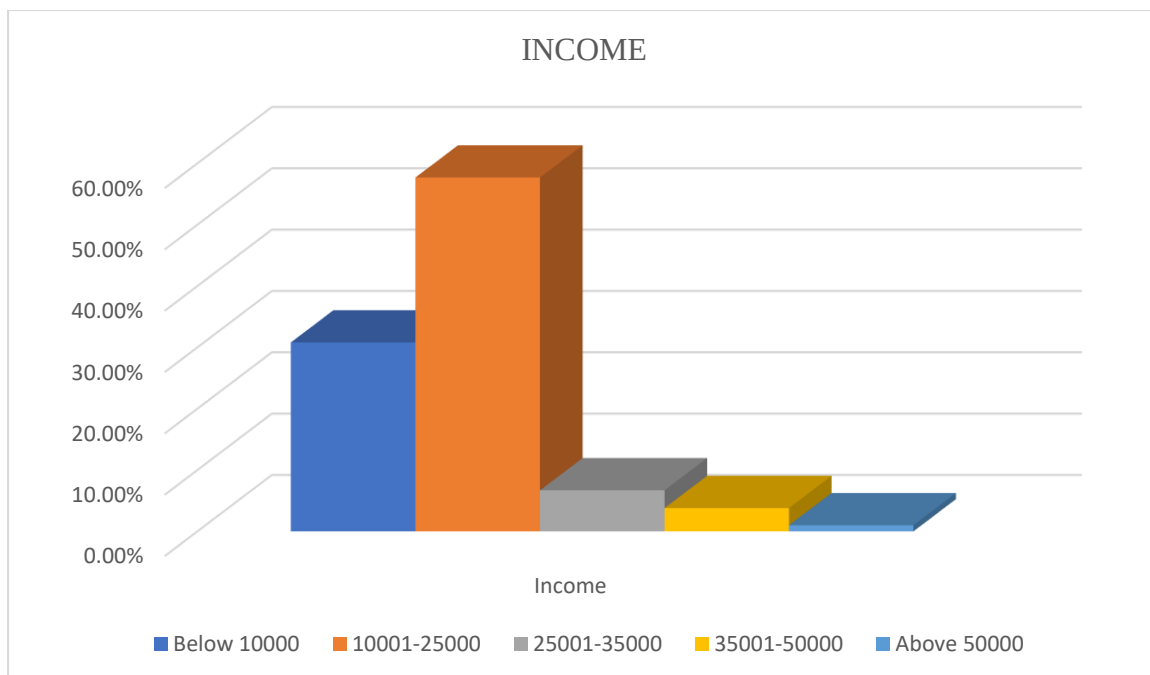
TABLE – 4.1.7

INCOME

	FREQUENCY	PERCENT
Below 10000	32	30.8
10001-25000	60	57.7
25001-35000	7	6.7
35001-50000	4	3.8
Above 50000	1	1.0
Total	104	100.0

Source: Primary Data

CHART – 4.1.7



INFERENCE:

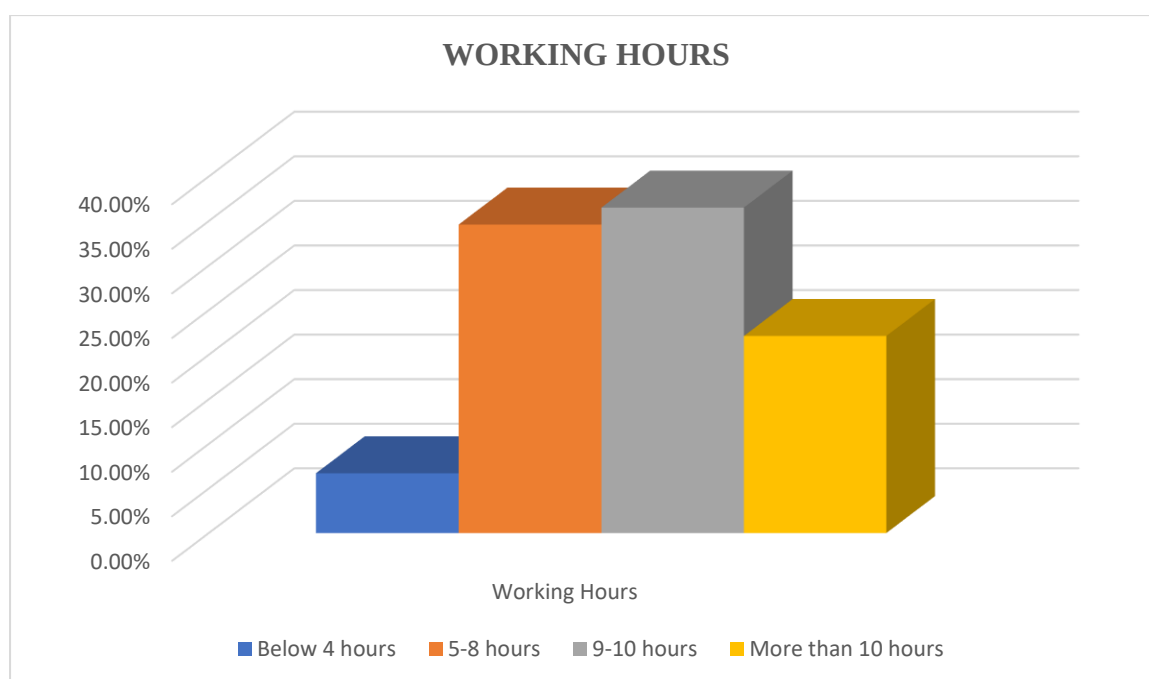
From the above table it is inferred that 57.69% of respondents earns 10001-25000 of income, 30.77% of respondents earns below 10000 of income, 6.73% of respondents earns 25001-35000 of income, 3.85% of respondents earns 35001-50000 of income, and 0.96% of respondents earns above 50000.

TABLE – 4.1.8
WORKING HOURS

	FREQUENCY	PERCENT
Below 4 hours	7	6.7
5-8 hours	36	34.6
9-10 hours	38	36.5
More than 10 hours	23	22.1
Total	104	100.0

Source: Primary Data

CHART – 4.1.8



INFERENCE:

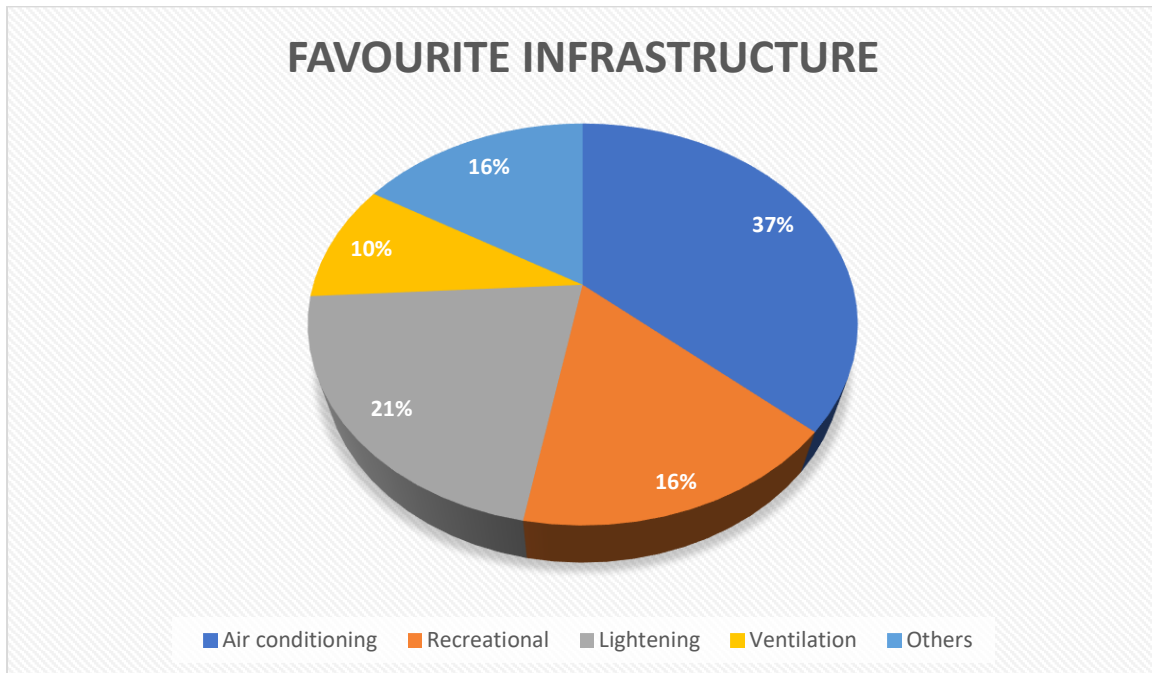
From the above table it is inferred that 36.54% of respondents working for 9-10 hours 35.58% of respondents working for 5-8 hours, 22.11% of respondents working for more than 10 hours, 6.73% of respondents working for below 4 hours.

TABLE – 4.1.9
FAVOURITE INFRASTRUCTURE

	FREQUENCY	PERCENT
Air conditioning	38	36.5
Recreational	17	16.3
Lightening	22	21.2
Ventilation	10	9.6
Others	17	16.3
Total	104	100.0

Source: Primary Data

CHART – 4.1.9



INFERENCE:

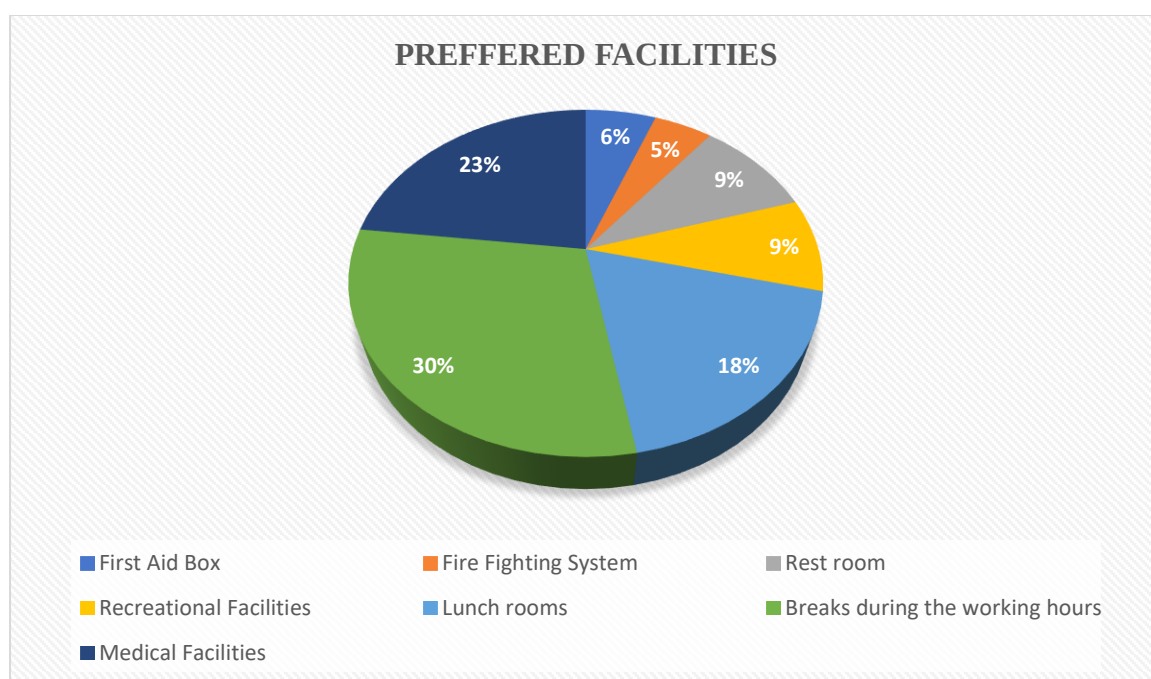
From the above table it is inferred that 36.54% of respondents choose air conditioning as their favourite, 21.15% of respondents choose lightening as their favourite, 16.35% of respondents choose recreational & other as their favourite, 9.62% of respondents choose ventilation as their favourite.

TABLE – 4.1.10
PREFFERED FACILITIES

	FREQUENCY	PERCENT
First Aid Box	6	5.8
Fire Fighting System	5	4.8
Rest room	10	9.6
Recreational Facilities	9	8.7
Lunch rooms	19	18.3
Breaks during the working hours	31	29.8
Medical Facilities	24	23.1
Total	104	100.0

Source: Primary Data

CHART –4.1.10



INFERENCE:

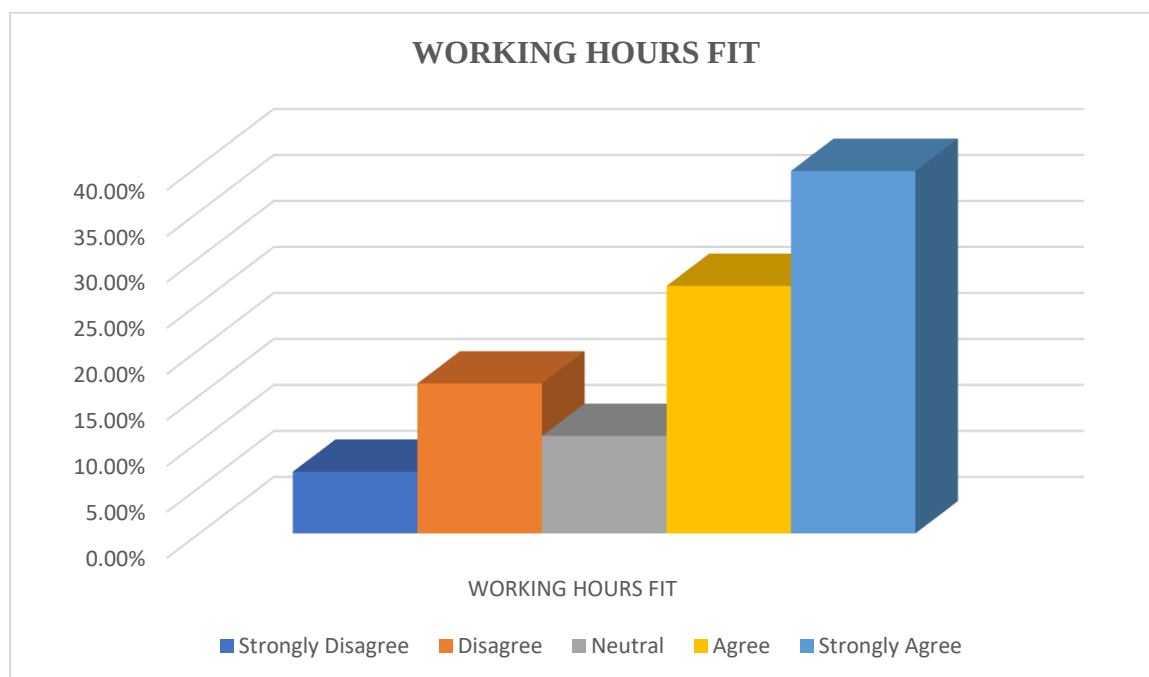
From the above table it is inferred that 29.81% of respondents preferred facilities breaks during the working hours, 23.08% of respondents preferred medical facilities, 18.27% of respondents preferred lunch room facilities, 9.62% of respondents preferred rest room facilities, 8.65% of respondent preferred recreational facilities, 5.77% of respondents preferred first aid box facilities, 4.81% of respondents preferred firefighting facilities.

TABLE – 4.1.11
WORKING HOURS FIT

	FREQUENCY	PERCENT
Strongly Disagree	7	6.7
Disagree	17	16.3
Neutral	11	10.6
Agree	28	26.9
Strongly Agree	41	39.4
Total	104	100.0

Source: Primary Data

CHART – 4.1.11



INFERENCE:

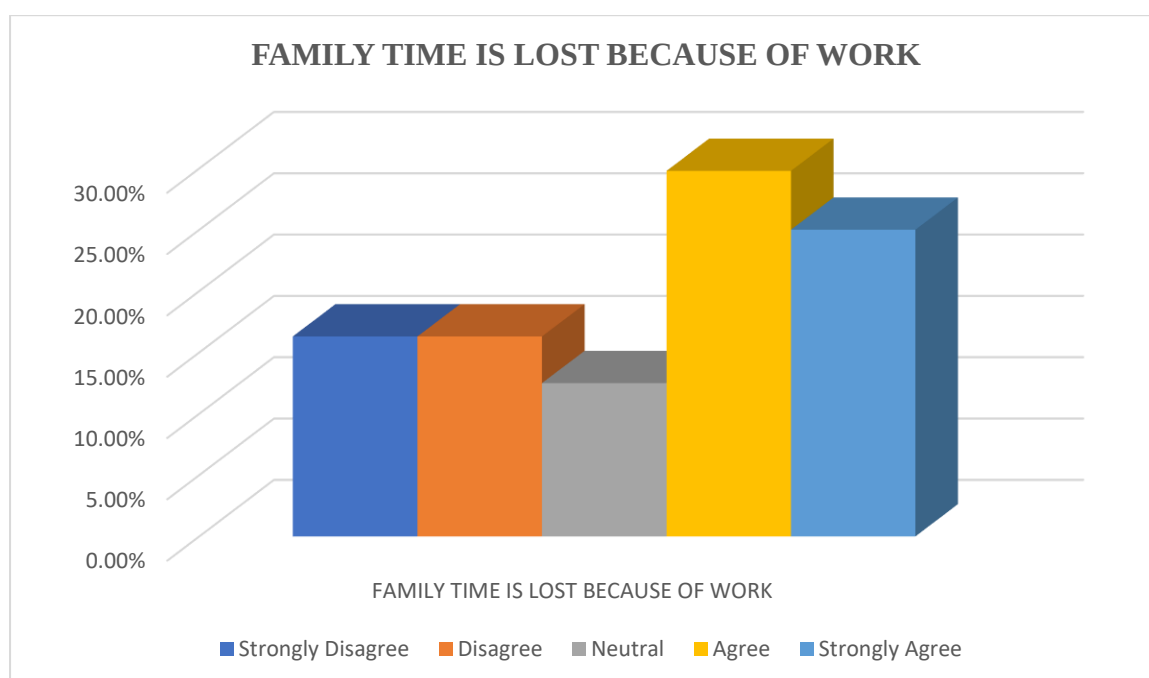
From the above table it is inferred that 39.42% of respondents strongly agree that working hours fit with their private life, 26.92% of respondents agree that working hours fit with their private life, 16.35% of respondents disagree that working hours is not fit with their life, 10.58% of respondents neutrally have an opinion that working hours fit with their private life, 6.73% of respondents strongly disagree that working hours is not fit with their private life.

TABLE – 4.1.12
FAMILY TIME IS LOST BECAUSE OF WORK

	FREQUENCY	PERCENT
Strongly Disagree	17	16.3
Disagree	17	16.3
Neutral	13	12.5
Agree	31	29.8
Strongly Agree	26	25.0
Total	104	100.0

SOURCE: Primary Data

CHART – 4.1.12



INFERENCE:

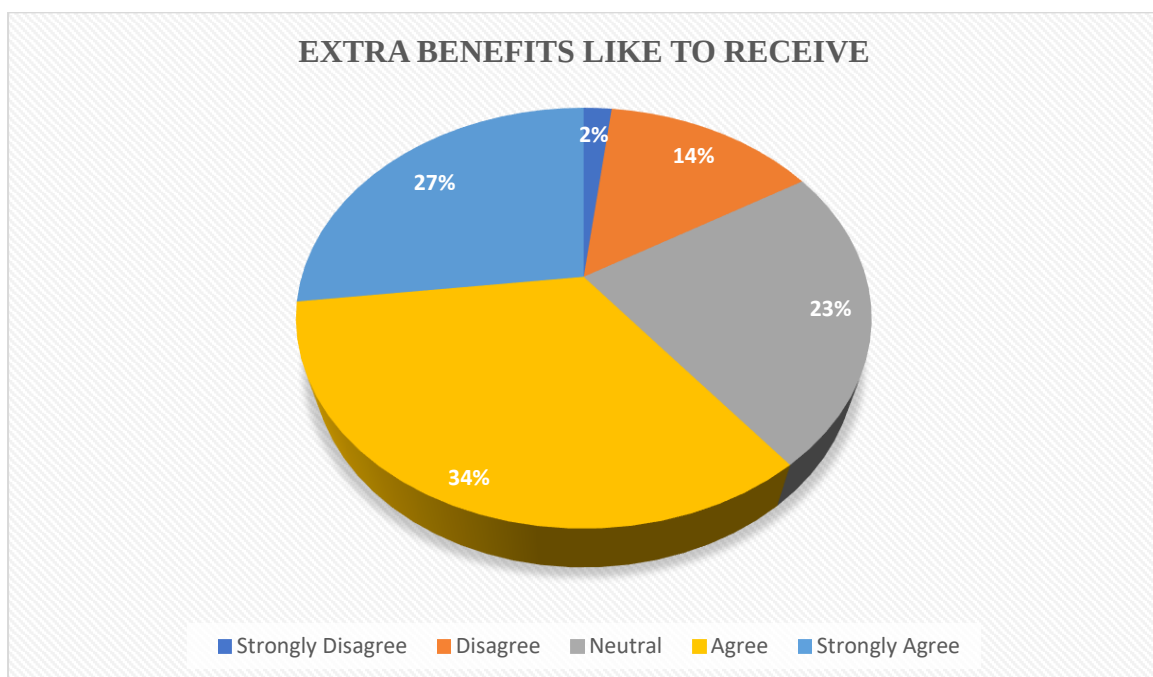
From the above table it is inferred that 29.81% of respondents agree that family time is lost because of their work, 25.00% of respondents strongly agree that their family time is lost because of work, 16.35% of respondents disagree & strongly disagree that family is not lost because of their work, 12.50% of respondents have a neutral opinion that their family time is lost because of their work.

TABLE – 4.1.13
EXTRA BENEFITS LIKE TO RECEIVE

	FREQUENCY	PERCENT
Strongly Disagree	2	1.9
Disagree	15	14.4
Neutral	24	23.1
Agree	35	33.7
Strongly Agree	28	26.9
Total	104	100.0

Source: Primary Data

CHART – 4.1.13



INFERENCE:

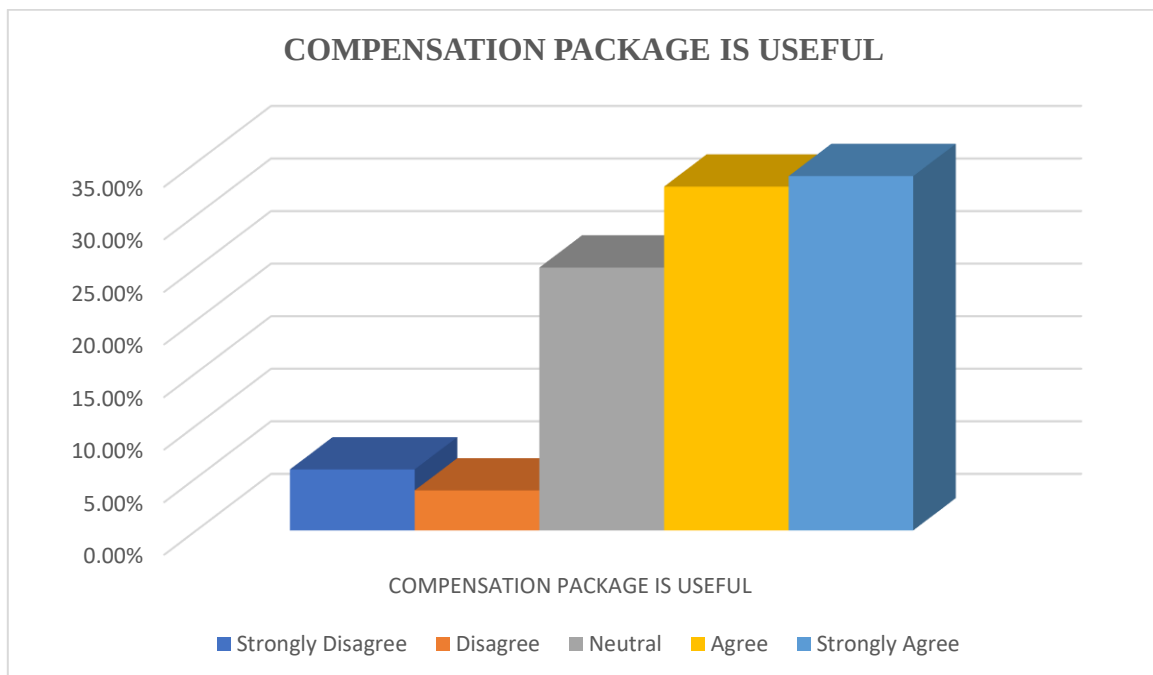
From the above table it is inferred that 33.65% of respondents agree to receive extra benefits, 26.92% of respondents strongly agree to receive extra benefits, 23.08% of respondents have been neutral opinion to receive extra benefits, 14.42% of respondents disagree to receive extra benefits, and 1.92% of respondents strongly disagree to receive extra benefits.

TABLE – 4.1.14
COMPENSATION PACKAGE IS USEFUL

	FREQUENCY	PERCENT
Strongly Disagree	6	5.8
Disagree	4	3.8
Neutral	25	24.0
Agree	34	32.7
Strongly Agree	35	33.7
Total	104	100.0

Source: Primary Data

CHART – 4.1.14



INFERENCE:

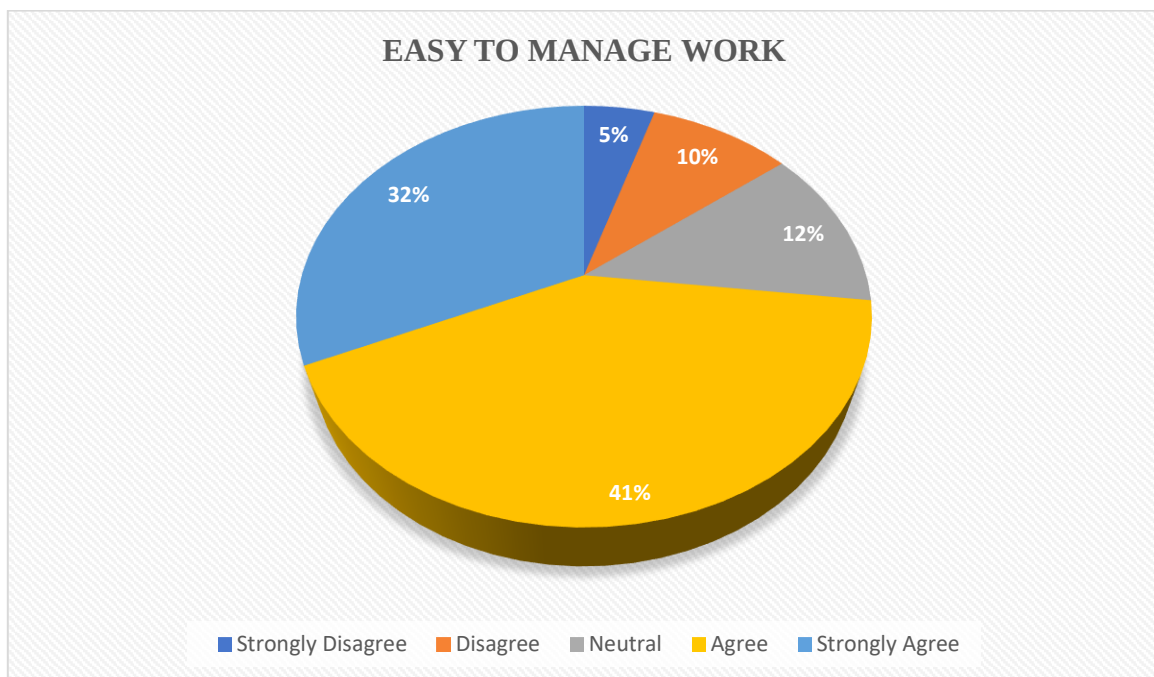
From the above table it is inferred that 33.65% of respondents strongly agree that compensation package is useful, 32.69% of respondents agree that compensation package is useful, 24.04% of respondents have a neutral opinion on compensation package, 5.77% of respondents strongly disagree that compensation is not useful, 3.85% of respondents disagree that compensation package is not useful.

TABLE NO 4.1.15
EASY TO MANAGE WORK

	FREQUENCY	PERCENT
Strongly Disagree	5	4.8
Disagree	10	9.6
Neutral	13	12.5
Agree	43	41.3
Strongly Agree	33	31.7
Total	104	100.0

Source: Primary Data

CHART NO 4.1.15



INFERENCE:

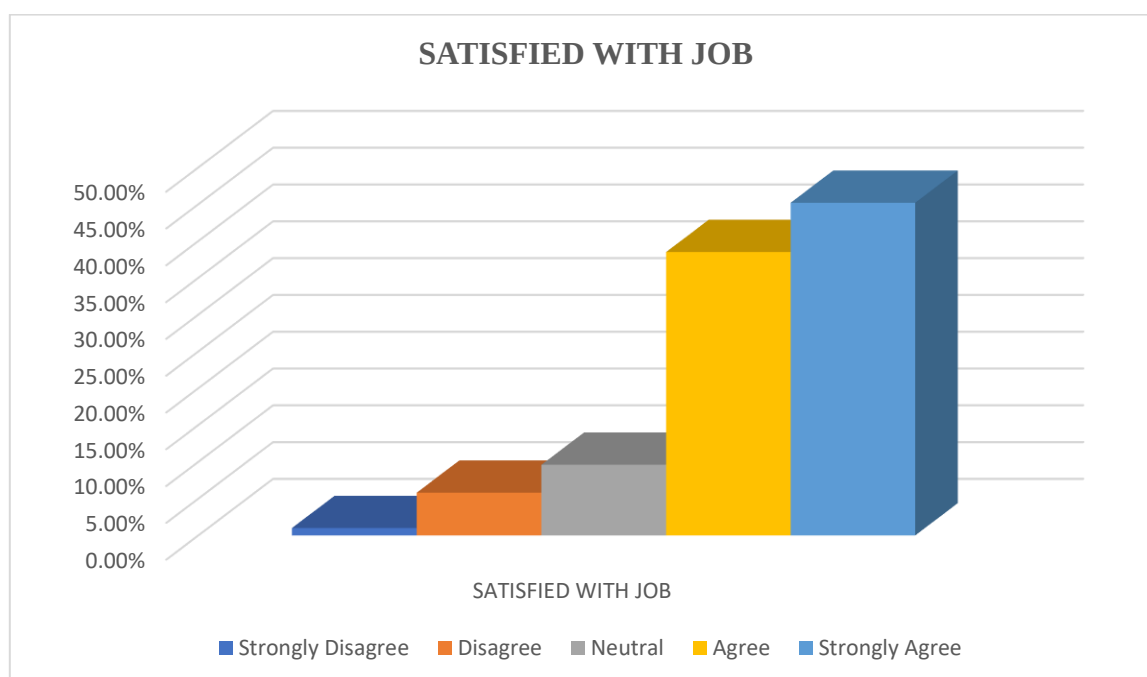
From the above table it is inferred that 41.35% of respondents agree to manage the work easy, 31.73% of respondents strongly agree to manage the work easy, 12.50% of respondents have a neutral efficiency to manage the work easy, 9.62% of respondents disagree to manage the work easy, 4.81% of respondents strongly disagree to manage the work easy.

TABLE NO 4.1.16
SATISFIED WITH JOB

	FREQUENCY	PERCENT
Strongly Disagree	1	1.0
Disagree	6	5.8
Neutral	10	9.6
Agree	40	38.5
Strongly Agree	47	45.2
Total	104	100.0

Source: Primary Data

CHART NO 4.1.16



INFERENCE:

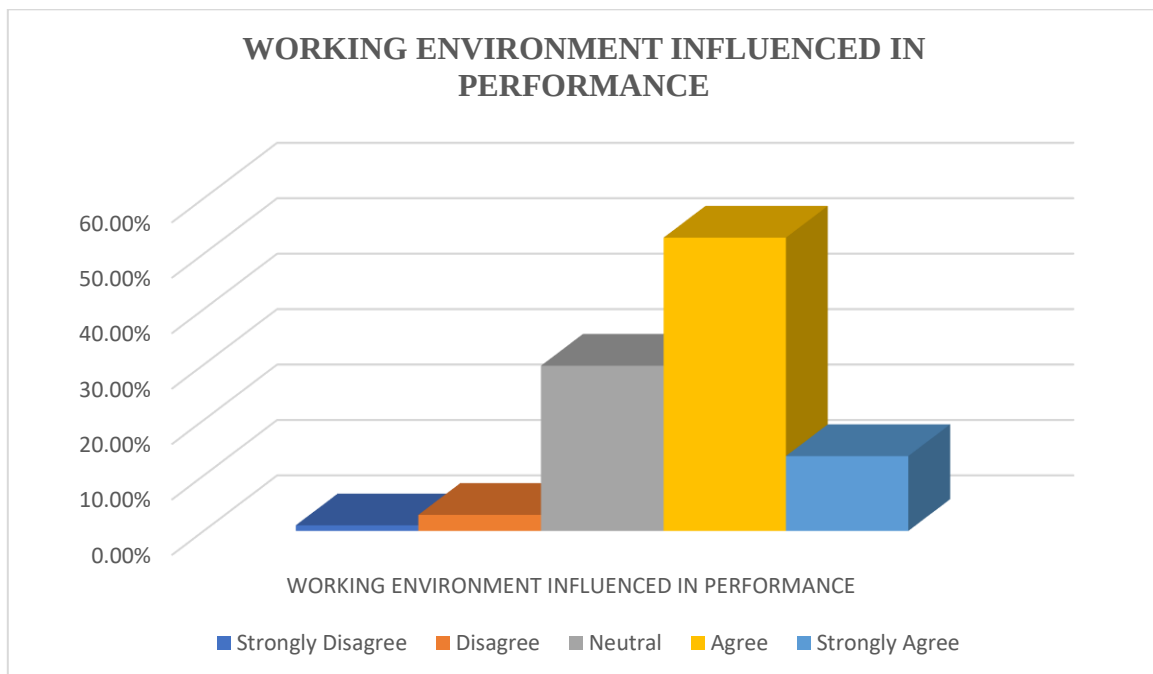
From the above table it is inferred that 45.19% of respondents strongly agree that they are satisfied with their job, 38.46% of respondents agree that they are satisfied with their job, 9.62% of respondents neutrally satisfied with their job, 5.77% of respondents disagree that job is not satisfied, 0.96% of respondents strongly disagree that job is not satisfied.

TABLE NO 4.1.17
WORKING ENVIRONMENT INFLUENCED IN PERFORMANCE

	FREQUENCY	PERCENT
Strongly Disagree	1	1.0
Disagree	3	2.9
Neutral	31	29.8
Agree	55	52.9
Strongly Agree	14	13.5
Total	104	100.0

Source: Primary Data

CHART NO 4.1.17



INFERENCE:

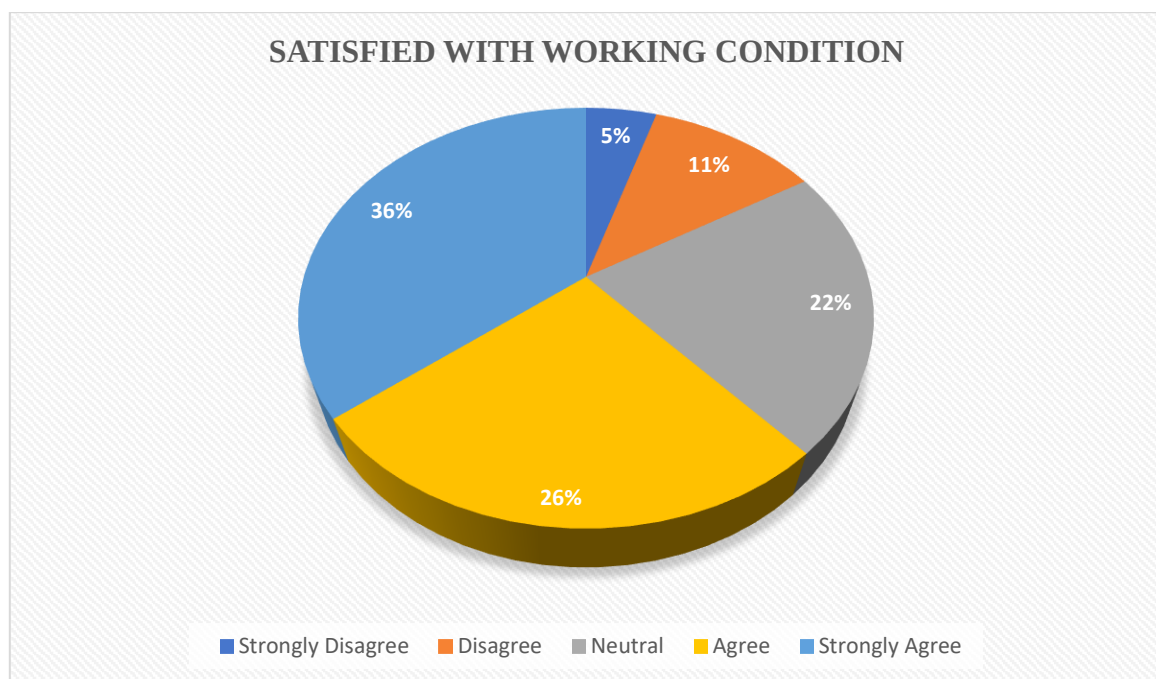
From the above table it is inferred that 52.88% of respondents agree that working environment is influenced their performance, 29.81% of respondents have a neutral opinion on working environment, 13.46% of respondents strongly agree that working condition is influenced their performance, 2.88% of respondents disagree that working condition is not influenced their performance, 0.96% of respondents strongly disagree that working condition is not influenced their performance.

TABLE NO 4.1.18
SATISFIED WITH WORKING CONDITION

	FREQUENCY	PERCENT
Strongly Disagree	5	4.8
Disagree	12	11.5
Neutral	23	22.1
Agree	27	26.0
Strongly Agree	37	35.6
Total	104	100.0

Source: Primary Data

CHART NO 4.1.18



INFERENCE:

From the above table it is inferred that 35.58% of respondents strongly agree that working condition is satisfied, 25.96% of respondents agree that working condition is satisfied, 22.12% of respondents have a neutral opinion in working condition, 11.54% of respondents disagree that working condition is not satisfied, 4.81% of respondents strongly disagree that working condition is not satisfied.

TABLE – 4.1.19**FAMILY LIFE****HYPOTHESIS – 1**

- ❖ H0 – There is no significant relationship between the designation and family life.
- ❖ H1 – There is significant relationship between the designation and family life.

Correlations					
Control Variables			FAMILY REGIONISE E WORK	FAMILY PROBLEM	WORKING HOURS FIT
DEIGNATIO N	FAMILY REGIONISE WORK	Correlation	1.000	-.068	.347
		Significance (2-tailed)	.	.498	.000
		Df	0	101	101
	FAMILY PROBLEM	Correlation	-.068	1.000	-.016
		Significance (2-tailed)	.498	.	.873
		Df	101	0	101
	WORKING HOURS FIT	Correlation	.347	-.016	1.000
		Significance (2-tailed)	.000	.873	.
		Df	101	101	0

INFERENCE:

The table refers that the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the designation and family life.”.

TABLE – 4.1.20**COMPENSATION****HYPOTHESIS – 2**

- ❖ H0 – There is no significant relationship between the qualification and compensation.
- ❖ H1 – There is significant relationship between the qualification and compensation

Correlations					
Control Variables			FAIR COMPENSA TION	INCENTIVE	EXTRA BENEFITS LIKE TO RECEIVE
QUALIFICA TION	FAIR COMPENSATION	Correlation	1.000	.308	.113
		Significance (2- tailed)	.	.002	.256
		Df	0	101	101
	INCENTIVE	Correlation	.308	1.000	.249
		Significance (2- tailed)	.002	.	.011
		Df	101	0	101
	EXTRA BENEFITS LIKE TO RECEIVE	Correlation	.113	.249	1.000
		Significance (2- tailed)	.256	.011	.
		Df	101	101	0

INFERENCE:

The table refers that the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the qualification and compensation”.

TABLE – 4.1.21**JOB SATISFACTION****HYPOTHESIS – 3**

- ❖ H0 – There is no significant relationship between the monthly income and job satisfaction.
- ❖ H1 – There is significant relationship between the monthly income and job satisfaction.

Correlations					
Control Variables			RELAXATION TIME	SATISFIED WITH YOUR JOB	LEAVE POLICY
INCOME	RELAXATION TIME	Correlation	1.000	.203	.071
		Significance (2-tailed)	.	.040	.478
		Df	0	101	101
	SATISFIED WITH YOUR JOB	Correlation	.203	1.000	.420
		Significance (2-tailed)	.040	.	.000
		Df	101	0	101
	LEAVE POLICY	Correlation	.071	.420	1.000
		Significance (2-tailed)	.478	.000	.
		Df	101	101	0

INFERENCE:

The table refers the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the monthly income and job satisfaction.”.

TABLE – 4.1.22**WORKING ENVIRONMENT****HYPOTHESIS – 4**

- ❖ H0 – There is no significant relationship between the qualification and environment.
- ❖ H1 – There is significant relationship between the qualification and environment.

Correlations					
Control Variables			WORKING ENVIRONM ENT INFLUENCE D YOUR PERFORMA NCE	STABLE ENVIRONM ENT	ENVIRONM ENT SUITS FOR HEALTH
QUALIFICA TION	WORKING ENVIRONMENT INFLUENCED YOUR PERFORMANCE	Correlation	1.000	.060	-.072
		Significance (2- tailed)	.	.549	.472
		Df	0	101	101
	STABLE ENVIRONMENT	Correlation	.060	1.000	.251
		Significance (2- tailed)	.549	.	.011
		Df	101	0	101
	ENVIRONMENT SUITS FOR HEALTH	Correlation	-.072	.251	1.000
		Significance (2- tailed)	.472	.011	.
		Df	101	101	0

INFERENCE:

The table refers the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the qualification and environment.”.

RANKING

4.1.23 MOTIVATIONAL INSIGHT

Ranks	
	Mean Rank
Interesting work	3.07
Recognition	3.12
Awards Rewards	2.88
Compensation	2.98
Friendly coworkers	2.96

INFERENCE:

From the above table it is inferred that 3.12 mean value stands first with the option recognition, 3.07mean value stands second with the option interesting work, 2.98mean value stands third with the option compensation, 2.96mean value stands fourth with the option friendly coworkers, 2.88mean value stands fifth with the option awards and rewards.

4.1.24 MONETARY BENEFITS

Ranks	
	Mean Rank
Medical	2.82
Housing	3.34
Travelling	3.06
Recreational	3.00
Education of children	2.78

INFERENCE:

From the above table it is inferred that 3.34mean value stands first with the option housing, 3.06mean value stands second with the option travelling, 3.00mean value stands third with the recreational, 2.82mean value stands fourth with the option medical, 2.78mean value stands fifth with the option education of children.

4.1.25 NON-MONETARY BENEFITS

Ranks	
	Mean Rank
Drinking Water	4.43
Spittoon	4.64
First aid appliances	4.42
Lighting	4.65
Washing	4.84
Restroom	4.70
Changing Room	4.21
Latrine Urinal	4.11

INFERENCE:

From the above table it is inferred that 4.84mean value stands first with the option washing, 4.70mean value stands second with the option restroom, 4.65mean value stands third with the lighting, 4.64mean value stands fourth with the option spittoon, 4.43mean value stands fifth with the option drinking water, 4.42mean value stands sixth with the option first aid appliances, 4.21mean value stands seventh with the option changing room, 4.11mean value stands eighth with the option latrine and urinal.

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1. FINDINGS

- 59.6% of respondents were above 29 – 39 years of age, and 7.7% were 18 – 28 years.
- 83.65% of respondents have been male, and 16.35% have been female workers.
- 60.38% of respondents were get married, 39.42% of them were unmarried.
- 75% of respondents have been work as employee, 11.54% of respondents have been as labour.
- 33.65% of respondents completed their degree, 2.88% of respondents were not get any kind of education.
- 58.35% of respondents has below five years of service, 3.85% of respondents has above 20 years of service.
- 57.69% of respondents earning an income 10001-25000, 0.96% of respondents earning an income above 50000.
- 36.54% of respondents working for 9-10 hours, 6.73% of respondents working for 4 hours.
- 36.54% of respondents choose air conditioning as their favorite, 9.62% of respondents were choose ventilation as their favorite.
- 29.81% of respondents preferred facilities breaks during the working hours, 4.81% of respondents preferred firefighting facilities.
- 39.42% of respondents strongly agree that working hours is fit with their private life, 6.73% of respondents strongly disagree that working hours is not fit with their private life.
- 29.81% of respondents agree that family time is because of their work, 12.50% of respondents have a neutral opinion that family time is lost because of their work.
- 33.65% of respondents agree that they like to receive extra benefits, 1.92% of respondents strongly disagree that they will not like to receive extra benefits.
- 33.65% of respondents strongly agree that compensation package is useful, 3.85% of respondents disagree that compensation package is not useful.

- 41.35% of respondents agree to manage the work easily, 4.81% of respondents strongly disagree to manage the work easily.
- 45.19% of respondents strongly agree that their job is satisfied, 0.96% of respondents strongly disagree that their job is not satisfied.
- 52.88% of respondents agree that working environment is influenced by their performance, 0.96% of respondents strongly disagree that working environment is influenced by their influence.
- 35.58% of respondents strongly agree that working condition is satisfied, 4.81% of respondents strongly disagree that working condition is not satisfied.

5.2 SUGGESTIONS

From this study, the researchers provided the following suggestions to the management which was given by the employees of Restaurants in Tuticorin.

1. **Diversity and Inclusion Initiatives:** With a predominant male workforce (83.65%), consider implementing initiatives to encourage more female participation in the workplace. This could involve targeted recruitment strategies, creating a more inclusive work culture, and offering support programs.
2. **Work-Life Balance Initiatives:** A notable percentage feeling that working hours don't align well with their private life (6.73% strongly disagreeing), initiatives promoting work-life balance, such as flexible schedules or family-oriented policies, could significantly benefit the workforce.
3. **Employee Benefits and Satisfaction:** While a significant portion appreciates the compensation package (33.65% strongly agree), a few respondents expressed dissatisfaction with managing their work (4.81% strongly disagree). Enhancing benefits and offering support programs to aid in workload management could positively impact overall job satisfaction.
4. **Recognition and Motivation:** Recognition ranked highest among motivational factors, while awards & rewards ranked fifth. Strengthening recognition programs and implementing targeted rewards aligned with employee preferences could boost motivation and morale.
5. **Development Opportunities:** As indicated by the preferences for housing and education for children in monetary benefits, providing avenues for professional growth and educational support might be pivotal in enhancing employee satisfaction.
6. **Facilities and Working Environment:** While washing facilities were highly valued among non-monetary benefits, latrine & urinals ranked lower. Ensuring adequate and hygienic facilities is crucial, and improvements in workplace amenities could positively influence employee well-being.
7. **Further Investigation:** The conclusions drawn about the lack of relationships between certain factors, such as designation and family life or qualification and working

environment, warrant further investigation. Conducting more in-depth studies or surveys to revalidate these findings might provide deeper insights.

8. **Employee Engagement and Recognition:** Recognizing the top-ranked factors like recognition and awards & rewards, prioritize programs that acknowledge and appreciate employee contributions. Regularly highlighting achievements and contributions can boost morale and motivation.
9. **Flexible Work Hours:** While a significant percentage (39.42%) feel that working hours fit with their private life, explore options for flexible scheduling or remote work arrangements to further enhance work-life balance for employees who may need it.
10. **Training and Education Benefits:** Since housing and education for children are ranked highly in terms of monetary benefits, consider expanding benefits related to housing assistance and educational support for employees and their families.
11. **Improving Working Conditions:** Despite a relatively high satisfaction rate (35.58%) with working conditions, addressing the concerns of the remaining percentage can positively impact overall employee satisfaction. This could involve improvements in infrastructure, facilities, or safety measures.
12. **Professional Development Opportunities:** Given the substantial percentage (33.65%) that desires extra benefits and values a useful compensation package, consider offering opportunities for career growth, skill development, and additional perks to enhance overall job satisfaction.
13. **Understanding Correlations:** Further investigation into the reported lack of relationships between certain factors (designation and family life, qualification and compensation, income and job satisfaction, qualification and working environment) might provide deeper insights. Conducting more detailed studies or surveys to validate or challenge these findings could be beneficial.
14. **Employee Well-being Initiatives:** Considering the preferences for non-monetary benefits such as washing facilities, consider investing in employee well-being programs that focus on health, hygiene, and overall welfare.

These suggestions aim to address various aspects of employee satisfaction, well-being, and work-related preferences based on the insights gleaned from the data provided. Tailoring

strategies and initiatives to align with these findings can contribute to a more fulfilling and productive work environment.

5.3. CONCLUSION

This study concludes that the findings from the comprehensive study conducted among employees in Restaurants in Tuticorin provide valuable insights that can guide strategic initiatives aimed at enhancing the overall work environment and employee satisfaction. The demographic data underscores the importance of diversity and inclusion efforts, particularly in promoting greater gender balance within the workforce. Work-life balance emerges as a critical aspect, urging the implementation of flexible schedules or family-oriented policies to better align with employees' personal lives.

The study emphasizes the significance of recognizing and rewarding employees, with a particular focus on motivational factors like recognition and targeted rewards. Furthermore, addressing concerns related to working conditions and facilities is crucial for improving employee well-being. The identified lack of correlations between certain factors necessitates further investigation to refine our understanding of these dynamics. These insights collectively offer a roadmap for organizational improvements, emphasizing the need for tailored strategies that prioritize employee well-being, professional development, and a supportive work culture to foster a more fulfilling and productive workplace for employees in Restaurants in Tuticorin.

Quality of work life is the core area in every organization it denotes all the organizational inputs that aim at the employee's satisfaction. No company can run without employees. Achieving a good balance between work & family commitments is growing among employees and organization. From this study it is found that organization provides good working conditions which lead to job satisfaction. So, the overall Quality of Work Life of employees of restaurants in Tuticorin is good and satisfactory.

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ANNEXURE – QUESTIONNAIRE

“A STUDY ON PERCEPTION OF TOP RESTAURANTS WORKERS IN TUTICORIN TOWARDS THEIR QUALITY OF WORK LIFE”

1. Name: _____

2. Age:

- | | |
|------------------|-------------------|
| a) 18 – 28 years | b) 29 - 39 years |
| c) 40 - 50 years | d) Above 50 years |

3. Gender:

- | | |
|---------|-----------|
| a) Male | b) Female |
|---------|-----------|

4. Marital status:

- | | |
|-----------|------------|
| a) Single | b) Married |
|-----------|------------|

5. Designation:

- | | | |
|-----------|-------------|-------------|
| a) Labour | b) employee | c) employer |
|-----------|-------------|-------------|

6. Qualification:

- | | |
|-------------------|------------------|
| a) SSLC | b) HSC |
| c) degree/diploma | d) post graduate |
| e) Uneducated | f) others |

7. Years of service:

- | | |
|----------------|-------------------|
| a) 0-5 years | b) 6-10 years |
| c) 11-20 years | d) Above 20 years |

8. Monthly Income:

- | | |
|-------------------|----------------|
| a) Below (10,000) | b) 10001-25000 |
| c) 25001-35000 | d) 35001-50000 |
| e) Above (50000) | |

9. What is the average working duration/hours of an employee?

- a) Below 4 hours
- b) 4-8 hours
- c) 8-10 hours
- d) More than 10 hours

10. Which of the following infrastructure do you like in your restaurant?

- a) Air conditioning
- b) recreational
- c) Lightening
- d) ventilation

11. What facilities would you like to have in the company?

- a) First aid box
- b) firefighting system
- c) Rest room
- d) recreational facilities
- e) Lunch rooms
- f) breaks during the working hours
- g) medical facilities

12. Do you feel proud to be a part of this restaurant?

- a) Yes
- b) No

13. Has your life style changed after working in this restaurant?

- a) Yes
- b) No

14.FAMILY:

S.NO	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	Family recognizes the work					
2.	Family problem affect the work					
3.	Working hours fits with your personal life					
4.	You have much time to spend on					

	domestic activities					
5.	You are willing to work for long hours or over time and even on holiday					
6.	Quality time with your family and friends is lost because of work pressure					

15.COMPENSATION:

S.NO	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	You are getting adequate and fair compensation for the work you do					
2.	The incentive was received regularly					
3.	Extra benefits/perks you like to receive in your compensation package					
4.	The company have a proper compensation rules & regulation					
5.	The compensation package is useful for your family					
6.	Seniority is the important criteria for incrementing the benefit package in your company					

16.JOB SATISFACTION AND CONDITION:

S.NO	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	There is relaxation time during working hours					
2.	Satisfied with your job					
3.	The leave policy of the					

	organization is satisfied					
4.	It is easy to manage the work pressure					
5.	Treated with respect in the work place					
6.	Condition/rules in the job allows you to be productive					
7.	The organization provides enough instruction to get the job done					
8.	There is too much work to do					
9.	The work is stressful					
10.	There is no threat in the organization					
11.	The working hours of the organization is comfortable					
12.	Organization provides satisfactory salary according to your work					
13.	You are required to work fast					

17.ENVIRONMENT:

S.NO	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	The working environment is motivating					
2.	The working environment influenced high degree on your performance					
3.	Satisfied with the working condition provided by the company					
4.	The working environment is be stable					

5.	The working environment is suits for your health					
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18. Rank the following motivational insights:

S.NO	INSIGHTS	RANK (1-5)
.	Interesting work	
2.	Recognition	
3.	Awards & rewards	
4.	Compensation	
5.	Friendly co-workers	

19. Rank the following facility that benefits you most:

S.NO	FACILITIES	RANK (1-5)
1.	Medical	
2.	Housing	
3.	Travelling	
4.	Recreational	
5.	Education for children	

20. Rank the following facilities according to the satisfaction level:

SI.NO	FACILITIES	RANK (1-8)
1.	Drinking water	
2.	Spittoon	
3.	First aid appliances	
4.	Lighting	
5.	Washing	
6.	Rest room	
7.	Changing room	
8.	Latrine urinal	

21. According to your perception rate the following benefits:

Sl.NO	BENEFITS	RANK (1-4)
1.	Creates efficiency towards work	
2.	Improve physical & mental health	
3.	Increase standard of living	
4.	Loyalty towards the work	

**A STUDY ON PERCEPTION OF TOP RESTAURANTS WORKERS
IN TUTICORIN TOWARDS THEIR QUALITY OF WORK LIFE
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ABSTRACT

The restaurant industry is a vital contributor to the economy of Tuticorin, and the well-being of its workers significantly influences the industry's success. This study delves into the perceptions of employees within the top restaurants in Tuticorin regarding their quality of work life (QWL). The concept of QWL encompasses various aspects, including job satisfaction, work environment, work-life balance, job security, career growth opportunities, and overall employee well-being. Employing a mixed-methods approach, this research aims to capture a comprehensive view of the multifaceted elements that shape QWL for restaurant workers. Quantitative data will be gathered through structured surveys, allowing for statistical analysis to identify trends and correlations among different variables impacting QWL. Additionally, qualitative insights will be obtained via interviews with restaurant staff, providing in-depth perspectives on their experiences, challenges, aspirations, and suggestions for improvement. By amalgamating both quantitative and qualitative data, this study endeavors to unravel the intricate dynamics affecting the QWL of restaurant employees in Tuticorin. The findings will not only shed light on the factors influencing their job satisfaction, motivation, and overall happiness but will also offer actionable recommendations to enhance workplace conditions, foster a more conducive work environment, and consequently, elevate the overall QWL in the local restaurant industry. The outcomes of this study aspire to serve as a valuable resource for restaurant managers, policymakers, and stakeholders, aiding in the development of strategies and initiatives aimed at creating more fulfilling and supportive work environments. Ultimately, by prioritizing the well-being of restaurant workers, this research seeks to contribute positively to both the professional lives of employees and the sustained growth and success of the restaurant sector in Tuticorin.

KEYWORDS:

Quality of work life (QWL), Restaurant industry in Tuticorin, Job satisfaction and well-being, Employee satisfaction.

INTRODUCTION:

Quality of Work Life (QWL) is a relatively new concept which is defined as the overall quality of an individual's working life. QWL is sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of an individual's life. Quality of work life denotes all the organizational inputs which aim at the employees' satisfaction and enhancing organizational effectiveness. The basic purpose is to develop jobs and working conditions that are excellent for employees as well as economic health of organization. It refers to the level of satisfaction, motivation, commitment and involvement an individual experience with respect to their line at the work. Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfilled are said to have a low quality of work life. The quality of work life is the degree of excellence brought about work and working conditions that contribute to the overall satisfaction and performance primarily at individual level and finally at organization level. Quality of Work Life (QWL) has become one of the most important issues these days in every organization.

OBJECTIVES

- ❖ To identify the satisfaction level of employees
- ❖ To identify the efficiency of employees towards working hours
- ❖ To identify the factors affecting work life
- ❖ To find out the factors motivating the employees
- ❖ To identify the expectation of employees towards facilities & compensation provided by the employees.

SCOPE OF THE STUDY

- The study was done at Restaurants in Tuticorin.
- This study covers the overall quality of work life of an employee i.e., their job satisfaction, work environment, working hours, work stress, their relationship with their colleagues, infrastructure provided etc.
- This study aims at measuring satisfactory level of employees and benefits provided for them. Therefore, every restaurant needs to update and improve the quality of work life of employees.

NEED FOR THE STUDY

- The purpose of the study is to get an idea about the Quality of Work Life among Employees in Restaurants, Tuticorin.
- This study is to explore the experience of workers towards their Quality of work life and their work environment in the terms of their preference and like, work balance, satisfaction in compensation, work satisfaction, their motivational insights, perception towards facilities and benefits.

REVIEW OF LITERATURE:

Lau (2000) studied on Quality of work life and performance to provide ad hoc analysis of two key elements of the service profit chain and find out the relation between in growth and QWL. This research evaluated the performances, in terms of growth and profitability, based on a sample of QWL and S&P 500 companies. 29 QWL companies remained for the purpose of this study. The control group consisted of 208 service companies selected from the list of S&P 500. The results showed QWL companies have a higher growth rate, measured by the five-year trends of sales growth and asset growth than that of the S&P 500 companies. The results also indicated that QWL companies indeed enjoyed higher growth rates than those of S&P 500 companies, and their differences are statistically significant. On average, QWL. Service companies have an average sales growth rate while the control group companies have below average.

David Lewis et al (2001) studied on the extrinsic and intrinsic determinants of quality of work life. The objective of the research was to test whether extrinsic or intrinsic or prior traits test predict satisfaction with QWL in health care. The variables used extrinsic traits: salary or other tangible, intrinsic traits: skills, level, autonomy and challenge, prior traits: gender and employment traits, co-workers, support, supervisor, treatment and communication. Survey was conducted in 7 different health care and respondents was 1,819/5486 staff (33%). Data was gathered, from the circulate questionnaire and test applied for data analysis was regression method and factor analysis. The findings showed pay, supervisor style, commitment and discretion, all play a role in determining QWL. Female employees were less satisfied with these traits than male.

Md. Zohurul Islam et al (2006) investigated of QWL and organization performance in Dhaka processing zone. The objective of research is QWL is hypothesized to directly or indirectly influenced organizational performance and identify the relation between QWL with OP = Organizational Performance QWL = Quality of Work Life JS = Employee Job Satisfaction WAGPOL = Company wage policy COMPOL = Company policy UNION = Union. The variables of the

research used OP, JS, WP and UP. Simple random sampling method used for data collection and the test applied to data analysis was chi-square test and regression. Finding of the research showed QWL is not significant relation with OP, union, wage, job satisfaction and company policy is highly significant with OP with the level of significant 5%. When dependent variable is job satisfaction then company policy, QWL has positive significant relationship with Job satisfaction. Variable Union policy has positive relation but no significant with JS QWL is related to Job Satisfaction. Organizational performance taken as a dependent variable then it showed that QWL has no significant relationship with Organizational Performance.

Linda K. Johnsrud (2006) studied on Quality of faculty work life: the University of Hawaii to describe the changes in QWL from 1998 to now. The objective of the study was to find out the current level of satisfaction. Variables were used Relations with the department chair, campus service, community service, faculty relation, salary and demographic factor. The study included all 3,490 members of the UH faculty and /marks the first time that this survey was conducted entirely online and yielded 1,340 responses for a 38% return rate and to analyse the data T- test was used by the researcher. The result showed that salary was the main variable for satisfaction from year 1998 to 2006. Faculty relations and community services is the most positive elements in faculty work life and other finding was campuses 'faculty are generally more satisfied than others.

Gnanayudam & Ajantha Dharmasiri (2008) studied Influence of quality of work life on organizational commitment by investigated on unsatisfactory level of commitment among workers in medium and large organizations in the apparel industry in Sri Lanka. A convenient sampling technique was adopted for the research. The sample size was limited to 87 workers and Pearson correlation used for data analysis. The result showed that QWL has a positively significant relation with the commitment and moderator effect of HRDC on the relationship between QWL and Commitment.

Normal and Daud (2010) investigated the relation between QWL and Organizational Commitment amongst employees in Malaysian firms. The objective was to investigate the relationship between QWL and Organizational Commitment and to identify the extent of QWL of employees. A random sample of 500 employees was taken at the supervisory and executives' levels in various firms in Malaysia received the questionnaire. Of these, 360 useable responses were returned and analysed, which represented a 72% response rate. Research based on the Quantitative approach and random sampling method used for data collection. Variables adopted for the research were Dimensions of QWL: growth and development, participation, physical environment, supervision, pay and benefits social relevance and workplace integration, dimensions of OC: affective commitment, normative commitment, continuance commitment (alternatives), and continuance commitment (costs).

Questionnaire divided is into three respects are organizational Commitment, quality of work life and demographic factors. Data was analysed from factor analysis with varimax rotation, mean, Standard deviation, regression analysis used as statistical tools. Result of the research paper showed that participation of employees has positive relationship with affective, continuance (alternative) and continuance (cost) commitment. Supervision, pay and benefits have also significant positive relationship with affective, nominative and continuance (alternative) commitment. Strong relationship and cohesiveness' among employees in the workplace will improve the sense of commitment.

W.N. thalang et al (2010) studied on quality of work life indicators as a corporate social responsibility of electrical and electronics private Organizations in Thailand. Objective of the research was found out the quality of Work Life Indicators as a Corporate Social Responsibility. It is a documentary research and data were collected from the in-depth interview with experts and specialist and multiple research method. Health environment, total life span, work life balance, adequate and fair compensation, social integration support used as dimensions of QWL and four major dimensions of CSR, namely: economic, environmental, social and ethics used as a parameter. The result showed that QWL indicates perception about

for a more effective CSR, developing a good Quality of Work Life (QWL) is crucial.

Ayesha et al (2011) have done worked on QWL among male and female employees of private commercial banks in Bangladesh to find out there is any significant difference among male and female bank employee's perception over QWL issues. Researcher adopted convenient sampling to data gathering over a sample 192 employees and factor analysis and consistency Wilcoxon analysis, Mann –Whitney- U test and Bartlett test for analysed data. The dimensions of QWL used job design, employee relation, working environment, socialization efforts, adequate and fair compensation, opportunities to develop human, growth and development, flexible work schedule, job assignment, work and total life span and in demographic factor age, gender and experience was used. Finding of the research showed male employee's perception differs from the female employees its means management of banks are more concerned about the job design of the male employees. The second finding about perception said that male's perception more positive compared female's employees except in the terms of socialization.

B. Alireza et al (2011) researched on the Relationship between Quality of Work Life and Demographic Characteristics of Information Technology Staffs Relationship b/w QWL and demographic characteristics of IT staff with objective Measure the relation b/w QWL and demographics. The dimensions of QWL used as fair compensation, safe and healthy environment, growth and security, social relevance, life span, social integration, development of human capacities and age, gender, work experience income has taken as demographic factors. Data gathered from the 5 IT companies over 292 employees and ANNOVA one way used for the data analysis. Result showed there is no significant relation found between gender and QWL but positive significant relationship between IT staff and QWL, work experience and QWL and income and QWL.

RESEARCH DESIGN:

The study is descriptive in nature. This research is basically fact finding with adequate interpretation using simple analysis of data and by developing thinking and elaborating of patterns and obtaining tentative generalizations as hypothesis.

SOURCES OF DATA:

Primary Data – Questionnaire given to 104 respondents

Secondary Data - Websites and, Published reports &Review of literature from published articles.

HYPOTHESIS:

HYPOTHESIS – 1

- ❖ H0 – There is no significant relationship between the designation and family life.
- ❖ H1 – There is significant relationship between the designation and family life.

HYPOTHESIS – 2

- ❖ H0 – There is no significant relationship between the qualification and compensation.
- ❖ H1 – There is significant relationship between the qualification and compensation

HYPOTHESIS – 3

- ❖ H0 – There is no significant relationship between the monthly income and job satisfaction.
- ❖ H1 – There is significant relationship between the monthly income and job satisfaction.

HYPOTHESIS – 4

- ❖ H0 – There is no significant relationship between the qualification and environment.
- ❖ H1 – There is significant relationship between the qualification and environment.

PERCENTAGE ANALYSIS:

Research questions are always answered with a descriptive statistic generally either percentage or mean.

Ranks	
	Mean Rank
Interesting work	3.07
Recognition	3.12
Awards Rewards	2.88
Compensation	2.98
Friendly coworkers	2.96

INFERENCE:

From the above table it is inferred that 3.12 mean value stands first with the option recognition, 3.07 mean value stands second with the option interesting work, 2.98 mean value stands third with the option compensation, 2.96 mean value stands fourth with the option friendly coworkers, 2.88 mean value stands fifth with the option awards and rewards.

HYPOTHESIS – 1

- ❖ H0 – There is no significant relationship between the designation and family life.
- ❖ H1 – There is significant relationship between the designation and family life.

Correlations						
Control Variables				FAMILY RECONISE WORK	FAMILY PROBLEM	WORKING HOURS FIT
DEIGNATION	FAMILY RECONISE WORK	Correlation		1.000	-.068	.347
		Significance (2-tailed)		.	.498	.000
		Df		0	101	101
	FAMILY PROBLEM	Correlation		-.068	1.000	-.016
		Significance (2-tailed)		.498	.	.873
		Df		101	0	101
	WORKING HOURS FIT	Correlation		.347	-.016	1.000
		Significance (2-tailed)		.000	.873	.
		Df		101	101	0

INFERENCE:

The table refers that the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the designation and family life.”.

HYPOTHESIS – 2

- ❖ H0 – There is no significant relationship between the qualification and compensation.
- ❖ H1 – There is significant relationship between the qualification and compensation

Correlations					
Control Variables			FAIR COMPENSA TION	INCENTIVE	EXTRA BENEFITS LIKE TO RECEIVE
QUALIFICATION	FAIR COMPENSATION	Correlation	1.000	.308	.113
		Significance (2-tailed)	.	.002	.256
		Df	0	101	101
	INCENTIVE	Correlation	.308	1.000	.249
		Significance (2-tailed)	.002	.	.011
		Df	101	0	101
	EXTRA BENEFITS LIKE TO RECEIVE	Correlation	.113	.249	1.000
		Significance (2-tailed)	.256	.011	.
		Df	101	101	0

INFERENCE:

The table refers that the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the qualification and compensation”.

HYPOTHESIS – 3

- ❖ H0 – There is no significant relationship between the monthly income and job satisfaction.
- ❖ H1 – There is significant relationship between the monthly income and job satisfaction.

Correlations					
Control Variables			RELAXATI ON TIME	SATISFIED WITH YOUR JOB	LEAVE POLICY
INCOME	RELAXATION TIME	Correlation	1.000	.203	.071
		Significance (2-tailed)	.	.040	.478
		Df	0	101	101
	SATISFIED WITH YOUR JOB	Correlation	.203	1.000	.420
		Significance (2-tailed)	.040	.	.000
		Df	101	0	101
	LEAVE POLICY	Correlation	.071	.420	1.000
		Significance (2-tailed)	.478	.000	.
		Df	101	101	0

INFERENCE:

The table refers the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the monthly income and job satisfaction.”.

HYPOTHESIS – 4

- ❖ H0 – There is no significant relationship between the qualification and environment.
- ❖ H1 – There is significant relationship between the qualification and environment.

Correlations					
Control Variables			WORKING ENVIRONMENT INFLUENCED YOUR PERFORMANCE	STABLE ENVIRONMENT	ENVIRONMENT SUITS FOR HEALTH
QUALIFICATION	WORKING ENVIRONMENT INFLUENCED YOUR PERFORMANCE	Correlation	1.000	.060	-.072
		Significance (2-tailed)	.	.549	.472
		Df	0	101	101
	STABLE ENVIRONMENT	Correlation	.060	1.000	.251
		Significance (2-tailed)	.549	.	.011
		Df	101	0	101
	ENVIRONMENT SUITS FOR HEALTH	Correlation	-.072	.251	1.000
		Significance (2-tailed)	.472	.011	.
		Df	101	101	0

INFERENCE:

The table refers the null hypothesis is rejected as the level of significance is above 0.05 hence the alternative hypothesis is accepted i.e., “There is significant relationship between the qualification and environment.”.

FINDINGS

- 59.6% of respondents were above 29 – 39 years of age, and 7.7% were 18 – 28 years.
- 83.65% of respondents have been male, and 16.35% have been female workers.
- 60.38% of respondents were get married, 39.42% of them were unmarried.
- 75% of respondents have been work as employee, 11.54% of respondents have been as labour.
- 33.65% of respondents completed their degree, 2.88% of respondents were not get any kind of education.
- 58.35% of respondents has below five years of service, 3.85% of respondents has above 20 years of service.
- 57.69% of respondents earning an income 10001-25000, 0.96% of respondents earning an income above 50000.
- 36.54% of respondents working for 9-10 hours, 6.73% of respondents working for 4 hours.
- 36.54% of respondents choose air conditioning as their favorite, 9.62% of respondents were choose ventilation as their favorite.
- 29.81% of respondents preferred facilities breaks during the working hours, 4.81% of respondents preferred firefighting facilities.

- 39.42% of respondents strongly agree that working hours is fit with their private life, 6.73% of respondents strongly disagree that working hours is not fit with their private life.
- 29.81% of respondents agree that family time is because of their work, 12.50% of respondents have a neutral opinion that family time is lost because of their work.
- 33.65% of respondents agree that they like to receive extra benefits, 1.92% of respondents strongly disagree that they will not like to receive extra benefits.
- 33.65% of respondents strongly agree that compensation package is useful, 3.85% of respondents disagree that compensation package is not useful.
- 41.35% of respondents agree to manage the work easily, 4.81% of respondents strongly disagree to manage the work easily.
- 45.19% of respondents strongly agree that their job is satisfied, 0.96% of respondents strongly disagree that their job is not satisfied.
- 52.88% of respondents agree that working environment is influenced by their performance, 0.96% of respondents strongly disagree that working environment is influenced by their influence.
- 35.58% of respondents strongly agree that working condition is satisfied, 4.81% of respondents strongly disagree that working condition is not satisfied.

SUGGESTIONS

From this study, the researchers provided the following suggestions to the management which was given by the employees of Restaurants in Tuticorin.

1. **Diversity and Inclusion Initiatives:** With a predominant male workforce (83.65%), consider implementing initiatives to encourage more female participation in the workplace. This could involve targeted recruitment strategies, creating a more inclusive work culture, and offering support programs.
2. **Work-Life Balance Initiatives:** A notable percentage feeling that working hours don't align well with their private life (6.73% strongly disagreeing), initiatives promoting work-life balance, such as flexible schedules or family-oriented policies, could significantly benefit the workforce.
3. **Employee Benefits and Satisfaction:** While a significant portion appreciates the compensation package (33.65% strongly agree), a few respondents expressed dissatisfaction with managing their work (4.81% strongly disagree). Enhancing benefits and offering support programs to aid in workload management could positively impact overall job satisfaction.
4. **Recognition and Motivation:** Recognition ranked highest among motivational factors, while awards & rewards ranked fifth. Strengthening recognition programs and implementing targeted rewards aligned with employee preferences could boost motivation and morale.
5. **Development Opportunities:** As indicated by the preferences for housing and education for children in monetary benefits, providing avenues for professional growth and educational support might be pivotal in enhancing employee satisfaction.
6. **Facilities and Working Environment:** While washing facilities were highly valued among non-monetary benefits, latrine & urinals ranked lower. Ensuring adequate and hygienic facilities is crucial, and improvements in workplace amenities could positively influence employee well-being.
7. **Further Investigation:** The conclusions drawn about the lack of relationships between certain factors, such as designation and family life or qualification and working environment, warrant further investigation. Conducting more in-depth studies or surveys to revalidate these findings might provide deeper insights.
8. **Employee Engagement and Recognition:** Recognizing the top-ranked factors like recognition and awards & rewards, prioritize programs that acknowledge and appreciate employee contributions. Regularly highlighting achievements and contributions can boost morale and motivation.
9. **Flexible Work Hours:** While a significant percentage (39.42%) feel that working hours fit with their private life, explore options for flexible scheduling or remote work arrangements to further enhance work-life balance for

employees who may need it.

10. **Training and Education Benefits:** Since housing and education for children are ranked highly in terms of monetary benefits, consider expanding benefits related to housing assistance and educational support for employees and their families.
11. **Improving Working Conditions:** Despite a relatively high satisfaction rate (35.58%) with working conditions, addressing the concerns of the remaining percentage can positively impact overall employee satisfaction. This could involve improvements in infrastructure, facilities, or safety measures.
12. **Professional Development Opportunities:** Given the substantial percentage (33.65%) that desires extra benefits and values a useful compensation package, consider offering opportunities for career growth, skill development, and additional perks to enhance overall job satisfaction.
13. **Understanding Correlations:** Further investigation into the reported lack of relationships between certain factors (designation and family life, qualification and compensation, income and job satisfaction, qualification and working environment) might provide deeper insights. Conducting more detailed studies or surveys to validate or challenge these findings could be beneficial.
14. **Employee Well-being Initiatives:** Considering the preferences for non-monetary benefits such as washing facilities, consider investing in employee well-being programs that focus on health, hygiene, and overall welfare.

These suggestions aim to address various aspects of employee satisfaction, well-being, and work-related preferences based on the insights gleaned from the data provided. Tailoring strategies and initiatives to align with these findings can contribute to a more fulfilling and productive work environment

LIMITATIONS OF THIS STUDY

- ❖ Time was one of the biggest constraints.
- ❖ The individual perspective appears to be different
- ❖ Some of the respondents hesitated to tell the truth so that it may result in wrong statistical data
- ❖ Sometimes data's maybe fake and it may not be a genuine answer.
- ❖ Employees sometimes may give their answers without understanding the questions properly.

CONCLUSION

This study concludes that the findings from the comprehensive study conducted among employees in Restaurants in Tuticorin provide valuable insights that can guide strategic initiatives aimed at enhancing the overall work environment and employee satisfaction. The demographic data underscores the importance of diversity and inclusion efforts, particularly in promoting greater gender balance within the workforce. Work-life balance emerges as a critical aspect, urging the implementation of flexible schedules or family-oriented policies to better align with employees' personal lives.

The study emphasizes the significance of recognizing and rewarding employees, with a particular focus on motivational factors like recognition and targeted rewards. Furthermore, addressing concerns related to working conditions and facilities is crucial for improving employee well-being. The identified lack of correlations between certain factors necessitates further investigation to refine our understanding of these dynamics. These insights collectively offer a roadmap for organizational improvements, emphasizing the need for tailored strategies that prioritize employee well-being, professional development, and a supportive work culture to foster a more fulfilling and productive workplace for employees in Restaurants in Tuticorin.

Quality of work life is the core area in every organization it denotes all the organizational inputs that aim at the employee's satisfaction. No company can run without employees. Achieving a good balance between work & family commitments is growing among employees and organization. From this study it is found that organization provides good working conditions which lead to job satisfaction. So, the overall Quality of Work Life of employees of restaurants in Tuticorin is good and satisfactory.

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