

A STUDY ON QUALITY OF WORK LIFE AMONG TEXTILE EMPLOYEES WITH SPECIAL REFERENCES TO THANJAVUR DISTRICT

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

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

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **GOKULNATH.G 40410211** who carried out the project entitled "**A Study on the Green Human Resource Management towards Automobile industry of Chennai**" under my supervision from January 2022 to March 2022.

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DECLARATION

I **ABINISHA.L (40410007)** hereby declare that the Project Report entitled “**A STUDY ON QUALITY OF WORK LIFE AMONG TEXTILE EMPLOYEES WITH SPECIAL REFERENCES TO THANJAVUR DISTRICT**”done by me under the guidance of **DR.M.LAVANYA** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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ABINISHA.L

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ABSTRACT

The study has revealed that in the competitive era of industrialization, human resources are the assets of the textile companies to maximize the productivity but their QWL is under moderate level. Qualities of Work Life mechanisms are the essential tool to engage the employees at most in the growth and development of the textile companies and to attain the proposed target of Make in India Textile and Garments sector. This phenomenon not only helps to enhance the individual efficiency, but also improves the organizational effectiveness by increasing the organization's market value. Hence it can be concluded that Quality of Work Life practices are the key to enhance and for effective utilization of intellectual, technological and innovative skills of Textile workers which helps the Textile Company to sustain in the market and lead the organization to the better state. The workers satisfy to certain level when the organization ensures excellent working environment that are favorable to workers. Availability of this favorable working environment will benefit both the worker and the maintenance of the economic health of the organization. Management of favorable working environment to the workforce is a challenging and intricate task.I

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their career are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfulfilled are said to have a low quality of work life. It covers a person's thoughts about every dimension of work including economic rewards and benefits, security, working condition, Organizational and interpersonal relationships and its intrinsic meaning in person's life. Therefore we can simply say QWL is a concern not only to improve life at work, but also life outside work. Quality of work life is defined "as the quality of relationship between employees and total working environment". Quality of work life is related to activities which takes place at every level of an organization and simultaneously enhances human dignity and growth and also promotes greater organizational effectiveness. Quality of work life includes the process in which people at all levels work towards organizational effectiveness and thereby achieve satisfaction in work and life. Thus it is the favorableness of job environment for the people involved in it.

Quality of work life is viewed as an alternative to the control approach of managing people. The quality of work life approach considers people as an asset to the organization rather than as costs. It believes that people perform better when they are allowed to participate, actively work and make appropriate decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, organizations need to concentrate on job designs and organization of work. Further, today's labor force is realizing the importance of relationships and is trying to strike a balance between career and personal lives.

Quality of work life is the degree to which members of an organization are able to satisfy their personal needs through their experience in the organization. Quality of work life is important for job performance, job satisfaction, labour turnover, labour management relations and such other factors which play an important part in determining the overall well being of any industrial organization.

Work life is as important as personal life and the satisfaction of an individual in both aspects of life is more important. QWL is the quality of relationship between employees and the total working environment (Davis, 1983). QWL is about the betterment of the work, how the management thinks about its people and also how the people think about the company. Quality of work life is a multi dimensional build that includes concepts such as job security, reward systems, training and career advancements opportunities and participation in decision making (Saraji and Dargahi, 2006). Quality of work life has been defined as the workplace environments that promotes and maintains employee satisfaction with an aim of improving the working condition for the employees. Quality of work life is gaining momentum in both industrialized as well as developing countries of the world.

In India, its scope seems to be broader than the labour legislation enacted to protect the workers. It is more than a sheer work organization movement which focuses on job security and economic growth to the employees.

According to the American Society of Training and Development “QWL is a process of work organizations which enables its members at all levels to actively participate in shaping the organization’s environment, methods and outcomes. This value based process is aimed at meeting the twin goals of enhanced effectiveness of organisations and improved quality of life at work for employees.”

According to Nadler and Lawler “QWL is a way of thinking about people, work and organizations. Its distinctive elements are (i) a concern about the impact of work on people as well as on organizational effectiveness, and (ii) the idea of participation in organizational problem-solving and decision making.”

Textile company is one of the traditionally well-developed industries in Tamil Nadu. Tamil Nadu has a strong production base and accounts for about 1/3 rd of Textiles production in the country. The net value addition in Textile company in Tamil Nadu is about 37.5 per cent, the highest in the country.

The Textile Company of Tamil Nadu has a significant presence in the National and State economy. It is the forerunner in Industrial development and in providing massive employment in the State. Handloom, Powerloom, Spinning, Processing, Garment and Hosiery are the various sectors of the Textile Company in Tamil Nadu.

Need for Quality of Work Life

Work is an essential part of a person's everyday life and it is a person's livelihood or career or business. A normal person spends about twelve hours daily in the work place. One third of a person's entire life is spent in the workplace and it influences the overall quality of the person's entire life. It should yield job satisfaction, give peace of mind, a fulfillment of having done a task, without any flaw and having spent the time fruitfully, constructively and purposefully. Even if it is a small step towards a person's lifetime goal, at the end of the day it gives satisfaction and eagerness to look forward to the next day.

Indian organizations are going for innovative practices to keep their employees happy. Even a business solution providing company promotes ROWE (Results Only Work Environment) culture within the organization. Some organizations have taken initiatives to provide timely assistance to the employees in a crisis situation rising out of financial or personal problems.

Safety and healthy working conditions

In order to improve QWL, the work environment should be free from hazards or other factors detrimental to health and safety of the employees. Walton (1975) specifically refers to reasonable hours of work, zero risk, physical conditions of work and age boundaries on both lower and upper side. Once again, concern for safety in the work place in India is enshrined in the Factories Act, 1948 which lays down minimum standards of protection from machine and other hazards (noise, pollution, fume, gases) at the place of work.

Work and the total life space

The demands of the work, like late hours, frequent travel, and quick transfers are sensitively and socially very costly to the employee and his family. Such phenomena occurring on a regular basis necessarily depress the QWL.

Factors influencing Quality of Work Life:

There are many factors which can contribute to Quality of Work Life. It covers all aspects of worker's life with special reference to his interaction with his work and his working surroundings. These factors influencing the quality of work life of employees as follows.

- ✓ Attitude
- ✓ Environment
- ✓ Opportunities
- ✓ Nature of job
- ✓ People
- ✓ Stress level
- ✓ Career prospects
- ✓ Challenges
- ✓ Growth and development

Quality of Work Life in India:

Globalization and liberalization aspects change the management style to modern management concept in all their functional units. Among the human development has been considered as a prime for the potential growth of the organization. Human development means improving the existing capabilities of human resources in the organization and helping them to acquire new capabilities required for the achievement of the corporate as well as individual goals. QWL programme are merely considered as a human development programme activity since it enriches workers potential toward decision makers through Workers Participation in Management (WPM) and Quality Circle (QC). In the present modernized industrial setup QWL is considered as a strategy of human resource development and being recognized as ultimate key to develop the entire work system at humanitarian ground. Over the years, since industrial revolution, much experimentation has gone into exploiting potential of human capital in work areas either explicitly or implicitly.

RESEARCH QUESTIONS:

- ✓ Whether the textile employees at the study area can be able to balance their personal and professional work life effectively?
- ✓ How do the demographical variables influence on the perception of Quality of Work Life?

- ✓ Which variable will influence more the determination of the Quality of Work Life of textile workers?
- ✓ Is there any difference of opinion among the availability of QWL by nature of textile work?
- ✓ What are the factors that influence the quality of work life of employees in Textile Companies?

AREA OF INDUSTRY:

- SAMPLE SIZE:200
- LOCATION:Thanjavur
- TARGET PEOPLE:Textile employees
- TYPE OF INDUSTRY:Textile industry

1.2.INDUSTRY PROFILE:

Steered by the vision, energy and acumen of its maharaja silks founder, Mr.Mansoor Ali (Chairman and Managing Director), maharaja exports today is a name synonymous with success and accomplishment. This journey is a complete testimony to the clarity of vision and the quantum of energy that propels the company. The various departments of the company are coordinated in such a way that optimum efficiency is attained. Product Development is the real strength of the company. An excellent product development system, managed by a creative team of professionals, vouches for that. The company have a very creative design team capable of providing design inputs by constantly monitoring worldwide requirements.

Operations:

Right from yarn to making fabrics of different quality in cotton, Synthetic, blends like viscose / modal, melanges, yarn dyed, organic, slub, etc., produced in house in huge knitting and state -of-the-art dyeing facilities. Accessories, Design &Sampling, Dyeing, Embroidery, Fabric Finishing, Knitting, Printing, Production Facilities, Spinning.

Eco Friendly:

A perfectly safe and eco friendly dyeing plant is what we have at maharaja Exports. We have a separate team to look into the safety of the plants and the people who work within it.

Markets:

The wide range of garments produced here reach all over Europe, USA, Canada, Mexico, Brazil, Hong Kong etc. maharaja Exports also caters to various brands, departmental stores and retailers across the Globe.

Quality:

A top-notch team of professionals consistently examines the intricacies of quality management through online. Right from the procurement of raw materials to the manufacturing of end product, they use latest quality. maharaja Exports believes 'Quality First' in each and every action.

A top-notch team of professionals consistently examine the intricacies of quality management through online. Right from the procurement of raw materials to the manufacturing of end product, they use latest quality technology system and methods so as to meet the needs of the buyer.

Production:

All our employees are trained to be quality conscious, so that they produce only quality products. They are also trained to adhere to the quality standards in every way possible. A group of handpicked Quality Assurance professionals look into maintaining international quality standards. The management also guides this motivated group in their endeavors towards quality products. This group of professionals also spearheads the R & D efforts of the company in the quality and technology upgradation areas. Our employees are trained to respond to all communications with our customers, quickly and effectively.

1.3.SIGNIFICANCE OF THE STUDY:

The study was defined with a view to investigating the overall quality of working life (QWL) and job satisfactions and performance of the workers in Textile Company in Thanjavur district. The term quality of work life refers to the favorable or unfavorable condition of a total job environment for people (Davis and Newstrom 1985). The basic purpose is to develop jobs and working conditions that are excellent for people as well as for the economic health of the organization. The elements in QWL program include- open communication, equitable reward systems a concern for employee job security

and satisfying careers and participation in decision making. QWL is intimately connected with the concept of "Industrial democracy". Quality of work life in a developing country like India has gained momentum and has now become both "ends and means". It is end in itself as it is the key of all development. It is a means as the decision making involves workers' participation and job redesign, which improves the productivity and overall performance i.e. skills, and competencies of the workers. It aims at healthier, more satisfied and more productive employees thus more adaptive, efficient and profitable organization. Quality of work life is a generic phrase that covers a person's feelings about every dimension of work, including economic rewards and benefits, security, safe and healthy working conditions, organizational and interpersonal relationship and intrinsic meaning in the person's life. To sustain and progress in such an environment, skills and competencies of the employees should be multifaceted, upgraded and attuned to specific needs. Hence, the present study is an attempt to evaluate the QWL of workers in a labor intensive textile company, in Thanjavur district.

1.4.OBJECTIVES OF THE STUDY:

- ✓ To study the Socio-demographic factors of employees in select Textile Companies in Thanjavur District.
- ✓ To identify the factors influencing the quality of work life of employees in select Textile Companies in Thanjavur District.
- ✓ To measure the employees perception on quality of work life in Textile Companies in Thanjavur District.
- ✓ To analyze the effect of quality of work life on overall satisfaction among the employees of select Textile Companies in Thanjavur District.
- ✓ To offer suggestions to improve the quality of work life of employees in Textile Companies.

1.4.1.Primary objective:

- To study the satisfaction level of the customers in textile industry.

1.4.2.Secondary objectives:

1. To find out the major factors that influences of the customers quality of work life in textile industry.

2. To know the customer opinion/experience in textile industry.
3. To know the market demand of textile industry.
4. To obtain feedback on the enquiries they get through online Promotional strategies.

1.5.NEED FOR STUDY:

On an average, a worker spends twelve hours per day in their work place for livelihood. Approximately one third of their entire life span is spent in the workplace and it will make its own influences on the overall quality of the human's entire life. It is considered as the major duty of the organization to make them feel happy, satisfied during their work and feel secured during working period.

That is possible when an organization develop work environments that are excellent for people as well as for the economic health of the organization. Dissatisfaction on the above is a problem affecting all employees during their career, regardless of their position.

The boredom, frustration and anger experienced by employees embittered with their work life can be costly to both the individual and the organisation. In order extract maximum outcome from their employees' organizations has to make favourable working environment that leads to gain maximum benefits to organization and its workers. If the organizations are not ready to take care on this issue workers will not stay.

They will quit for better chance. Quality of work life programmes are desirable for both human and performance needs, because it acts a motivating factor for better working, comprehends conditions at employment, includes work environment and social integration and further seeks to employ the higher skills of work and provide an environment that encourages them to improve their skills. It is therefore essential to see the problem in its totality and hence a planned approach is needed to study the quality of work life.

1.6. SCOPE OF THE STUDY:

Textile industries play a major role in the Indian Economy, which bring the foreign exchange and job opportunities which are much needed for our country's sustained

growth rate. The present study attempts to throw light on the current scenario of Quality of Work life programme practiced among the textile workers at Thanjavur District. It examines various factors that influence the Quality of work life of Textile workers. It also analyses the rate of implementation of Quality of work life programmes and its influence on the job performance. The study covers the workers those who actively engaging in textile and its allied companies.

1.7.STATEMENT OF THE PROBLEM:

Before solving a problem, it is a must to understand and agree on exactly what the problem is. Employees at the grass-root level experience a sense of frustration because of low level of wages, poor working conditions, unfavorable terms of employment, inhuman treatment by their superiors and the like; whereas managerial personnel feel frustrated because of alienation over their conditions of employment, interpersonal conflicts, role conflicts, job pressures, lack of freedom in work, absent of challenging work etc.

Quality of work life is a generic phrase that covers a person's feelings about every dimensions of work including economic rewards and benefits, security, working conditions, organizational and interpersonal relations and its intrinsic meaning in the person's life.

The quality of work life intend to develop, enhance and utilize human resource effectively to improve the quality of products and services and reduce the cost of production and to satisfy the workers psychological needs for self-esteem, participation, recognition with a view to motivate them.

Textile company has grown significantly for the past three decades. This might have been due to change of the life style of the people and it resulted in increase in demands of foreign buyers, the Indian textile company was able to flourish in multifold.

The Thanjavur textile company faces a lot of problems relating to labor, production and marketing and as a result the performance of such company gets affected. In addition to technological and competitive problems, the labor problem poses a threat to the textile company and hence it became necessary for this company to concentrate on human resource related problems.

The extended working hours, compulsory overtime, committed deliveries by the firm, shorter manufacturing cycles etc increased the stress level of the employees at their job and lead to job dissatisfaction which ultimately end up with higher attrition rates and low morale.

In this context, it is relevant to make an attempt to study the problems related to quality of work life which may help the industries to drastically reduce the attrition rate and to provide job satisfaction to their employees of these industries. They may feel that their companies are not providing adequate measure to balance their work and personal life and are struggling to provide a comfortable climate for the employees to attain the quality of work life.

CHAPTER 2

REVIEW OF LITERATURE

Ganguli et. al. (2016) investigated the Quality of Working Life of young workers in Air India with special concentrates on issues relates to both life and job satisfaction. Results indicate that, of the various physical and psychological working conditions, pride in organisation, job earned community respect, reasonable working hours, etc. are the variables strongly correlated with job satisfaction. Collected and analyzed data also indicate that strong family bond and rural background are more positively correlated with both the life and job satisfaction. The young workers expectation and aspiration also found affecting the quality of working life.

Nitish (2016) conducted study “New forms of Work Organization in India”, in this study points out that quality of work life is a barometer measuring the extent to which society is free from the exploitation, injustice, inequality, oppression and restrictions on the continuity of growth of human and heading for its full development.

American Society of Training and Development (2017) treats and practised Quality of Work Life as a process. Quality of work Life enables organizational members at all levels to participate actively and efficiently in framing the organisations environment, work methods and industrial outcomes. And also QWL is a value based process aimed en routes meeting the couple of goals of enhanced effectiveness and improved quality of life at work place for employees.

Hackman et. al. (2017) pointed that the work environment that is able to fulfil employees’ personal needs is considered to provide a positive interdependence effect, which will lead to better QWL. They highlight that the personal needs are satisfied when rewards from the organisation, such as compensation, promotion, recognition and development meet their expectations.

Rapoport et. al. (2018) suggest that the family’s morale support probably termed as personal life determinant and the diversion that it encompasses make it an important factor affecting QWL.

Sayeed et. al. (2018) verified the relationship of Quality of Work Life with work stress and job performance in the study on “Measuring Quality of Work Life relation to job satisfaction and performance in two organizations”. The results authenticated that if the organization improve the Quality of Work life programmes, correspondingly the job satisfaction of the employee may be better.

Mehta (2018) related to his various research studies and his wide spread experiences on organizational behaviour and determined that work did not occupy a central place in the life space of the Indian workers. According to him, in the present situation, where hard economic factors like financial compensations, fringe benefits and work amenities are dominant, the nature and design of jobs may not be a significant factor in the current mindset of the Indian Workers. His result did not show a fair interdependence between job satisfaction and a general sense of life satisfaction of the employee. One important finding of this research is that the younger entrant to work organisation showed greater work-related dissatisfaction and it tended to decrease with increasing age of employees.

Sanyal et. al. (2018), analysed the conceptual aspect of improving quality of life in working environment in Rashtriya Chemicals and Fertilizers Ltd., confirmed that the perspective of improving the quality of work life is necessarily concerned with the improving of work satisfaction of employees and it should be an effective corporate motivational strategy. It is sought to be achieved through re-orientation, redesigning and restructuring of job content which would be closely related to the concept of Human resource Development (HRD).

Lawler (2019) defines QWL in terms of job characteristics and work conditions. He highlights that the core dimension of the entire QWL in the organization is to improve workers betterment and productivity. Besides, he acknowledged the truth that the QWL is complicated, because it comprises both the physical and mental well being of employees at their work.

Singh (2019) explained that, Quality of Work Life is not a subject oriented perspective but it is concerned with object oriented overall climate that exist in the organization. He suggests that reduced supervision, increased selfregulation and self-management were the pedestals of Quality of Work Life.

Mirvis et. al (2019) recommended that Quality of working life was strongly associated with the satisfaction with wages, hours and working conditions, secured work nature, fair compensation, equal job assignment and scope for career advancement. They also described that the basic elements of a good quality of work life is salary and the safest working environment.

Delamotte et. al. (2020) in their study on 'Quality of Working Life in International Perspective', examined the main dimensions of quality of working life development, the issue of the quality of working life in a counter balanced perspective against the background of modern policies and analyzed the interrelationship of policy position of concerned parties on the quality of working life.

Gadon (2020) suggested that the QWL efforts include the areas of personal and professional development, work redesign, building of teams, work scheduling, and total organizational change. Maccaoby (1984) identified four factors to measure the QWL, such as (i) Right to work and working conditions (Security), (ii) Distributive justice (Equality), (iii) Autonomy and opportunity to use abilities (Democracy) and, (iv) Perception of uniqueness (Personalization).

Rice et. al. (2020) there is a correlation between work satisfaction and quality of people's life. The work experience and outcomes can affect a person's general quality of life, both directly and indirectly through their efforts on family interactions, leisure activities and levels of health and energy.

Klott et al. (2020) advocated eleven Quality of Work Life issues. They are (i) Compensation and permanence, (ii) Health care programmes, (iii) Stress due occupation, (iv) Alternate work schedules, (v) Recognition, (vi) Participative Management, (vii) Cordial Worker and Supervisor Relationship, (viii) Grievance Redressed System, (ix) Availability of Resources, (x) Employment on Permanent terms and Basis for Promotion: Seniority/Merit.

Uma Sekharan (2019) observed that, the concept of Quality of Work Life had originally concentrated the issues which are only related to the wages, working hours, and working conditions. However, the concept has currently been expanded to include the factors that extent the workers' involvement towards the job, their levels of satisfaction which is concerned with the various aspects of the work environment, their perceived

job competence and accomplishment on the job etc. This study suggests that greater decentralization, more autonomy, power and control will facilitate enhanced Quality of Work Life.

Barry Wilkinson (2019) outlines some theories regarding the relationship between technological change and work organization, there by depicting out the indication of QWL. He concludes that advances in his country on QWL developments depend on the emergence of new managerial ideology, wherein there is recognition of social and psychological importance of work organization and belief in the ability of workers to actively participate in managerial decisions.

Franklin Becker (2019) executed a study by highlighting the physical work environment, which has been felt as an important, but a generally-overlooked construct of the QWL. He argued that other than the mental conditions of the employee the physical conditions of the work has also contributed to a sense of employee competence, satisfaction of job and work performance.

According to Keith (2018), Quality of Work Life refers to “the favourableness or unfavourableness of a job environment for people”. The elemental motive in this regard is to design the jobs with the aim of developing human resources and also enhancement in production.

Einstein (2018) suggests that people assume QWL as a set of mechanism. These mechanisms include enrichments of jobs, autonomous work groups – all with a view to enhancing workers productivity. Hence QWL can a broad construct which cover a person’s work related benefits and the level to which his work expertise are benefited and minimizing the stress force and other negative personal consequences.

Havlovic et. al. (2018) advocated that the basic tenets of QWL includes (i) Secured Jobs, (ii) Level of Job satisfaction, (iii) Quantum of benefits availed by employees, (iv) Fair compensation system, (v) Level of involvements and Performance by the employee. Arts et al. (2001) focused on job satisfaction, involvement in work performance, motivation, efficiency, productivity, health, safety and welfare at work, stress work load, burn-out etc. to enrich the QWL of employee.

Sangeetha (2019) expressed the view that QWL consists of a complete placement of terms and notations really under the umbrella of working Life, which includes organizational effectiveness, Personnel development, restructure of work environment, enrichment of the job, sociotechnical system, ideology team work, management of labour, participation of workers with full involvement and cooperative working group.

Baba et. al. (2019) recorded what they described as the typical indicators of quality of working life that includes: job satisfaction, job involvement, work role ambiguity, work role conflict, work role overload, job stress, organizational commitment and turn-over intentions.

Jain (2017) has made an attempt to identify the potential dimensions of Quality of Work Life in the sample unit for all hierarchical levels in a large private industry and to study the quality of Work Life at various hierarchical levels for understanding different effect of Quality of Work Life dimensions. The major dimensions include; Adequate Income and Fair Compensation, Safe and Healthy Working Conditions, Immediate Opportunities to use human capacities, opportunity for Continued Growth and Security, Social Integration in the work organisation, Constitutionalism in work organisation, Work and Total Life Space, and Social Relevance of Working Life. On the hierarchical effects of QWL, it was found that there were differences at various hierarchical levels of the organisation in perceiving their working life.

Suri et al. (2017) conducted a survey to examine about the quality of work life practices available at the Indian Industry. This study includes both the manufacturing and service sectors. The result of the study indicated that there are several trends, which have implications for Quality of Work life practices and their outcomes.

Bertrand et. al. (2018) in their study “Designing Quality into Work Life” found that improvements in the quality of work life are achieved through improved relations between supervisors and subordinates besides the availability of external or structural modifications.

Subrathesh Ghosh (2019) conducted a study on enhancement of QWL in the organization at micro level in India. The concept of QWL adopted covered all possible aspects of work related life including work-environment, job enrichment and employee

participation in management, wages, benefits and welfare services, career outlook and human relations etc. The organizational support and top management commitment to QWL were useful to the growth of high level of QWL. The studies also revealed that there is positive effect of work culture on the QWL.

Ghosh (2019) executed a study to find out the factors that will help to improve the Quality of Work Life at micro level. This study was conducted with the intention to develop a tool for the appraisal of Quality of Work Life. The primary data have been collected from the randomly selected public and private ventures that engaged in manufacturing, mining, power generation and service sectors. These studies categorises the management perception regarding the significance of Quality of Work Life and organisational supportive activities of management and its involvement in Quality of Work Life programmes. From the result he suggested that the organizational effectiveness improvement is directly related to the implementation of better Quality of Work Life programmes.

Singh Sengupta (2019) in her study noticed that one of the most critical and the least discussed dimensional factor in Quality of work life is the issue of power relations. In series of observations in a wide range of organisations this author elucidated that top management is suffering from shortfall of power as the non-managerial cadres amass all powers because of the strength of trade unions and their numerical strength. The study disclosed that the two groups, managers and workers seemed to be currently interdependent. Appropriate intervention programme may change the relationship to co-operatively interdependent.

Gani (2016) pointed that the essence of the Quality of Work Life concept is the value of treating the worker as a human being and emphasizing changes in the socio-technical system of comprehensive improvement in physical and psychological working environment, design and redesign of work practices, hierarchical structure and the production process imported with the active involvement of workers in decision making.

Kumar et. al. (2017) suggested that, Quality of Work Life is a philosophy of management that believes co-operative relationship between employees and managers and also every employee has the ability and right to offer his intelligence

and useful inputs into decisions making process at various levels in the organisations. It refers to the predetermined outcomes of practicing the above philosophy and management process with the improvement of working conditions, working environment, working climate / work culture. This aforesaid process brings eventually ultimate benefit to the individual employee as well as to the organisations buttoned up individual development and increasing work quality and productivity. These authors also recommended several approaches to achieve Quality of Work Life in organisations they are named as job design, workers' participation in management, welfare of employees and the importance of quality circles.

Scully et. al. (2018) in their study have proved that learning opportunities and skill discretion have positive impact on the satisfaction of job and reduced job stress. The opportunity to develop and the use of skills are associated with learning mechanisms. This applies especially when the job requires employees to deploy cognitive skills. With respect to learning, greater autonomy on job enhances the acquisition and utilization of knowledge whilst greater participation is held to promote cognitive growth via increased knowledge transfer among employees

Richard (2019) affirms that quality of life has been carried over into the work place as concern for the quality of work life. The author has extended four components for analytical purposes, namely 1. The condition of labour, 2. The organization of the work performed, 3. The relations of the workers among themselves, 4. The attitude of the worker to work. The result reveals the significant relations.

Datta (2019) in his study "Quality of Work Life: A Human Values Approach" says that in a deeper sense, quality of work life refers to the quality of life of individuals in their working organizations be it commercial, educational, cultural, religious, philanthropic or whatever they are. The importance of better quality of work life is unquestionable since the modern society is organizational society and the individuals are spending much of their lifetimes in organizations.

Hoque et. al. (2019) conducted a study to assess and compare the Quality of Working Life of industrial workers of organisations of public and private enterprises in Bangladesh (Dhake) and to measure whether there is any significant relationship among Quality of Work Life, job behaviour and demographic variables of the workers.

The results revealed that the private sector workers perceived significant and higher Quality of Work Life than their counterparts in the public sector. Quality of Work Life has significant correlation with performance and negative correlation with absenteeism and accident.

Tripti et. al. (2020) found that the organizational and individual efficiency would be better when there is an existence of improved QWL. The individual efficiency means the development of work related competencies at the working environment through well defined human resource practices of the organization. A well defined HRD practices may result in enhanced motivation, job commitment and job satisfaction among the employees. Noor et. al. (2012) and Syed et. al. (2013) found that the salary structure and security of job are closely connected with the quality of work life of the employee.

Seema et. al. (2020) revealed that the value of work perceived, work climate, work life balance and satisfaction on the relationships of life were the important factors which constructed work attitudes and employee perception of the overall Quality of Work Life.

S. Naganandini Selvaraj (2017), conducted a study on “Review of Quality of Work Life on employee retention in private companies”. This paper aims to discuss the dimensions of Quality of Work Life and factors influencing Quality of Work Life in private companies. The success of any organization depends on how it attracts recruits, motivates, and retains its workforce. The private companies have to realize, creating Quality of Work Life balance among the employees is the best way to retain the talented employees. Quality of Working Life is the secret to attracting and keeping the best employees. The suggestions for private companies to improve the Quality of Work Life for employees are job enrichment, job enlargement, job rotation, counselling, mentoring, considering personal issues of the employees, creating safety and healthy working condition, providing fair salary and compensation, flexi-timing, flexible work, organising office trip, family engagement trip, common lunch, party, yoga, meditation, gym, stress management workshop, offering membership in clubs and associations, outbound training. It was concluded in this study that a high Quality of Work Life (QWL) is essential for all organizations to continue to attract and retain employee and it will positively nurture a more flexible, loyal, and motivated workforce.

Prof. Preeti Nair (2017), conducted a study on “Quality of Work Life: a proactive empowerment approach by organizations - a study of Quality of Work Life in government and private organizations”. This paper attempts to find out the Quality of Work Life in government and private sector organizations. An attempt is made to understand the organization’s approach towards all the human resource aspects. This study enhances the areas in which the organizations can go for a proactive approach through Quality of Work Life and ensure a climate of employee engagement. It was clearly evident from the data that employees of government and private sector both are of the opinion that Quality of Work Life is important and is affected by many factors. Those being motivation, job satisfaction, decision making process, work environment, interpersonal relationship, organisational culture and hygiene factors. However, it was noticed that in both the organizations, employees feel that they are stressed and do not get enough time to address their family matters. The employees are having participative decision making and good work environment to showcase their best involvement which is an important factor for good Quality of Work Life. The idea is that human resources should be developed and not simply used. The results of the research show that organizations should focus more on culture and interpersonal relationship to have a good Quality of Work Life for the employees for both the sectors. The study revealed that if the two factors are taken care of the Quality of Work Life in government as well as private sector would definitely improve upon.

Normala, Daud (2019), conducted a study on “investigating the relationship between Quality of Work Life and organizational commitment amongst employees in Malaysian firms”. The purpose of this paper was to investigate the relationship between Quality of Work Life and organizational commitment among a sample of employees in Malaysia. Seven QWL 4 variables were examined namely growth and development, participation, physical environment, supervision, pay and benefits and social relevance were examined to determine their relationship with organizational commitment. The results showed that there was a relationship between QWL and organizational commitment and provide insights on how Malaysian firms could improve upon their employees’ commitment.

Lawler (2019) defines QWL in terms of job characteristics and work conditions. He highlights that the core dimension of the entire QWL in the organization is to improve

workers betterment and productivity. Besides, he acknowledged the truth that the QWL is complicated, because it comprises both the physical and mental well being of employees at their work.

Barry Wilkinson (1986) outlines some theories regarding the relationship between technological change and work organization, there by depicting out the indication of QWL. He concludes that advances in his country on QWL developments depend on the emergence of new managerial ideology, wherein there is recognition of social and psychological importance of workorganization and belief in the ability of workers to actively participate in managerial decisions.

Franklin Becker (1987) executed a study by highlighting the physical work environment, which has been felt as an important, but a generally-overlooked construct of the QWL. He argued that other than the mental conditions of the employee the physical conditions of the work has also contributed to a sense of employee competence, satisfaction of job and work performance.

According to Keith (1989), Quality of Work Life refers to “the favourableness or unfavourableness of a job environment for people”. The elemental motive in this regard is to design the jobs with the aim of developing human resources and also enhancement in production.

Einstein (1990) suggests that people assume QWL as a set of mechanism. These mechanisms include enrichments of jobs, autonomous work groups – all with a view to enhancing workers productivity. Hence QWL can a broad construct which cover a person’s work related benefits and the level to which his work expertise are benefited and minimizing the stress force and other negative personal consequences.

CHAPTER 3

RESEARCH METHODOLOGY

3.1.METHODOLOGY:

Research methodology is a way to systematically solve the research problem. It has an important bearing on the collection of reliable and accurate information as well as on the outcomes of the study. This chapter explains the methodology employed for the execution of this research study, which includes justification of the study area, research design, operational definitions, geographical coverage, population description and sources of data collection, pilot study execution, construction of questionnaire and sample size estimation procedure, reliability and validity check with the help of AMOS, finalising the questionnaire with the variables and statistical tools adopted for the verification of hypothesis. This time research methodology is framed for the purpose of finding the level of **Customer Quality of work life in textile industry at Thanjavur.**

3.2. RESEARCH DESIGN:

Descriptive Research Design

- Research design means the overall strategy adopted by the researcher for the purpose of completing the research in a logical way. It involves the sampling design, collection of data, measurement and analysis of the data required for the study. In simple words, the research design is a document of the research study which contains detailed outline or blue print for how a research study is to be completed.
- In the initial stage of the research, an exploratory design was carried out by survey and review of literature for the purpose of stating the research problem, identifying the variables and to formulate the working hypotheses.
- In the next level, a descriptive research design was undertaken for describing the characteristics of the respondents. In the last stage, an explanatory research design was adopted for establishing the relationship between the variables used in the present study.

3.3. SAMPLING TECHNIQUE:

Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.4. SOURCES OF DATA:

Data collection is the term used to describe a process of preparing and collecting data.

- Primary Data – Questionnaire given to 200 respondents
- Secondary Data - Websites and online journals, Published reports & Review of literature from published articles.

3.5. STRUCTURE OF QUESTIONNAIRE:

The purpose of designing questionnaire is to collect important information required to achieve the objectives of the study and to test the hypotheses. The researcher has taken utmost care to develop the questionnaire by ensuring proper wording, layout, sequence, use of simple language and clarity in statements. For collecting the primary data, the researcher has used two types of self- administered questionnaire based on the existing relevant literature. All variables are measured by using Likert scale with five anchor points, specifically strongly agree, Agree, Uncertain, Disagree and strongly disagree. In order to ensure accurate responses from the respondents the researcher has promised to keep the confidentiality of the personal data.

3.6. SAMPLE SIZE:200

3.7. PERIOD OF STUDY:1 month

3.8. LOCATION & TARGETED PEOPLE OF STUDY:

- ✓ LOCATION:THANJAVUR
- ✓ TARGETED PEOPLE:Textile employees

3.9.HYPOTHESIS:

In view of the objectives of the study and in the light of the available literature in this area the following hypotheses were formulated to evaluate the Quality of Work Life in textile industries in Thanjavur.

3.10. TOOLS FOR ANALYSIS:

3.10.1. Percentage analysis:

Research questions are always answered with a descriptive statistic: generally either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories(like tables&charts).

3.10.2. HYPOTHESIS ANALYTICAL TOOLS(SPSS)

- ✓ ANOVA
- ✓ Correlation
- ✓ Chi Square

Definition of Quality of Work Life:

- ✓ The Quality of Working Life represents a consensus regarding the adequacy of such factors in an actual work situation.
- ✓ A more formal definition says that Quality of Work Life is “the degree to which members of a work organization are able to satisfy important personal needs through their experiences in an organization”
- ✓ QWL is widely used to refer to “a philosophy of management that enhances the dignity of all workers, introduces changes in an organization’s culture and improves the physical and emotional well-being of employees (e.g., providing opportunities for growth and development”. Indicators of quality of work life include accident rates, sick leave usage, employee turnover, and number of grievances filed.

Theories of Motivation and Quality of Work Life:

The Quality of Work Life in the work place is a comprehensive construct that provides a pleasing experience to the worker with proud and free of other negative personal consequences (Shamir & Salomon I 1985).

The concept of QWL gained importance due to the strong base provided by leadership and motivation theories. Maslow (1954) in his Need Hierarchy Theory classifies the human needs into five levels namely (i) Physical needs (ii) Safety needs (iii) Social needs (iv) Esteem needs and (v) Self actualization needs. Maslow propounded that the satisfaction of needs follow the hierarchical level i.e. from lower to higher level. He also advocates that a person would first to prefer the satisfaction of his lower needs and then next higher level needs.

Working Conditions:

Quality of work Life of the employees is mainly depends on the favourable working conditions available at the working environment. The variables analyzed for the implementations of the Working Conditions shows that the agreed level on the variables Toilet and Sanitation Facilities and the convenient working hours are in less. The gender analysis shows that the Textile Companies had more Female employees and they were belong to the age group 18 years to 35 years.

Hence it is suggested that the textile companies has to give greater insight into the maintenance of good sanitation facilities at their factory premises and the company accommodations. The working hours is another issue related to working conditions. From the analysis it is found that the respondents were working for averagely 12 hours

per day and through the personal interaction they agreed that during the seasonal periods they were working for more than 12 hours.

Hence it is suggested that Textile companies has to follow the Factories Acts rule of maintaining the working hours of 8 hours per day. The analysis of the availability of working conditions with type of Textile Value Chain shows that knitting textile workers had better working conditions than others.

Health and Safety:

The working environment of the textile units has to ensure the health and safety of it workers and it has to be accorded first priority. The variables analyzed for the availability of health and safety measures shows that the agreed level on availability of medical facilities, first aid treatment at the time of accidents and the compensation for accident period are less.

Hence it is suggested that the textile companies has to concentrate on the availability of medical facilities as it is suggested by the “Factories Act”. The personal interaction with the textile workers the researched gained the understanding that the availability of dispensary/medical room with doctors is not available.

The less agreed level of medical treatment at the time accident time may be overcome by satisfying the aforesaid issue of availability of doctor or else by trained workers for the first aid treatment. It is further suggested that the textile companies’ human resource personnel has to ensure the implementation of “The workmen Compensation Act” for the calculation of accident benefits for the betterment of affected worker. The Mean score estimation shows that the availability of health and Safety is better in knitting and Dyeing and Bleaching Textile Value Chain. Hence it is suggested that the other textile value chain companies has to concentrate on this issue to satisfy their workers.

Welfare and Social Security:

It is observed from the analysis that the agreed level related to the availability of Death benefit schemes, Children educational scheme, comfortable accommodation and granting loans are less agreed by the Textile workers. Hence it is suggested that the management has to concentrate on the death benefits schemes as it is suggested by the “Workmen Compensation Act”.

The implementation of Children educational schemes should reduce the workers family responsibility of providing education facility to their wards and it will have the influence on productivity too. In textile companies majority of the textile workers are female and they are belong to the age group between 18 to 25 years and they are unmarried.

Hence in order to ensure the security of these textile workers the companies need to pay an attention on the provision accommodation facilities to their workers. Granting interest loan and deducting instalment repay from their monthly salary will benefit the company from migration of employee from one company to other.

Personal Growth and Career Development:

Opportunity to personal growth and career development is a value added factor which contributes to Quality of Work Life. The variables analysed for the implementation personal growth and career development shows that the agreed level on the variables Recognition and reward for hard work, Reward for innovative ideas, Job rotation system and dissemination of present and future job opportunities are less.

Hence it is suggested by taken into account the nature of work and the hectic work schedules of the textile workers in order to boost up the textile workers morale and get the maximum productivity through them and for the optimum achievement of organizational objectives the Textile companies has to concentrate on the above issues by implementing monetary reward system for the innovative ideas and hard work.

The issue of Job rotation and dissemination of present and future job opportunities are other motivational factors the policy implementation has to be developed to overcome this variable. So that the textile companies of Thanjavur district will get more

productivity by its motivated work force. Among the textile value chain the implementation of personal growth and career development is more on knitting and Dyeing and Bleaching value chain than other. Hence it is suggested that the other textile value chain has to concentrate on this issues.

Grievance Handling:

The textile companies have grievance handling system but the awareness of this among the worker is low. The variables analysed for the implementation of grievance handling the variable quick grievance redressal and fair grievance handling procedure are less.

Hence it is suggested that the textile workers has to provide awareness on grievance handling system and they have to be encouraged to express their grievance. The policy implication on grievance handling system has to be concentrated on speedy grievance redressal mechanism and the procedure of settlement should be fair.

Work and Total Life Space:

Quality of work life of the textile workers strongly influenced by how they balance their personal and occupational life. Balancing of these two life will be always based on the time spend on work and the time actively utilised for family related work.

Among the manifest variables considered for this factor the respondents felt that they are not able to balance their personal and family life, not able to give quality education to its ward, the family members do not understand the work nature and there is no friendly help to accomplish their work.

The uncomfortable states of the above variable are due to the long working hours of the textile companies. The textile workers agreed that they were working for more than 12 a day.

Hence it is suggested that the textile companies has to reconsider the working period of the textile workers with respect to the legal enactments and if it is not agreed textile

workers should not be compelled to work over time. The overtime work should be compensated accordingly.

Suggestions Towards the Benefits of Work-life:

- ✓ Helps to balance daily life both personally and professionally.
- ✓ Reduces stress, workloads and negative attitudes.
- ✓ Reduces overheads/workloads.
- ✓ Reduces absenteeism.
- ✓ Boosts productivity, improves communications and cooperations.
- ✓ Increase performance, accountability and commitment.
- ✓ Improves employees morale.
- ✓ Helps effectively use the most valuable resources.

Suggestions to Manage Work-Life Effectively:

- ✓ Simplify the work by dividing it into tasks rather than overloading/dumping work on oneself.
- ✓ Having a positive approach towards any critical situation.
- ✓ Watch a movie or spend time with family or friends in order to overcome stress.
- ✓ Share the load with friends or family as it reduces burden.

Any organizational success depends on the workforce it has. So it becomes necessary for the organizations to attract and retain the best employees.

Apart from this creating a healthy, flexible and productive work environment also enables the employees to take up a challenging career as well as the balance work-life needs.

Measurement of QWL:

There are few recognized measures of quality of working life and of those that exist, few have evidence of validity and reliability, that is, there is a very limited literature based on peer reviewed evaluations of available assessments. A recent statistical analysis of new measure are the Work-Related Quality of Life scale (WRQoL), The Job and Career Satisfaction (JCS) scale, The General well-being (GWB) scale, The WRQoL Stress at Work sub-scale (SAW), The Control at Work (CAW), The WRQoL Home-Work Interface scale (HWI) and The Working Conditions scale of the WRQoL. They are as follows.

The Work-Related Quality of Life scale:

It indicates that this assessment device should prove to be a useful instrument, although further evaluation would be useful. The WRQoL measure uses six core factors to explain most of the variation in an individual's quality of working life: Job and career satisfaction, working conditions, general well-being, home-work interface, stress at work and control at work.

The Control at Work:

This subscale of the WRQoL scale addresses how much employees feel they can control their work through the freedom to express their opinions and being involved in decisions at work. Perceived control at work as measured by the Work-Related Quality of Life scale (WRQoL) is recognized as a central concept in the understanding of relationships between stressful experiences, behaviour and health. Control at work, within the theoretical model under pinning the WRQoL, is influenced by issues of communication at work, decision making and decision control.

DIRECTION FOR THE FUTURE RESEARCH:

With the growing diversity among the textile workers and their work life being structured by inequality, it is important that future research examines the impact of the quality of work life of textile workers on their self-evaluation and satisfaction with life in general. This kind of research will provide important insights into understanding the relationship between job-satisfaction, self-evaluation and life satisfaction among workers occupying different job levels.

Secondly, research efforts should explore the impact of a variety of different job conditions on textile workers' self-esteem, self-efficiency and life satisfaction. Further, evidence suggests that work role marginally i.e. job instability, skill underutilization, downward mobility and lack of promotion opportunities are the problems of textile workers regardless of job level. Such studies are useful in identifying how autonomy in the work place enhances or constrains the development of self-esteem and self-efficiency among workers.

Finally, since work experiences and career patterns are different among textile workers, an age-related influence investigation will provide important information about age-related differences in work values, work involvement and job satisfaction, as well as the relationship between work conditions, job satisfaction, self evaluation and life satisfaction.

Social Integration & Social Relevance:

Social relationship plays a vital role on the Quality of Work Life of the Textile workers. Almost all the demographic variables have an association on these two factors. From the analysis it is evident that the textile workers are not feeling proud to a worker of textile companies, they are not able to reach their personal aspiration and the textile workers are not equally respected with other category of workers.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1.PERCENTAGE ANALYSIS

Table 4.1.1 Gender of the respondents

S.NO	GENDER	NO.OF RESPONDENTS	PERCENTAGE
1	MALE	105	52.5%
2	FEMALE	95	47.5%
Total		200	

Source: Primary data

Gender
200 responses

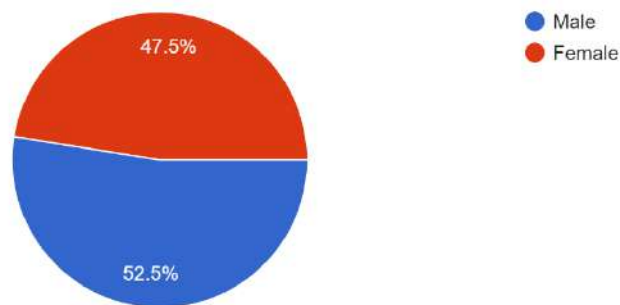


Chart 4.1.1.Gender of the respondents

Interpretation:

From the above table it is interpreted that the 52.5% of the respondents are Male and 47.5% of respondents are female.

Inference:

Majority (52.5%) of the respondents are male.

Table 4.1.2 Age of the respondents:

S.NO	AGE	NO.OF RESPONDENTS	PERCENTAGE
1	18-25 Years	27	13.5%
2	25-35 Years	68	34%
3	35-45 Years	51	25.5%
4	45-55 Years	38	19%
5	Above 55 Years	16	8%
Total		200	

Source: Primary data

Age
200 responses

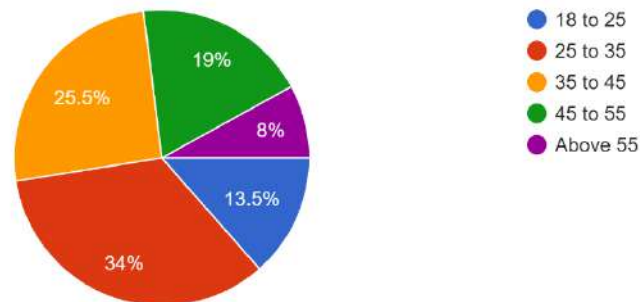


Chart 4.1.2. Gender of the respondents

Interpretation:

From the above table it is interpreted that the 18 to 25 13.5%, 25 to 35 is 34%, 35 to 45 is 25.5%, 45 to 55 is 19%, above 55 is 8% of the respondents

Inference:

Majority (25.5%) of the respondents are age is 35 to 45.

Table 4.1.3 Marital status:

S.NO	MARITAL STATUS	NO.OF RESPONDENTS	PERCENTAGE
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1	Married	134	67%
2	Unmarried	66	33%
Total		200	

Source: Primary data

Marital Status
200 responses

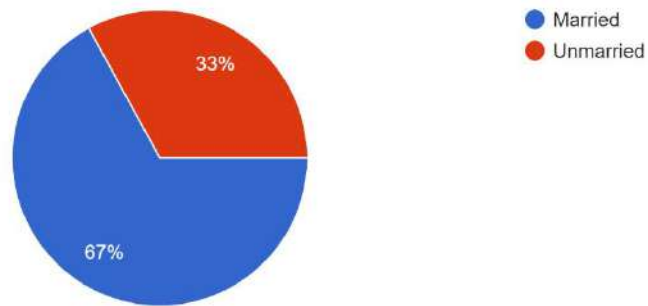


Chart 4.1.3.Marital status

Interpretation:

From the above table it is interpreted that the 67%is married and 33%is unmarried.

Inference:

Majority (67%) of the respondents are married.

Table 4.1.4 Educational status:

S.NO	EDUCATIONAL STATUS	NO.OF RESPONDENTS	PERCENTAGE
1	Up to primary	36	18%
2	Higher secondary	52	26%
3	Diploma	69	34.5%
4	graduate	43	21.5%
Total		200	

Source: Primary data

Educational Status
200 responses

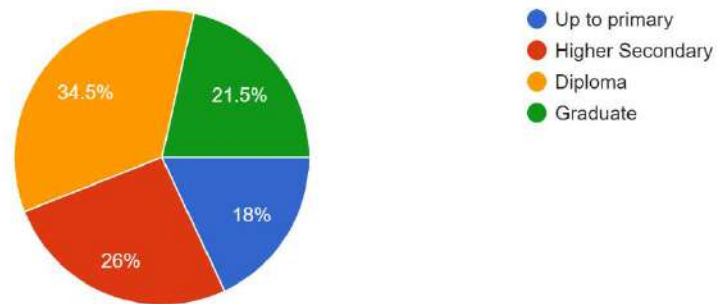


Chart 4.1.4.Educational status

Interpretation:

From the above table it is interpreted that the 18% is up to primary, 26% higher secondary, 34.5% is diploma, 21.5% is graduate.

Inference:

Majority (34.5%) of the respondents are diploma.

Table 4.1.5 place of stay:

S.NO	PLACE OF STUDY	NO.OF RESPONDENTS	PERCENTAGE
1	Own house	76	38%
2	Rental house	72	36%
3	Company hostel	52	26 %
Total		200	

Source: Primary data

Place of Stay
200 responses

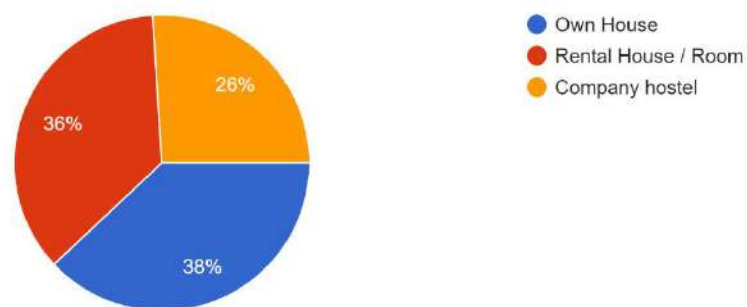


Chart 4.1.5.Place of study

Interpretation:

From the above table it is interpreted that the 38% is own house, 36% is rental house, 26% is company hostel.

Inference:

Majority (38%) of the respondents are own house.

Table 4.1.6 income status:

S.NO	MONTHLY INCOME	NO.OF RESPONDENTS	PERCENTAGE
1	Up to 5000	12	6%
2	5000 to 10000	45	22.5%
3	10000 to 15000	81	40.5%
4	15000 to 20000	42	21%
5	Above 20000	20	10%
Total		200	

Source: Primary data

Monthly Income
200 responses

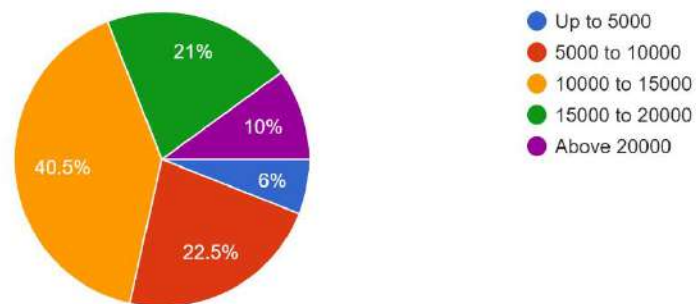


Chart 4.1.6.income status

Interpretation:

From the above table it is interpreted that are 6% is upto 5000,22.5% is 5000 to 10000,40.5%is 10000 to 15000,21% is 15000 to 20000,10% is Above 20000.

Inference:Majority (40.5%) of the respondents are 10000 to 15000.

Table 4.1.7.Type of Family:

S.NO	Type of family	NO.OF RESPONDENTS	PERCENTAGE
1	Joint family	84	42%
2	Nuclear family	116	58%
Total		200	

Source: Primary data

Type of Family
200 responses

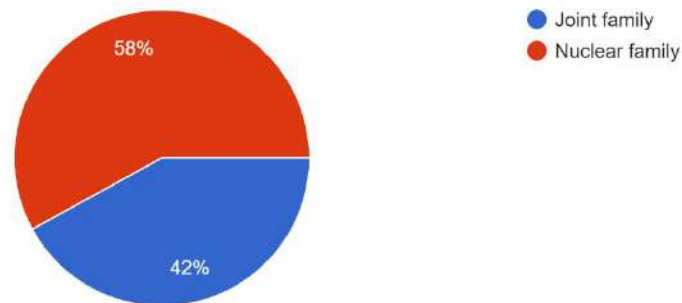


Chart 4.1.7.Type of family

Interpretation:

From the above table it is interpreted that 42% is joint family, 58% is nuclear family.

Inference:

Majority (58%) of the respondents are nuclear family.

Table 4.1.8.Experience in textile industry:

S.NO	EXPERIENCE	NO.OF RESPONDENTS	PERCENTAGE
1	1 to 5 years	57	28.5%
2	5 to 10 years	92	46%
3	10 to 15 years	44	22%
4	Above 15 years	7	3.5%
Total		200	

Source: Primary data

Experience in textile industry
200 responses

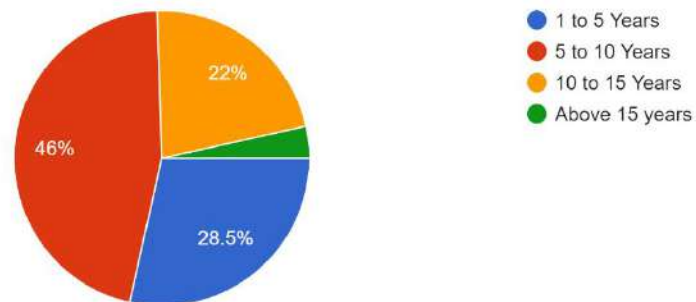


Chart 4.1.8.experience in textile

Interpretation:

From the above table it is interpreted that 28.5% is 1 to 5 years, 46% is 5 to 10 years, 22% is 10 to 15 years, 3.5% is above 15 years.

Inference:

Majority (46%) of the respondents are 5 to 10 years.

Table 4.1.9.Working hours:

S.NO	WORKING HOURS	NO.OF RESPONDENTS	PERCENTAGE
1	6 to 8 hours	63	31.5%
2	8 to 10 hours	103	51.5%
3	Above 10 hours	34	17%
Total		200	

Source: Primary data

Normal Working Hours
200 responses

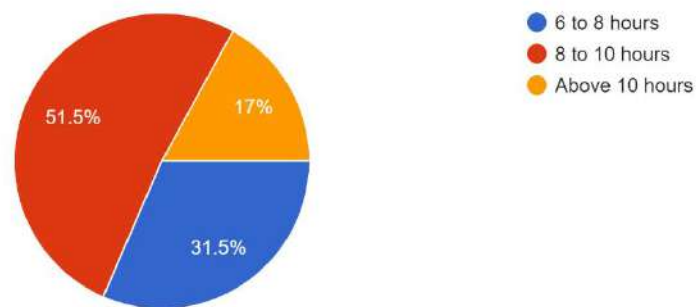


Chart 4.1.9.Working hours

Interpretation:

From the above table it is interpreted that are 31.5% 6 to 8 hours, 51.5% is 8 to 10 hours, 17% above 10 hours.

Inference:

Majority (51.5%) of the respondents are 8 to 10 hours.

Table 4.1.10.Working shift:

S.NO	WORKING SHIFT	NO.OF RESPONDENTS	PERCENTAGE
1	Day	56	58%
2	Night	73	36.5%
3	Alternatives	71	35.5%
Total		200	

Source: Primary data

You are working in
200 responses

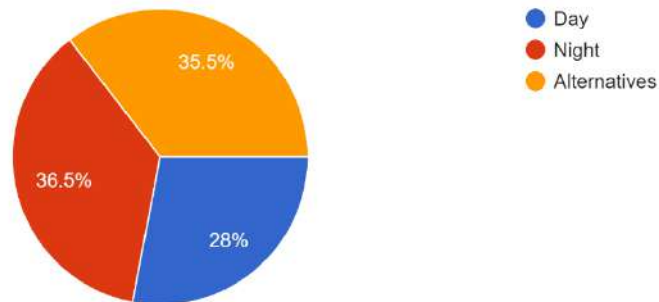


Chart 4.1.10.Working shift

Interpretation:

From the above table it is interpreted that are 58% day time,36.5% night time,35.5% alternatives.

Inference:

Majority (58%) of the respondents are day time.

Table 4.1.11.TRAVEL OF DISTANCE:

S.NO	DISTANCE TRAVELLED	NO.OF RESPONDENTS	PERCENTAGE
1	0 to 5 km	47	23.5%
2	5 to 10 km	90	45%
3	10 to 15km	49	24.5%
4	Above 15 km	14	7%
Total		200	

Source: Primary data

Distance travelled to work
200 responses

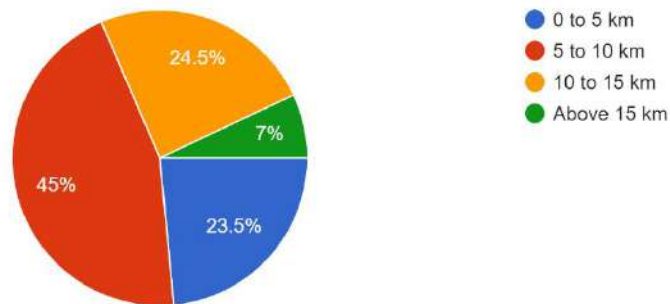


Chart 4.1.11.Travel of distance

Interpretation:

From the above table it is interpreted that are 23.5% 0 to 5 km,45% 5 to 10 km,24.5% 10 to 15km,7% above 15 km.

Inference:

Majority (45%) of the respondents are 5 to 10 km.

Table 4.1.12.Type of textile value chain:

Source: Primary data

Type of textile value chain
200 responses

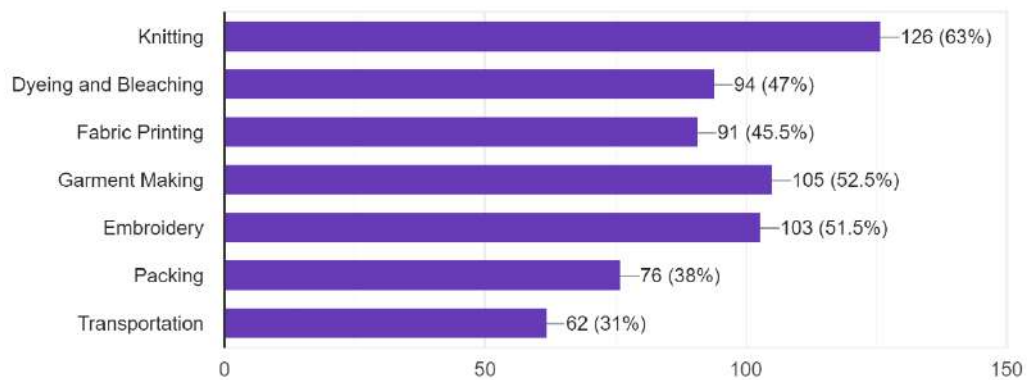


Chart 4.1.12.Type of textile value chain

Inference:

Majority (63%) of the respondents are knitting.

Table 4.1.13.Membership in trade union:

S.NO	Membership in trade union	NO.OF RESPONDENTS	PERCENTAGE
1	Member	93	46.5%
2	Non member	107	53.5%
Total		200	

Source: Primary data

Membership in trade union
200 responses

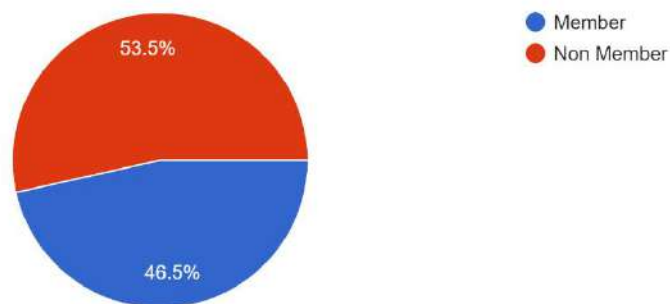


Chart 4.1.13.Type of textile value chain

Interpretation:

From the above table it is interpreted that 46.5% is member and 53.5% is non member.

Inference:

Majority (53.5%) of the respondents are non member.

Table 4.1.14.Statement of working condition

Please select what do you feel about the following statement in working conditions

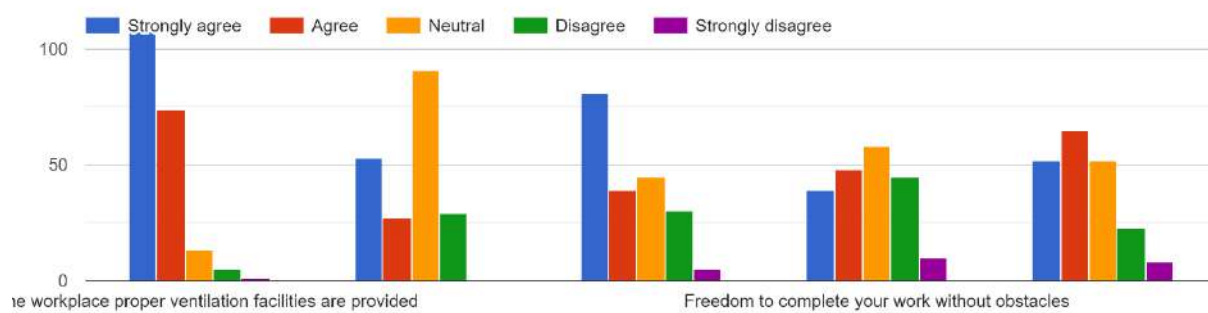


Chart 4.1.14.statement of working condition

Source: Primary data

Inference:

Majority (72%%) of the respondents are strongly agree the proper ventilation.

Table 4.1.15.Statement of health and safety provisions:

Source: Primary data

Please select what do you feel about the following statement in health and safety provisions

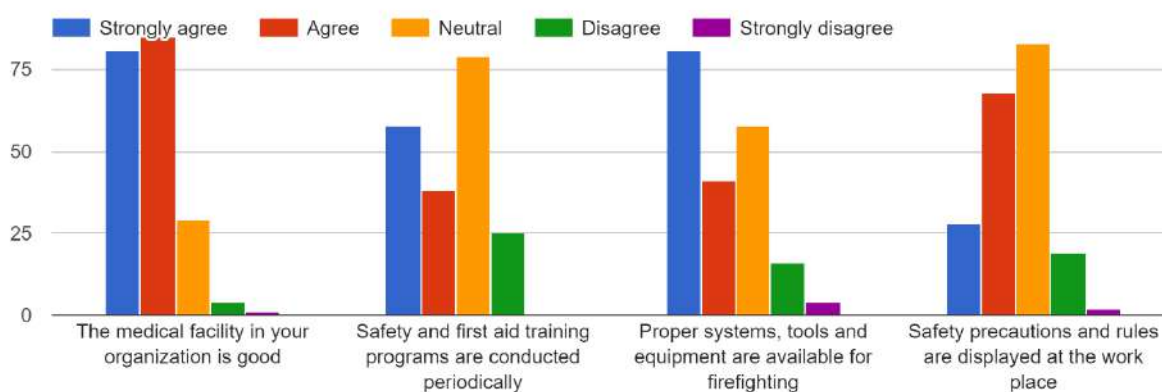


Chart 4.1.15.statement of health and safety provisions

Inference:

Majority (76%) of the respondents are strongly agree the medical facility is good.

Table 4.1.16.Statement of economic aspects:

Source: Primary data

Please select what do you feel about the following statement in economic aspects

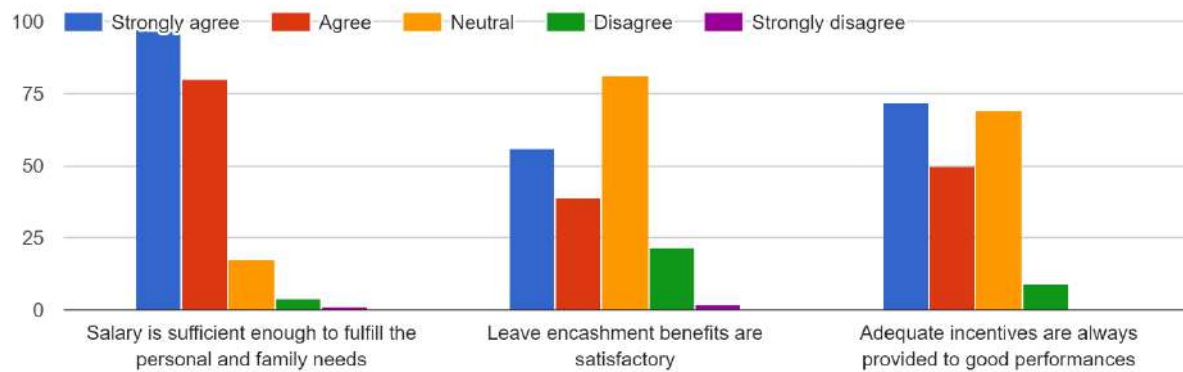


Chart 4.1.16.statement of economic aspects

Inference:

Majority (80%) of the respondents are strongly agree to fulfill there family needs.

Table 4.1.17.Statement of welfare and social security:

Source: Primary data

Please select what do you feel about the following statement in welfare and social security

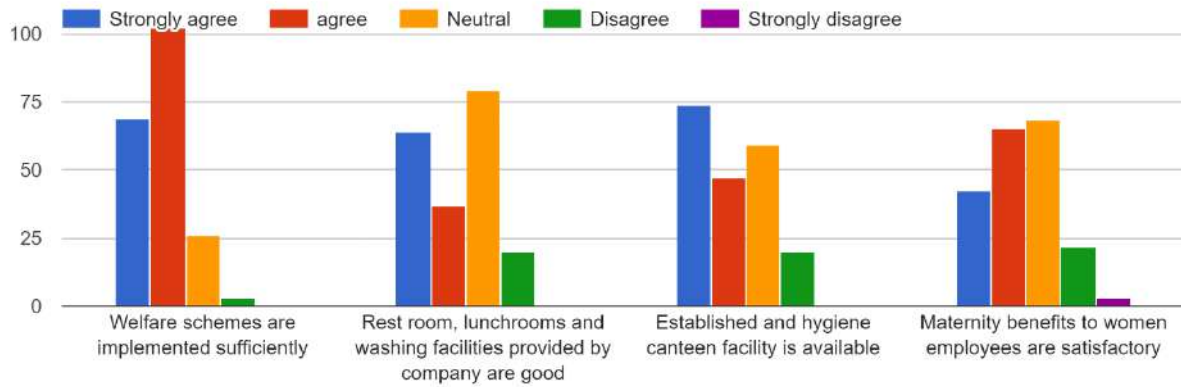


Chart 4.1.17.statement of welfare and social security

Inference:

Majority (84%) of the respondents are strongly agree the welfare schemes are implemented sufficiently.

Table 4.1.18.Statement of grievance handling system:

Source: Primary data

Please select what do you feel about the following statement in grievance handling system

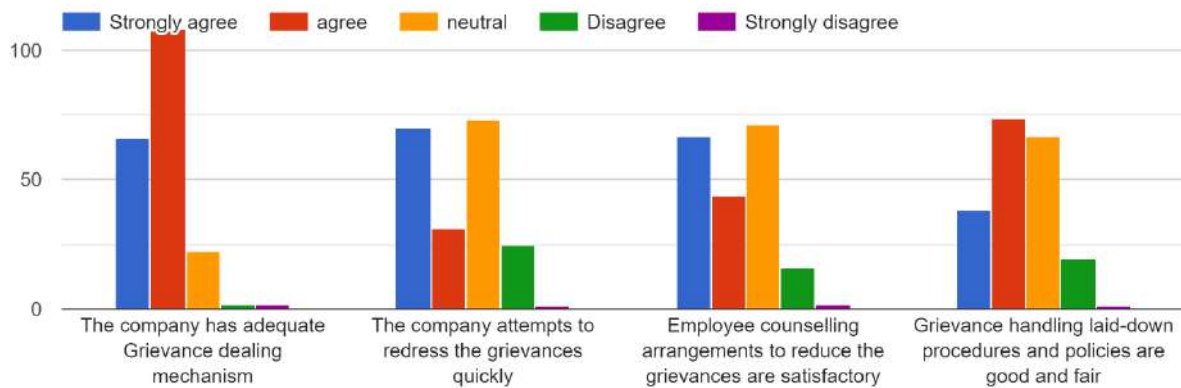


Chart 4.1.18.statement of greviances handling system

Inference:

Majority (88%) of the respondents are strongly agree the company has adequate greviances handling system.

Table 4.1.19.Statement of trade union:

Source: Primary data

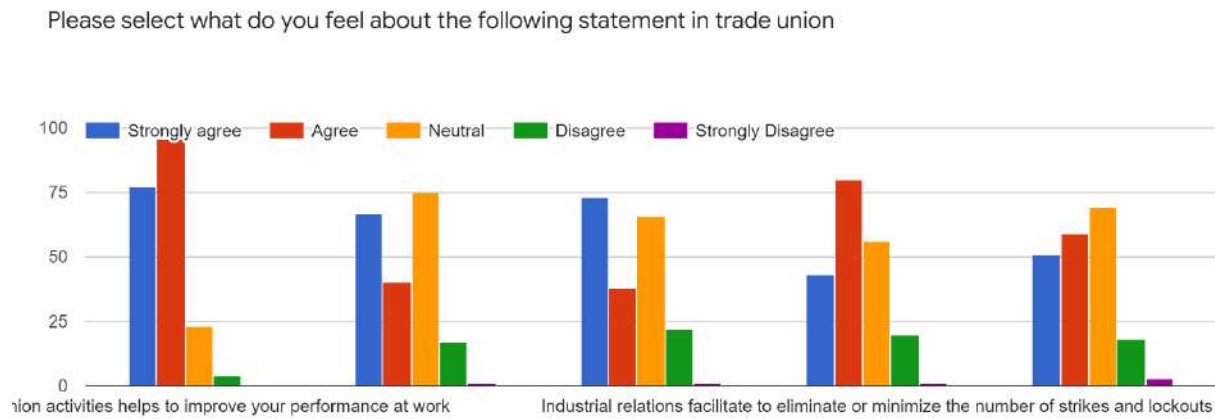


Chart 4.1.19.statement of trade union

Inference:

Majority (73%) of the respondents are strongly agree trade union activities help to increase their performance.

Table4.1.20.frequency of your physiological symptoms:

Source: Primary data

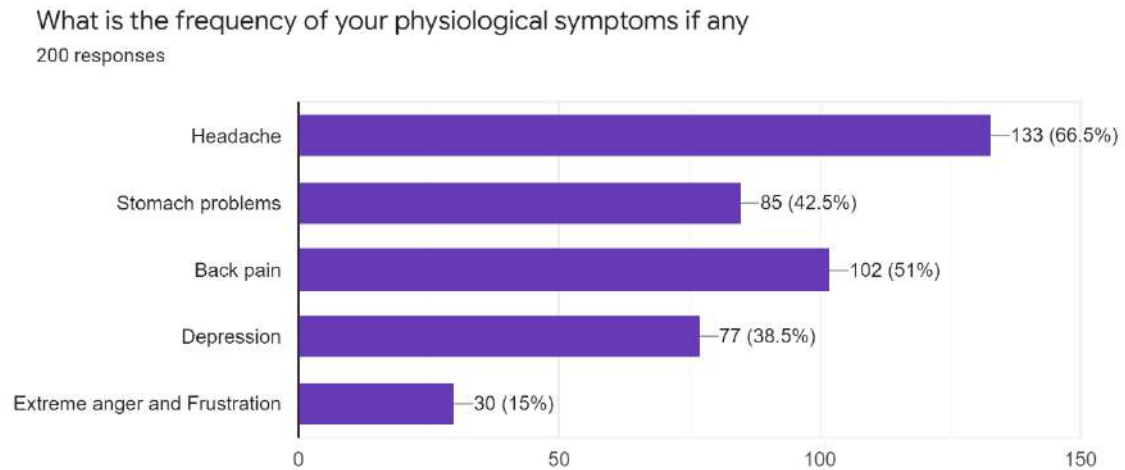


Chart 4.1.20. frequency of your physiological symptoms

Inference:

Majority (66%) of the respondents are affected by headache.

Table 4.1.21. Benefits enjoyed owing to a member of Trade Union:

Source: Primary data

what are the benefits enjoyed owing to a member of Trade Union?

200 responses

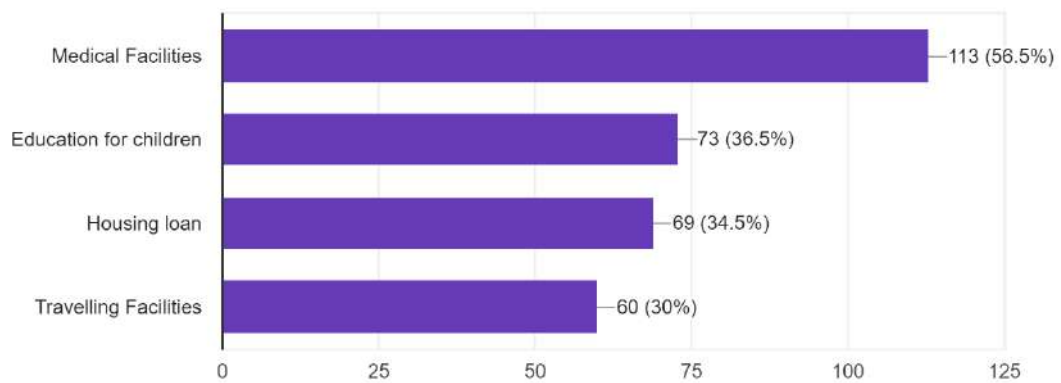


Chart 4.1.21. Benefits enjoyed owing to a member of Trade Union

Inference:

Majority (70%) of the respondents are enjoyed the medical facilities.

Table4.1.22.Handle stress situation

S.NO	Handle stress situation	NO.OF RESPONDENTS	PERCENTAGE
1	optimistically	103	53.5%
2	With help of others	46	23%
3	Depends upon level	47	23.5%
Total		200	

Source: Primary data

How do you handle stress situations

200 responses

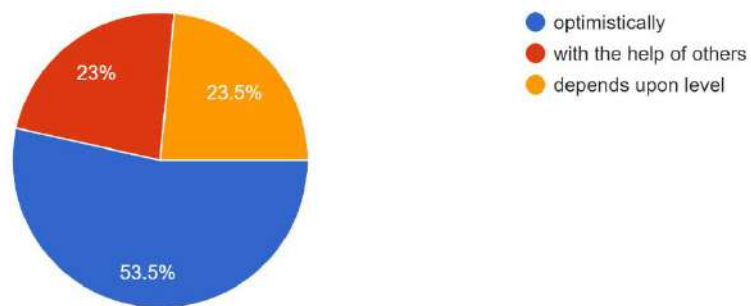


Chart 4.1.22.Handle stress situation

Interpretation:

From the above table it is interpreted that are 53.5% is optimistically, 23% is with the help of others, 23.5% depends upon level.

Inference:

Majority (53.5%) of the respondents are optimistically.

Table4.1.23.Feelings about your job

S.NO	Feelings about job	NO.OF RESPONDENTS	PERCENTAGE
1	Challenging	80	40%
2	Interesting	70	35%
3	boring	24	12 %
4	routine	26	13%
Total		200	

Source: Primary data

Feelings about your job
200 responses

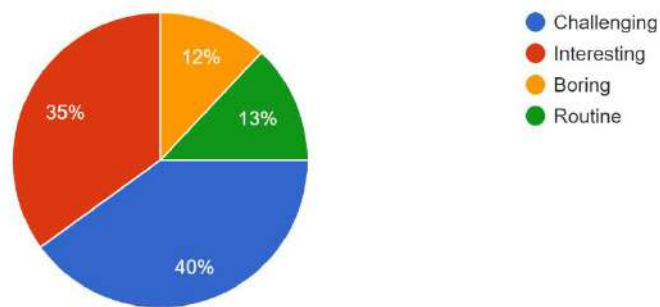


Chart 4.1.23.Feelings about your job

Interpretation:

From the above table it is interpreted that are 40% is challenging, 35% is interesting,12% is boring,13% is routine.

Inference:

Majority (40%) of the respondents are challenging.

Table 4.1.24. satisfaction level in the job

Source: Primary data

Show your satisfaction level in the job

200 responses

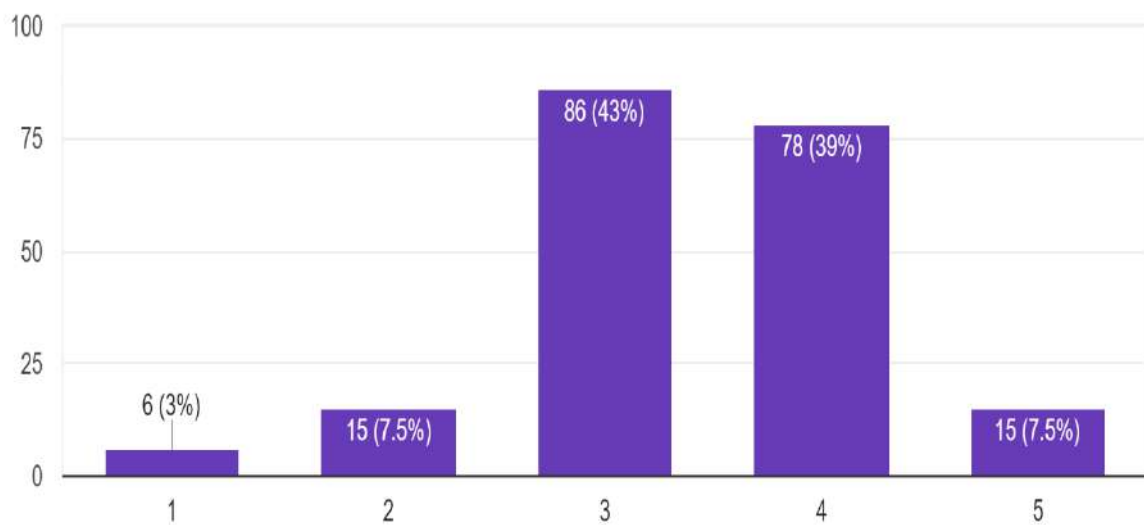


Chart 4.1.24. satisfaction level in the job

Inference:

Majority (43%) of the respondents are satisfaction in count 3.

Table4.1.25. opinion on strategies people should follow in their job to overcome stress:

S.NO	Overcome the stress	NO.OF RESPONDENTS	PERCENTAGE
1	meditation	104	52%
2	exercise	80	40%
3	Listening to music	59	29.5%
4	Playing with children	40	20%
Total		200	

Give your opinion on strategies people should follow in their job to overcome stress

200 responses

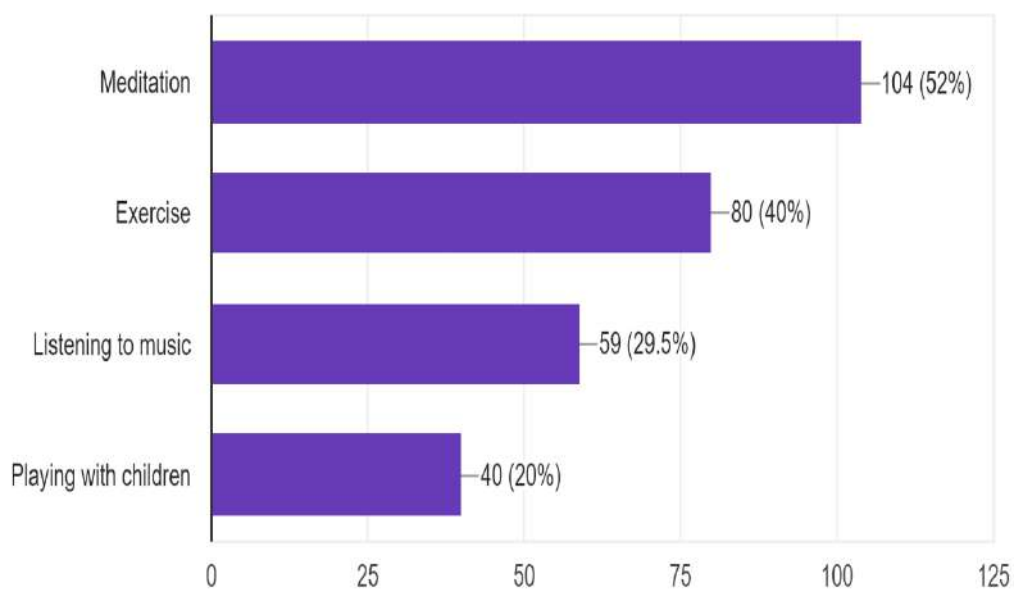


Chart 4.1.25. opinion on strategies people should follow in their job to overcome stress

Inference:

Majority (52%) of the respondents are satisfaction in meditation.

4.2.STATISTICAL ANALYSIS

4.2.1. ONE WAY ANOVA TEST:

H0(Null hypothesis)=There is no significant difference between Age and Economic aspects.

H1 (Alternate hypothesis)=There is significant difference between savings Age and Economic aspects.

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Please select what do you feel about the following statement in economic aspects [Salary is sufficient enough to fulfill the personal and family needs]	Between Groups	3.318	4	.829	1.424	.227
	Within Groups	113.562	195	.582		
	Total	116.880	199			
Please select what do you feel about the following statement in economic aspects [Leave encashment benefits are satisfactory]	Between Groups	3.403	4	.851	.784	.537
	Within Groups	211.472	195	1.084		
	Total	214.875	199			
Please select what do you feel about the	Between Groups	2.919	4	.730	.823	.512

following statement in economic aspects [Leave encashment benefits are satisfactory]	Within Groups	172.956	195	.887		
	Total	175.875	199			

Please select what do you feel about the following statement in economic aspects [Salary is sufficient enough to fulfill the personal and family needs]		
Duncan ^{a,b}		
age	N	Subset for alpha = 0.05
		1
18 to 25	27	4.22
25 to 35	68	4.24
35 to 45	51	4.35
Above 55	16	4.38
45 to 55	38	4.58
Sig.		.102
Means for groups in homogeneous subsets are displayed.		
a. Uses Harmonic Mean Sample Size = 31.218.		

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

Interpretation:

From the table 4.2.1 it is noted that the P value is greater than 0.05 for all factors, Hence the influence on age and economic aspects is significant. Hence Reject H_1 .

Please select what do you feel about the following statement in economic aspects [Leave encashment benefits are satisfactory]		
Duncan ^{a,b}		
age	N	Subset for alpha = 0.05
		1
18 to 25	27	3.56
35 to 45	51	3.57
25 to 35	68	3.60
45 to 55	38	3.61
Above 55	16	4.06
Sig.		.088
Means for groups in homogeneous subsets are displayed.		
a. Uses Harmonic Mean Sample Size = 31.218.		
b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.		

Please select what do you feel about the following statement in economic aspects [Leave encashment benefits are satisfactory]		
Duncan ^{a,b}		
age	N	Subset for alpha = 0.05
		1
Above 55	16	3.69
35 to 45	51	3.84
18 to 25	27	3.89

25 to 35	68	3.94
45 to 55	38	4.13
Sig.		.099
Means for groups in homogeneous subsets are displayed.		
a. Uses Harmonic Mean Sample Size = 31.218.		
b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.		

4.2.2. CHI SQUARE TEST:

H0(Null hypothesis)=There is no significant difference between experience and health & safety provisions.

H1 (Alternate hypothesis)=There is significant difference between experience and safety provisions.

Crosstab							
			Experience in textile industry				Total
			1 to 5 Years	5 to 10 Years	10 to 15 Years	Above 15 years	
Please select what do you feel about the following statement in health and safety provisions [The medical facility in your organization is good]	Disagree	Count	9	11	5	0	25
		Expected Count	7.1	11.5	5.5	.9	25.0
	Neutral	Count	20	41	15	3	79
		Expected Count	22.5	36.3	17.4	2.8	79.0
	Agree	Count	12	18	8	0	38
		Expected Count	10.8	17.5	8.4	1.3	38.0
	Strongly agree	Count	16	22	16	4	58
		Expected Count	16.5	26.7	12.8	2.0	58.0
Total		Count	57	92	44	7	200
		Expected Count	57.0	92.0	44.0	7.0	200.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	7.720 ^a	9	.563
Likelihood Ratio	9.452	9	.397
Linear-by-Linear Association	1.717	1	.190
N of Valid Cases	200		
a. 4 cells (25.0%) have expected count less than 5. The minimum expected count is .88.			

Interpretation:

Since p value (0.563) is greater than 0.05. we accept the null hypothesis and reject the alternate hypothesis. Hence there is significant association between experience and medical facility in your organization.

4.2.3.CORRELATION:

Correlations			
		Please select what do you feel about the following statement in grievance handling system [The company has adequate Grievance dealing mechanism]	Please select what do you feel about the following statement in grievance handling system [Employee counselling arrangements to reduce the grievances are satisfactory]
	Pearson Correlation	1	.455**

Please select what do you feel about the following statement in grievance handling system [The company has adequate Grievance dealing mechanism]	Sig. (2-tailed)		.000
	N	100	100
Please select what do you feel about the following statement in grievance handling system [Employee counselling arrangements to reduce the grievances are satisfactory]	Pearson Correlation	.455**	1
	Sig. (2-tailed)	.000	
	N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).			

Inference

Here the value of Correlation Coefficient (r) is 0.455. Hence there is positive correlation between the grievance handling mechanism and employee counselling arrangement is satisfactory in grievance handling.

CHAPTER 5

FINDINGS,SUGGESTIONS AND CONCLUSION

5.1.FINDINGS:

- Majority (52.5%) of the respondents are male.
- Majority (25.5%) of the respondents are age is 35 to 45.
- Majority (67%) of the respondents are married.
- Majority (34.5%) of the respondents are diploma.

- Majority (38%) of the respondents are own house.
- Majority (40.5%) of the respondents are 10000 to 150
- Majority (58%) of the respondents are nuclear family.
- Majority (46%) of the respondents are 5 to 10 year.
- Majority (51.5%) of the respondents are 8 to 10 hours.
- Majority (58%) of the respondents are day time.
- Majority (45%) of the respondents are 5 to 10 km.
- Majority (63%) of the respondents are knitting.
- Majority (53.5%) of the respondents are non member.
- Majority (72%%) of the respondents are strongly agree the proper ventilation.

- Majority (76%) of the respondents are strongly agree the medical facility is good.
- Majority (80%) of the respondents are strongly agree to fulfill there family needs.

- ✓ Majority (84%) of the respondents are strongly agree the welfare schemes are implemented sufficiently.
- ✓ Majority (88%) of the respondents are strongly agree the company has adequate greviances handling system.
- ✓ Majority (73%) of the respondents are strongly agree trade union activities help to increase their performance.
- ✓ Majority (66%) of the respondents are affected by headache.
- ✓ Majority (70%) of the respondents are enjoyed the medical facilities.
- ✓ Majority (53.5%) of the respondents are optimistically.
- ✓ Majority (40%) of the respondents are challenging.
- ✓ Majority (43%) of the respondents are satisfaction in count 3.

- ✓ Majority (52%) of the respondents are satisfaction in meditation.

5.2.SUGGESTIONS & RECOMMENDATIONS:

- The working environment of the textile companies has to be improved with adequate infrastructure ensuring conducive working climate which in turn would accelerate the levels of job satisfaction of employees.
- Appropriate training and development practices are needed to enable the employees to meet the upcoming challenges due to increased use of technology, stiff competition resulting from globalization and liberalization.
- An increase in the levels of perquisites and allowances is suggested in order to avoid the movement of skilled employees to other companies and retain their talents.
- It is suggested to make adequate changes in the leave provisions offered to the employees that best fits their needs.
- A system of rewards and compensation that attracts, recognizes and retains the talents commensurate with the performance is an urgent need for the textile company.
- It is suggested to install HRM audit unit in textile companies with corporate planning and strategies to attain the efficiency in vital areas of training, compensation, recruitment and promotion. As a token of recognition and to a measure of maintaining the health of textile company, personnel with potential could be given priority during promotions which would motivate the good performers to achieve expected results.
- Steps for De-bureaucratization may be employed for creating a competitive work culture and managing transformational conflict thereby preparing people for the change by transforming staff being transaction processors to business professionals is required. Today the concept of employee involvement is getting boosted up.
- The employees should be made a participant in organizational decision making process. This will certainly develop a sense of belongingness in them. Naturally,

human beings require more and more autonomy. Proper amount of autonomy should be given to employees.

- They should be assigned such tasks that call for complete involvement, challenge and risk. It will surely improve their performance also.
- Whenever an employee achieves a good task he/she should be suitably rewarded and appreciated. This will undoubtedly uplift the morale of employees and encourage them to show better performance.
- Advancement opportunities should be provided to the employees for professional as well as personal growth.

5.3. LIMITATIONS OF STUDY:

- The study is confined to Thanjavur district only
- The study is based upon the consumer quality of work life in textile industry
- The data collected for the research is fully on primary data given by the respondents. There is chance for personal bias. So the accuracy is not true
- Due to storage of time and other constraints, the study has been limited 200 respondents only.

5.4. CONCLUSION:

- ✓ This study has been conducted mainly to help the Textile Companies to know the availability of QWL to their workers to take up policy decisions and to develop a needed schemes and programmes to ameliorate Quality of Work Life.
- ✓ The study gives a comprehensive idea of path initiative model with the mediating effects of the variables Work and Total Life Space as well as Job Security. The suggestions made in the research work, it is hoped, will serve as a decision support in the improvement of the implementation of the dormant constructs Working Conditions, Health and Safety, Economic Aspects, Welfare and Social Security, Personal Growth and Career Development, Grievance Handling, Job Security, Work and Total Life Space, Social Integration at work and Social Relevance. The study has revealed that in the competitive era of industrialization, human resources are the assets of the textile companies to maximize the productivity but their QWL is under moderate level.
- ✓ Qualities of Work Life mechanisms are the essential tool to engage the employees at most in the growth and development of the textile companies and to attain the proposed target of Make in India Textile and Garments sector.
- ✓ This phenomenon not only helps to enhance the individual efficiency, but also improves the organizational effectiveness by increasing the organization's market value. Hence it can be concluded that Quality of Work Life practices are the key to enhance and for effective utilization of intellectual, technological and innovative skills of Textile workers which helps the Textile Company to sustain in the market and lead the organization to the better state.

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A STUDY ON QUALITY OF WORK LIFE AMONG TEXTILE EMPLOYEES WITH SPECIAL REFERENCES TO THANJAVUR DISTRICT

* Required

1. Name *

2. Gender *

Mark only one oval.

☐ Male

☐ Female

3. Age *

Mark only one oval.

☐ 18 to 25

☐ 25 to 35

☐ 35 to 45

☐ 45 to 55

☐ Above 55

4. Marital Status *

Mark only one oval.

☐ Married

☐ Unmarried

5. Educational Status *

Mark only one oval.

- ☐ Up to primary
- ☐ Higher Secondary
- ☐ Diploma
- ☐ Graduate

6. Place of Stay *

Mark only one oval.

- ☐ Own House
- ☐ Rental House / Room
- ☐ Company hostel

7. Monthly Income *

Mark only one oval.

- ☐ Up to 5000
- ☐ 5000 to 10000
- ☐ 10000 to 15000
- ☐ 15000 to 20000
- ☐ Above 20000

8. Type of Family *

Mark only one oval.

- ☐ Joint family
- ☐ Nuclear family

9. Experience in textile industry *

Mark only one oval.

- ☐ 1 to 5 Years
- ☐ 5 to 10 Years
- ☐ 10 to 15 Years
- ☐ Above 15 years

10. Normal Working Hours *

Mark only one oval.

- ☐ 6 to 8 hours
- ☐ 8 to 10 hours
- ☐ Above 10 hours

11. You are working in *

Mark only one oval.

- ☐ Day
- ☐ Night
- ☐ Alternatives

12. Distance travelled to work *

Mark only one oval.

- ☐ 0 to 5 km
- ☐ 5 to 10 km
- ☐ 10 to 15 km
- ☐ Above 15 km

13. Type of textile value chain *

Check all that apply.

- ☐ Knitting
- ☐ Dyeing and Bleaching
- ☐ Fabric Printing
- ☐ Garment Making
- ☐ Embroidery
- ☐ Packing
- ☐ Transportation

14. Membership in trade union *

Mark only one oval.

- ☐ Member
- ☐ Non Member

15. Please select what do you feel about the following statement in working conditions *

Mark only one oval per row.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
At the workplace proper ventilation facilities are provided	☐	☐	☐	☐	☐
Proper sanitation and toilet facilities are available	☐	☐	☐	☐	☐
The company provides adequate drinking water facilities at work place	☐	☐	☐	☐	☐
Freedom to complete your work without obstacles	☐	☐	☐	☐	☐
The working hours are very much convenient	☐	☐	☐	☐	☐

16. Please select what do you feel about the following statement in health and safety provisions *

Mark only one oval per row.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The medical facility in your organization is good	☐	☐	☐	☐	☐
Safety and first aid training programs are conducted periodically	☐	☐	☐	☐	☐
Proper systems, tools and equipment are available for firefighting	☐	☐	☐	☐	☐
Safety precautions and rules are displayed at the work place	☐	☐	☐	☐	☐

17. Please select what do you feel about the following statement in economic aspects *

Mark only one oval per row.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Salary is sufficient enough to fulfill the personal and family needs	☐	☐	☐	☐	☐
Leave encashment benefits are satisfactory	☐	☐	☐	☐	☐
Adequate incentives are always provided to good performances	☐	☐	☐	☐	☐

18. Please select what do you feel about the following statement in welfare and social security *

Mark only one oval per row.

	Strongly agree	agree	Neutral	Disagree	Strongly disagree
Welfare schemes are implemented sufficiently	☐	☐	☐	☐	☐
Rest room, lunchrooms and washing facilities provided by company are good	☐	☐	☐	☐	☐
Established and hygiene canteen facility is available	☐	☐	☐	☐	☐
Maternity benefits to women employees are satisfactory	☐	☐	☐	☐	☐

19. Please select what do you feel about the following statement in grievance handling system *

Mark only one oval per row.

	Strongly agree	agree	neutral	Disagree	Strongly disagree
The company has adequate Grievance dealing mechanism	☐	☐	☐	☐	☐
The company attempts to redress the grievances quickly	☐	☐	☐	☐	☐
Employee counselling arrangements to reduce the grievances are satisfactory	☐	☐	☐	☐	☐
Grievance handling laid-down procedures and policies are good and fair	☐	☐	☐	☐	☐

20. Please select what do you feel about the following statement in trade union *

Mark only one oval per row.

	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
Trade union activities helps to improve your performance at work	☐	☐	☐	☐	☐
Trade union helps in enhancing the morale of workers	☐	☐	☐	☐	☐
Trade union provides opportunities for promotion and growth	☐	☐	☐	☐	☐
Industrial relations facilitate to eliminate or minimize the number of strikes and lockouts	☐	☐	☐	☐	☐
Your company is providing training for skill up gradation and career development	☐	☐	☐	☐	☐

21. What is the frequency of your physiological symptoms if any *

Check all that apply.

- ☐ Headache
- ☐ Stomach problems
- ☐ Back pain
- ☐ Depression
- ☐ Extreme anger and Frustration

22. what are the benefits enjoyed owing to a member of Trade Union? *

Check all that apply.

- ☐ Medical Facilities
- ☐ Education for children
- ☐ Housing loan
- ☐ Travelling Facilities

23. How do you handle stress situations *

Mark only one oval.

- ☐ optimistically
- ☐ with the help of others
- ☐ depends upon level

24. Feelings about your job *

Mark only one oval.

- ☐ Challenging
- ☐ Interesting
- ☐ Boring
- ☐ Routine

25. Show your satisfaction level in the job *

Mark only one oval.

	1	2	3	4	5	
Highly satisfied	☐	☐	☐	☐	☐	Highly dissatisfied

26. Give your opinion on strategies people should follow in their job to overcome stress *

Check all that apply.

- ☐ Meditation
- ☐ Exercise
- ☐ Listening to music
- ☐ Playing with children

27. Please give your valuable suggestions *

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ANNEXURE – II RESEARCH ARTICLE

A STUDY ON QUALITY OF WORK LIFE AMONG TEXTILE EMPLOYEES WITH SPECIAL REFERENCES TO THANJAVUR DISTRICT

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ABSTRACT:

The study has revealed that in the competitive era of industrialization, human resources are the assets of the textile companies to maximize the productivity but their QWL is under moderate level. Qualities of Work Life mechanisms are the essential tool to engage the employees at most in the growth and development of the textile companies and to attain the proposed target of Make in India Textile and Garments sector. This phenomenon not only helps to enhance the individual efficiency, but also improves the organizational effectiveness by increasing the organization's market value. Hence it can be concluded that Quality of Work Life practices are the key to enhance and for effective utilization of intellectual, technological and innovative skills of Textile workers which helps the Textile Company to sustain in the market and lead the organization to the better state.

Keywords: *Competency, Skill, Knowledge, Abilit...*

I.INTRODUCTION:

Quality of work life refers to the level of happiness or dissatisfaction with one's career. Those who enjoy their career are said to have a high quality of work life, while those who are unhappy or whose needs are otherwise unfulfilled are said to have a low quality of work life. It covers a person's thoughts about every dimension of work including economic rewards and benefits, security, working condition, Organizational and interpersonal relationships and its intrinsic meaning in person's life. Therefore we can simply say QWL is a concern not only to improve life at work, but also life outside work.

Quality of work life is defined "as the quality of relationship between employees and total working environment". Quality of work life is related to activities which takes place at every level of an organization and simultaneously enhances human dignity and growth and also promotes greater organizational effectiveness. Quality of work life includes the process in which people at all levels work towards organizational effectiveness and thereby achieve satisfaction in work and life. Thus it is the favorableness of job environment for the people involved in it..

II.PROBLEM STATEMENT:

Before solving a problem, it is a must to understand and agree on exactly what the problem is. Employees at the grass-root level experience a sense of frustration because of low level of wages, poor working conditions, unfavorable terms of employment, inhuman treatment by their superiors and the like; whereas managerial personnel feel frustrated because of alienation over their conditions of employment, interpersonal conflicts, role conflicts, job pressures, lack of freedom in work, absent of challenging work etc. Quality of work life is a generic phrase that covers a person's feelings about every dimensions of work including economic rewards and benefits, security, working conditions, organizational and interpersonal relations and its intrinsic meaning in the person's life.

In this context, it is relevant to make an attempt to study the problems related to quality of work life which may help the industries to drastically reduce the attrition rate and to provide job satisfaction to their employees of these industries. They may feel that their companies are not providing adequate measure to balance their work and personal life and are struggling to provide a comfortable climate for the employees to attain the quality of work life.

III. REVIEW OF LITERATURE

Nitish (2016) conducted study “New forms of Work Organization in India”, in this study points out that quality of work life is a barometer measuring the extent to which society is free from the exploitation, injustice, inequality, oppression and restrictions on the continuity of growth of human and heading for its full development.

Sanyal et. al. (2018), analysed the conceptual aspect of improving quality of life in working environment in Rashtriya Chemicals and Fertilizers Ltd., confirmed that the perspective of improving the quality of work life is necessarily concerned with the improving of work satisfaction of employees and it should be an effective corporate motivational strategy. It is sought to be achieved through re-orientation, redesigning and restructuring of job content which would be closely related to the concept of Human resource Development (HRD).

Jain (2017) has made an attempt to identify the potential dimensions of Quality of Work Life in the sample unit for all hierarchical levels in a large private industry and to study the quality of Work Life at various hierarchical levels for understanding different effect of Quality of Work Life dimensions. The major dimensions include; Adequate Income and Fair Compensation, Safe and Healthy Working Conditions, Immediate Opportunities to use human capacities, opportunity for Continued Growth and Security, Social Integration in the work organisation, Constitutionalism in work organisation, Work and Total Life Space, and Social Relevance of Working Life. On the hierarchical effects of QWL, it was found that there were differences at various hierarchical levels of the organisation in perceiving their working life.

Subrathesh Ghosh (2019) conducted a study on enhancement of QWL in the organization at micro level in India. The concept of QWL adopted covered all possible aspects of work related life including work-environment, job enrichment and employee participation in management, wages, benefits and welfare services, career outlook and human relations etc. The organizational support and top management commitment to QWL were useful to the growth of high level of QWL

Ghosh (2019) executed a study to find out the factors

that will help to improve the Quality of Work Life at micro level. This study was conducted with the intention to develop a tool for the appraisal of Quality of Work Life. The primary data have been collected from the randomly selected public and private ventures that engaged in manufacturing, mining, power generation and service sectors. These studies categorises the management perception regarding the significance of Quality of Work Life and organisational supportive activities of management and its involvement in Quality of Work Life programmes. From the result he suggested that the organizational effectiveness improvement is directly related to the implementation of better Quality of Work Life programmes.

Gani (2016) pointed that the essence of the Quality of Work Life concept is the value of treating the worker as a human being and emphasizing changes in the socio-technical system of comprehensive improvement in physical and psychological working environment, design and redesign of work practices, hierarchical structure and the production process imported with the active involvement of workers in decision making.

Seema et. al. (2020) revealed that the value of work perceived, work climate, work life balance and satisfaction on the relationships of life were the important factors which constructed work attitudes and employee perception of the overall Quality of Work Life.

MATERIALS AND METHODS:

A. RESEARCH DESIGN

The study deployed quantitative research design of 200 respondents. In the initial stage of the research, an exploratory design was carried out by survey and review of literature for the purpose of stating the research problem, identifying the variables and to formulate the working hypotheses.

B. OBJECTIVES OF THE RESEARCH

- *To study the Socio-demographic factors of employees in select Textile Companies in Thanjavur District.*
- *To identify the factors influencing the quality of work life of employees in select Textile Companies in Thanjavur District.*

- To measure the employees perception on quality of work life in Textile Companies in Thanjavur District.
- To offer suggestions to improve the quality of work life of employees in Textile Companies.

C. SAMPLING DESIGN

The sample size is 200. For selecting the respondents, the convenience sampling technique is used, as convenience sampling attempts to obtain a sample of convenient elements. Often, respondents are selected based on the ease of the access and because they happen to be in the right place at the right time. In this type of sampling the researcher judges the nature of the sample and the sampling area.

D. DATA COLLECTION DESIGN

Data collection is the term used to describe a process of preparing and collecting data.

- Primary Data – A survey questionnaire was designed and distributed to the respondents at their workplace. All the information and data were primarily collected through a survey questionnaire. Admittedly, the method is time consuming and costly.
- Secondary Data - Websites and online journals, Published reports & Review of literature from published articles

D. STATISTICAL TOOLS

The main tools used for statistical analysis is hypothesis testing analytical tools such as **Chi-square test, Anova test and Correlations.**

IV. DATA ANALYSIS:

TABLE.1. Table indicating the age

Age	No of Respondents	Percentage
18-25	27	13.5%
25-35	68	34%
35-45	51	25.5%
45-55	38	19%
Above 55	16	8%
Total	200	100%

It is inferred from table and fig 1 that majority (34%) 68 of the respondents are into 25 -35 age group.

FIG.1. Chart representing the Age

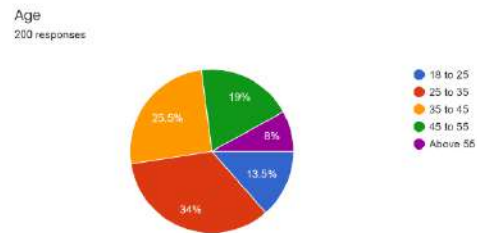


TABLE.2. Table indicating the gender

Particular	No of respondents	Percentage
Male	105	52.5%
Female	95	47.5%
Total	200	100

It is inferred from table and fig 2 that majority (52.5%) 105 of the respondents are Male.

FIG.2. Chart representing the gender

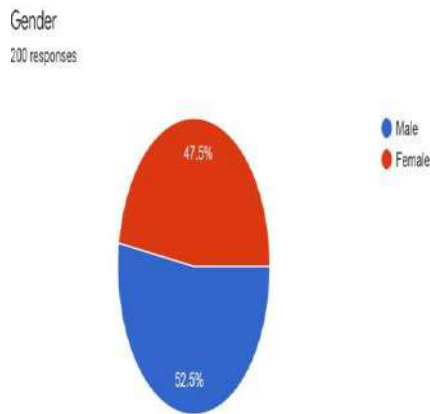


TABLE.3. Table Indicating the Marital status

Particular	No of Respondents	Percent age
Married	134	67%
UnMarried	66	33%
Total	200	100

It is inferred from table and fig 3 that majority(67%) 134 of the respondents are married.

FIG.3. Chart representing the marital status

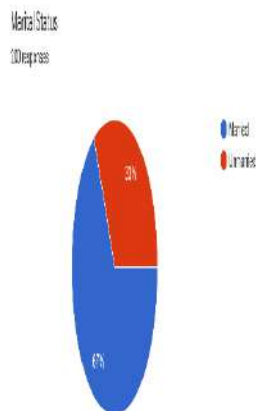


TABLE.4. Table Indicating the travel of distance

Particular	No of Respondents	Percentage
0 to 5 km	47	23.5%
5 to 10 km	90	45%
10 to 15 km	49	24.5%
Above 15 km	14	7%
Total	200	100

It is inferred from table and fig 4 that majority (45%) 90 of the respondents are travelling 5 to 10 km.

FIG.3. Chart representing the marital status

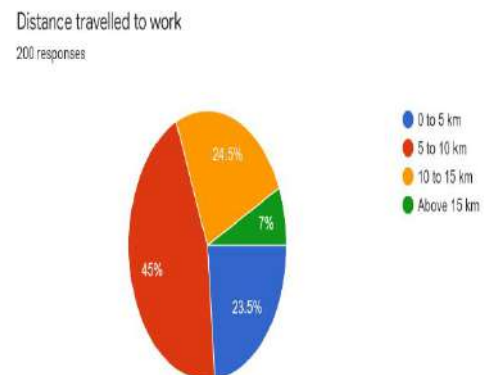
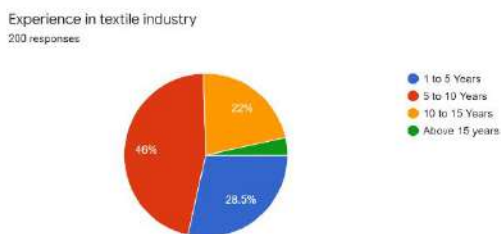


TABLE.5 Table Indicating the Income Status

Particular	No of Respondents	Percentage
Upto 5000	12	6%
5000 to 10000	45	22.5%
10000 to 15000	81	40.5%
15000 to 20000	42	21%
Total	200	100

It is inferred from table and fig 4 that majority (40.5%) 81 of the respondents are getting 10000 - 15000 as income

FIG.5. Chart representing the Income



economic aspects [Salary is sufficient enough to fulfill the personal and family needs]	Total	116.880	199			
Please select what do you feel about the following statement in economic aspects [Leave encashment benefits are satisfactory]	Between Groups	3.403	4	.851	.784	.537
	Within Groups	211.472	195	1.084		
	Total	214.875	199			
Please select what do you feel about the following statement in economic aspects [Leave encashment benefits are satisfactory]	Between Groups	2.919	4	.730	.823	.512
	Within Groups	172.956	195	.887		
	Total	175.875	199			

Table.6. Table Indicating one way anova

Aim : ANOVA for significance of difference between employees textile in age and economic aspect

Null Hypothesis H0: There is no significant difference between Age and Economic aspects.

Alternative Hypothesis H1: There is significant difference between savings Age and Economic aspects.

Note: 1. ** Denotes significant at the 1 % level.

2. * Denotes significant at the 5 % level.

From the table 4.2.1 it is noted that the P value is greater than 0.05 for all factors, Hence the influence on age and economic aspects is significant. Hence Reject.

ANOVA						
		Sum of squares	df	Mean Square	F	Sig.
Please select what do you feel about the following statement in	Between Groups	3.318	4	.829	1.424	.227
	Within Groups	113.562	195	.582		

V.RECOMMENDATIONS

- The working environment of the textile companies has to be improved with adequate infrastructure ensuring conducive working climate which in turn would accelerate the levels of job satisfaction of employees.
- The working environment of the textile companies has to be improved with adequate infrastructure ensuring conducive working climate which in turn would accelerate the levels of job satisfaction of employees

VI.LIMITATIONS

- ✓ The study is confined to Thanjavur district only
- ✓ The study is based upon the consumer quality of work life in textile industry
- ✓ The data collected for the research is fully on primary data given by the respondents. There is chance for personal bias. So the accuracy is not true
- ✓ Due to storage of time and other constraints, the study has been limited 200 respondents only.

VII.CONCLUSION

The study gives a comprehensive idea of path initiative model with the mediating effects of the variables Work and Total Life Space as well as Job Security. The suggestions made in the research work, it is hoped, will serve as a decision support in the improvement of the implementation of the dormant constructs Working Conditions, Health and Safety, Economic Aspects, Welfare and Social Security, Personal Growth and Career Development, Grievance Handling, Job Security, Work and Total Life Space, Social Integration at work and Social Relevance. The study has revealed that in the competitive era of industrialization, human resources are the assets of the textile companies to maximize the productivity but their QWL is under moderate level.

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