

THE STUDY ON THE QUALITY OF WORK LIFE IN IT INDUSTRY

**Submitted in partial fulfilment of the requirements for the award of
Bachelor of Business Administration**

By

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**DEPARTMENT OF BUSINESS ADMINISTRATION
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

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DEPARTMENT OF BUSINESS ADMINISTRATION

BONAFIED CERTIFICATE

This to certify that this Project Report is the bonafide work of SRI HEMANATH M (39280093) Who carried out the project entitled "THE STUDY ON THE QUALITY OF LIFE IN IT INDUSTRY" student of Sathyabama Institute of Science and Technology under my supervision from January 2022 to March 2022.

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EXTERNAL GUIDE

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Submitted for Viva voce Examination held on _____

INTERNAL EXAMINER

EXTERNAL EXAMINER

DECLARATION

I SRI HEMANATH M (39280093) hereby declare that the Project Report entitled THE STUDY ON THE QUALITY OF LIFE IN IT INDUSTRY Student of SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY done by me under the guidance of Dr. PRINCY, MBA, PhD at SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY, CHENNAI is submitted in partial fulfilment for the requirements for the award of Bachelor of Business Administration degree.

DATE:

PLACE:

SIGNATURE OF THE CANDIDATE

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SRI HEMANATH M

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ABSTRACT

Quality of work life refer to the level of happiness or dissatisfaction with one's career. There is an attempt to look into the Quality of Work Life among employees in **IT INDUSTRY**. The research design chosen is descriptive in nature. The sample size taken to conduct the research is 111 employees. For this study, the sampling technique chosen is convenience sampling. Structured questionnaire was used for primary data collection. Secondary data was collected from earlier research work, various published journals, websites and online articles. Simple Percentage is the tool used for data analysis. The investigation has remarkably pointed out that the Quality of Work Life factors such as pay package, health and safety in the work environment, training and development, organisational environment and stress involved in the work. This study also covers the employees' overall satisfaction in the organisation from all the aspects.

CHAPTER 1

1.1 INTRODUCTION

CONCEPT OF QUALITY OF WORK LIFE

Quality of work life (QWL) can be defined as an extent to which an employee is satisfied with personal and working needs through participating in the work place while achieving the goals of the organisation.

FACTORS INFLUENCING QWL

1. Work Environment:

Working environment is a place in which one works. It is a social and professional environment in which employees are supposed to interact with a number of people, and have to work with co-ordination in one or the other way. Safe and healthy working conditions ensure good health, continuity of services, decreased bad labour management relations. A healthy worker registers a high productivity. Employees are cheerful, confident and may prove an invaluable asset to the organisation if the working environment is good. It consists of safe physical and mental working situation and determining reasonable working hours.

2. Organisation culture and climate:

Organisation culture is a set of properties and organisation climate is a collective behaviour of the people that are part of an organisation values, vision, norms, etc. promotion opportunities, promotion and reward evaluation criteria used are both under the direct control of an organisation and subject to the organisation's policies.

3. Relation and co-operation:

Relation and cooperation are a communication between management and employees, concerning workplace decision, conflicts and problem resolving. Work and career are typically pursued within the framework of social organisation and the nature of personal relationship becomes an important dimension of quality of work life. Acceptance of the workers is based on skills, work related traits, abilities and potential without considering the race, sex, physical appearance, etc.

4. Training and development:

Training and development are an organisation activity aimed at bettering the performance of individual and groups. QWL is ensured by the opportunities provided by the job for the development of the employees and encouragement given by the management to perform the job, having good conditions to increase personal empowerment and skills.

5. Compensation and rewards:

Compensation and rewards are motivational factors. The best performer is given the rewards, and this builds the competitions among the employees to work hard and to achieve both organizational and individual goals. The economics interests of employees drive them to work and employee satisfaction dependent to some extent on the compensation offered. Pay should be fixed on the basis of the work done, individual skills, responsibilities undertaken, performance and accomplishments.

6. Facilities:

Facilities play major role in actualization of the goals and objectives by satisfying both the physical and emotional needs of the employees. Facilities includes food service, transportation, security, etc. Many employees have found it beneficial to allow alternate work arrangement for their employees. This is one method to increase employee productivity and morale. The alternate work arrangements to the employees include flexible working hours, shorter or no commute, and secure working environment.

7. Autonomy of work:

In autonomous work groups, employees are given the freedom of decision making. Working themselves plan, co-ordinate and control work related activities. It also includes different opportunities for personnel such as independency at work and having the authority to access the related information for their task.

Employee satisfaction

Job satisfaction or **employee satisfaction** is a measure of workers' contentedness with their job, whether or not they like the job or individual aspects or facets of jobs, such as nature of work or supervision. Job satisfaction can be measured in cognitive (evaluative), affective (or emotional), and behavioural components. Researchers have also noted that job satisfaction measures vary in the extent to which they measure feelings about the job (affective job satisfaction). or cognitions about the job (cognitive job satisfaction).

The importance of satisfaction

The influence of employee satisfaction on employee performance is clear. Satisfied employees feel good about themselves and because of this are better able to perform and communicate.

If someone feels as if he cannot work well, he can react in three ways.

1. The first reaction is withdrawal. For example, arriving late, being absent or resigning.
2. An employee can also react to dissatisfaction with a passive and uninterested attitude.
3. Finally, a possible response to dissatisfaction is assertiveness or aggression, which results in actual damage.

These reactions show that dissatisfaction has negative consequences for an organisation. Employee satisfaction is thus of vital importance for your organisation's success. It is an essential means of achieving your organisational goals.

Satisfaction as a multi-dimensional concept

Even though satisfaction can be regarded as a whole, in studies attention is usually paid to the different dimensions of employee satisfaction, such as colleagues, managers, remuneration and working conditions.

An employee can experience different levels of satisfaction in relation to the different dimensions. The dimensions of satisfaction can be represented as a tree structure. Judging a certain dimension negatively does not mean that everything will be negatively judged. In satisfaction studies the following organisational dimensions are standard. Of course, within these dimensions further elaboration is possible.

An employee can be dissatisfied with his salary but satisfied with his working conditions and colleagues. If this employee, consciously or unconsciously, attaches more value to working conditions and colleagues than to salary, then in general he will be satisfied.

1.2 INDUSTRY PROFILE:

Information technology is the use of computers to store, retrieve or manipulate data or any other information. In context of business operations, it is used as collection of information systems, communication systems and computer systems which includes hardware, software and peripheral equipment's

The information technology industry is comprised of companies that produce software, hardware or semiconductor equipment, or companies that provide internet.

1.3 OBJECTIVE OF THE STUDY:

PRIMARY

- To study the quality of work life of employees in **IT INDUSTRY**

SECONDARY

- To assess the factors affecting the quality of work life.
- To study the impact of stress on the quality of work life of employees.
- To determine the level of employees' satisfaction in the organisation.
- To provide suggestion for the improvement of the quality of working environment.

1.4 NEED FOR THE STUDY:

- Though monetary aspects play an important role in motivating employees, organization around the world have come to understand that there are many other aspects that contributes better employee performance. It is these aspects that form the basis for this study.
- In particular this study aims to identify the various tangible and intangible aspects that contribute to the quality of the work-place. It is very important for an organization to create a very conducive working environment for employees. This study also spots out the impact of stress on quality of work life.
- This study is needed to ensure that all employees are performing at their peak potential, free from stress and strain, and to ensure all their needs are fully satisfied which leads to employee satisfaction. This study will be used as feedback from employees to know their current perspective of workplace and also to identify the areas of improvement for the organization.

1.5 SCOPE OF THE STUDY:

- This study can be helpful to the management to improve its core weakness by the suggestions and recommendations prescribed in the project.
- The survey consists of a sample of 111 employees. The survey covered the employees of the IT organizations
- Data used in the project are primary in nature

- The study provides a base for understanding the employee problems and provides possible remedies for it.

1.6 LIMITATIONS OF THE STUDY:

- Workers are unwilling to spare time for interview. The workers fear answering questions straightforwardly. The study purely for academic purpose and is not an exhaustive one.
- Due to time constraints during the data collection, the sample size was restricted to 195 employees.
- Since the study deals with the sensitive area of the organisation, it is difficult to extract accurate information from the employees.

CHAPTER 2

2.1 REVIEW OF LITERATURE

1) Vikram Singh, Suresh Choudhary

A study on quality of work life among private sector banking employees. The aim of this study was to determine the Quality of Work Life (QWL) among Private sector banking employees. The investigation has remarkably pointed out that the major factors that influence and decide the Quality of Work Life are attitude, environment, opportunities, nature of job, people, stress level, career prospects, challenges, growth and development and risk involved in the work and rewards in private banking sector. As a direct relationship exists between human resource management approaches and the quality of work life, a successful key of any organization is to improve the employees work life quality. This research also analyses the work life of employees in Private Sector Commercial Banks.

2) Mohammad Baitul Islam

Factors Affecting Quality of Work Life: An Analysis on Employees of Private Limited Companies in Bangladesh. This research study attempted to find out the factors that have an impact and significance influence on quality of work life of employees in private limited companies of Bangladesh. To begin with the factors are identified through literature review and current context of Bangladesh. Seven factors were found and quantitative research was done. After developing a questionnaire, survey was conducted among 100 employees. The outcome of the research is that six out of seven factors (work load, family life, transportation, compensation policy and benefits, working environment, working condition and career growth) have significant influence on quality of work life. The study concluded that an appropriate organization culture, compensation policy, career growth and relative facilities can lead to a satisfied employee mindset which ensure the overall organization productivity.

3) Shefali Srivastava, Roma Kanpur

A Study on Quality of Work Life: Key Elements & It's Implications. it has been observed that stress management has become one of the most substantial concepts in the professional environment. It is also seen that working efficiency has degraded to some extent as professionals are unable to maintain a balance between their personal and professional lives. This difference has made organizations to formulate such policies that lead to better job performance which results in job satisfaction moreover employee satisfaction. This degree of satisfaction has been referred to as QUALITY OF WORK LIFE. Quality of work life is a process in an organization which enables its members at all levels to participate actively and effectively in shaping organizational environment, methods and outcomes. This study focuses on the subjective matter of QWL i.e. its key elements like job security, job performance, employee satisfaction etc.

4) Mr. Borugadda Subbaiah, Mr. K. Srinivas

The focus of this paper concerns a study of the quality of work life for the employees of Air India Ltd., The aim of the paper is to determine whether and how the quality of work life affects the satisfaction level of employees of Air India Ltd., employees and the implications of these findings suggest that quality of work life in Air India Ltd., can be enhanced by these factors as "Adequate Fair Compensation", "Safe & healthy working conditions", "Opportunities to use & develop human capacity", "Opportunity for career growth", "relief and stress", involvement of decision making g process" "Constitutionalism in work organization", "skill and ability" and " job security".

5) Dr. Budheshwar Prasad Singhrau, (Ms.) Vanita Kumari Soni

Quality of Work Life: A Case Study on Hospital Staff of Chhattisgarh. Every employee should have a sense of raised morale, enthusiasm which he / she tries to define as quality of work life, which is a measure of standard of services / privileges which he / she receives from the employer / company / institution

for the services to the company. The quality of work life is a driving force for the employee which he / she receives in return, raises his / her morale and thus the production of the company. So indirectly every employer should try to improve the quality of work life so as to improve the production and for retaining the skilled / well trained employees in his / her institution. Primary data has been collected through self-structured questionnaire from 351 employees working in government hospitals of Bilaspur and Durg divisions of Chhattisgarh. The various job characteristics like Good Quality of Work Life, Ability to take care of Family Members, Enjoy Leave /

Vacations, Appreciation for Good Work, Respect by Family and Friends towards Respondent's Profession and Time Spent with Family are greatly influenced by the Nature of the job, Salary and Age of the respondents. Overall the employees are satisfied with the quality of work life provided to them by the institute.

6) P. Rathamani and Dr. Rameshwari Ramchandra

A Study on Quality of Work Life of Employees in Textile Industry – Sipcot, Perundurai. QWL aims at to meet the twin goals of enhanced effectiveness of organization and improved quality of life at work for employees. The study focused on the factor influences QWL of employees, level of satisfaction of employees on present level of QWL and the influence of QWL. 50 employees of textile units of equal capacity have taken as samples. Motivational insights are the important factor that influences the QWL of employees and their life. Higher compensation has been prime expectation of the employees to improve their life. QWL of employees had an influence on the employees' productivity.

7) M. Kavitha, Anupreeti.T& Janani Prabha.S

A Study on Quality of Work Life among Employees in It Sector. The term quality of work life refers to the favourableness or unfavourableness of a total job environment for people. The main aim of this study is to know employees

balance their life and to identify health determinants in working life among employees. For this purpose, quality of work life is measured by taking into account of employees' Health and safety, Work Environment, Job satisfaction, Motivation, Job Designing and Term Effectiveness. The sample size for this study was 50 and primary data was collected from employees' working in IT companies. From this study work environment, job analysis, satisfaction and motivation are the four major determinants of quality of work life which play the vital role for employees' better performance in the organization.

8) Mrs.B. Renuka Devi, Dr.O.M. Hajamohideen

A Study on Quality of Work Life among Nurses Working in Private Hospitals a Thanjavur, Tamilnadu. A high quality of work life (QWL) is a crucial issue for health care facilities to have qualified, dedicated, and inspired employees. Among different specialties in health care settings, nurses have a major share among other health care providers. So, they should experience a better QWL to deliver high-quality holistic care to those who need help. Objective. To determine the quality of nursing work life among nurses working in selected private hospitals at Thanjavur. A cross-sectional study was conducted on 253 nurses of five hospitals. A multinomial logistic regression model was fitted to identify significant predictors of quality of work life using SPSS version 21. Results. The study showed that 67.2% of the nurses were dissatisfied with the quality of their work life. We found that educational status, monthly income, working unit, and work environment were strong predictors of quality of work life among nurses ($p < 0.05$). Conclusion. Significant proportions of the nurses were dissatisfied with the quality of their work life. The findings in this study and studies reported from elsewhere pinpoint that perception of nurses about the quality of their work life can be modified if health care managers are considerate of the key issues surrounding QWL.

9) Md. Enamul Haque, Md. Sohel Rana & Md. Zainal Abedin

Assessing the Quality of Work Life of Garment Workers in Bangladesh: A Study on Garment Industries in Dhaka City. This paper caters to assess the satisfaction level of garment workers with their quality of work life highlighting the garments inside the Dhaka city in Bangladesh. The study includes 20 garment industries in Dhaka city at random using lottery technique. Approximately 12 workers have been selected from each of the factories. Data have been collected using a structured questionnaire. The research factors include compensation, job security, and work load, career growth opportunity, working environment, job design, informal relationship and participation in decision making. The study analysed the data obtained from the self-completion questionnaire. The analysis contains some statistical measurements as, mean, standard deviation, and variance along with a frequency distribution table for each data set. The findings indicate that the employees working in garments sector neither disagree nor agree with their quality of work life initiatives by authority of the garments and their quality of work life is tending toward the 'somewhat agree' stance. The ending up of the study highlights suggestions recommended by the respondents.

10) Dr. Satheesh Varma M

Quality of Work Life and Work Motivation among Garment Sector Executive Employees. The study investigated the relationship between work motivation and quality of work life among garment sector executive employees. Quality of work life conditions and feelings were the independent variables of the study. Autonomy, work speed and routine, task related interaction, personal growth and opportunity, and work complexity were the sub factors of quality of work life conditions. Work motivation was the dependent variable of the study and was

defined in terms of satisfaction in six areas i.e., dependence, organizational orientation, work group relations, psychological work incentives, material incentives and job situation. The study adopted convenient sampling method for data collection. The total sample of the study consisted of 31 executive employees of a major garment manufacturing unit in the city of Bangalore. The hypotheses of the study were tested using Pearson's product moment correlation. Results indicate that other than the relationship between few of the sub factors of both variables total quality of work life condition and feelings are not related with total work motivation.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH METHODOLOGY:

Research methodology is a way to systematically solve the research problem. The procedure using, which researchers go about their work of describing, explaining and predicting phenomena, is called Methodology. Methods comprise the procedures used for generating, collecting and evaluating data. Methods are the ways of obtaining information useful for assessing explanation.

3.2 RESEARCH DESIGN:

The type of research taken for the study is descriptive in nature.

3.3 DATA COLLECTION:

The data are collected through primary and secondary sources.

A) PRIMARY DATA:

Primary data was collected through survey of employees who are working in **IT INDUSTRY**.

B) SECONDARY DATA:

Secondary data was collected from journals, articles and websites.

3.4 RESEARCH INSTRUMENTS:

The instrument used to conduct the research was through questionnaire. The questionnaire was structured with close ended questions and Likert scale questions.

Sample Size: The sample size is 111

3.5 SAMPLING DESIGN:

Convenience sampling was used in this study, which does not afford any basis for estimation. It is a non-probabilistic sampling method.

3.6 Tools for analysis:

The collected data has been processed with the help of appropriate statistical tools. The statistical tools were selected on the basis of the objectives of the study and also the nature of data included for the analysis.

CHAPTER 4

ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1 AGE OF RESPONDENT

Age	Frequency	Percentage
20-25 years	82	73.9
26-30 years	15	13.5
31-35 years	3	2.7
35-40 years	3	2.7
Above 40 years	8	7.2
Total	111	100

Age

111 responses

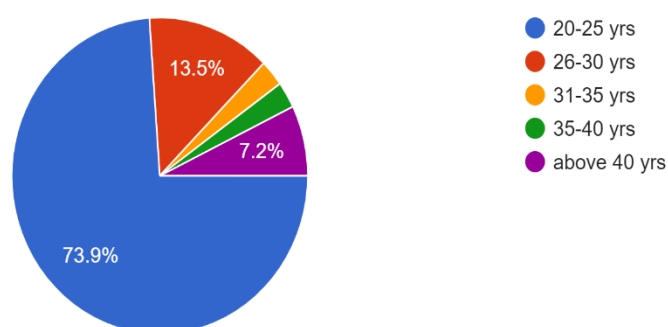


Chart 4.1.1 Age of the respondents

Interpretation:

From the above table it is interpreted that the number of respondents for 20-25 is 73.9%, 26-30 is 13.5%, 31-35 is 2.7%, 35-40 is 2.7% and above 40 is 7.2%.

Inference:

Majority (73.9%) of the respondents age is between 20-25 years.

Table 4.1.2 Gender of the respondents

Gender	Frequency	Percentage
Male	46	41.4
Female	65	58.6
Total	111	100

Gender
111 responses

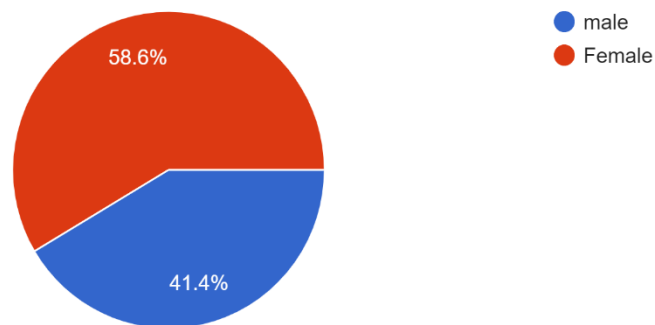


Chart 4.1.2 Gender of the respondents

Interpretation:

From the above table it is interpreted that 46 (41.4%) respondents are male and 65(58.4%) Respondents are female.

Inference:

Majority (58.1%) of the respondents are female.

Table 4.1.3 Marital status of the respondents

Marital status	Frequency	Percentage
Married	25	22.5
Single	86	77.5
Total	111	100

Marital status
111 responses

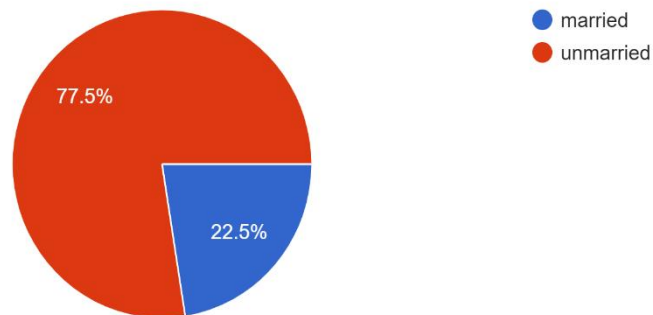


Chart 4.1.3 Marital status of the respondents

Interpretation:

From the above table it is interpreted that 25(22.5%) respondents are married and 86(77.5%) respondents are unmarried.

Inference:

Majority (77.5%) of the respondents are unmarried.

Table 4.1.4 Work experience of the respondents

Work experience	Frequency	Percent
<1yr	61	55
2yrs-5yrs	34	30.6
6yrs-10yrs	12	10.8
10yrs-15yrs	3	2.7
> 15yrs	1	0.9
Total	111	100

Work experience
111 responses

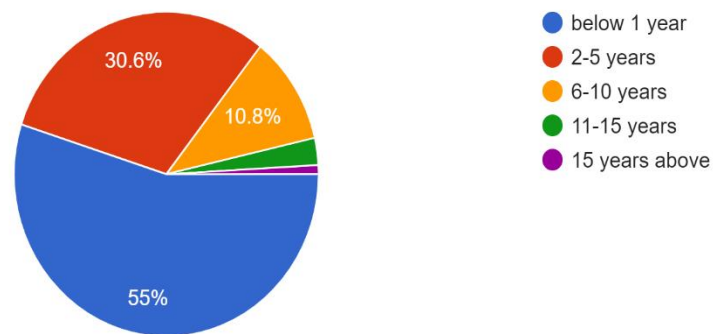


Chart 4.1.4 Work experience of the respondents

Interpretation:

From the above table it is interpreted that 61(55%) respondents has experience below 1 year ,34(30.6%) respondents has 2-5 years of experience , 12(10.8%) respondents has 6-10 years' experience , 3(2.7%) respondents has 11-15 years of experience and 1(0.9%) respondent has 15 years of experience.

Inference:

Majority (55%) of the respondents has experience below 1 year.

Table 4.1.5 Income of the respondents

Income	Frequency	Percent
<10000	24	21.6
10001-15000	25	22.5
15001-20000	26	23.4
20001-30000	18	16.2
> 30000	18	16.2
Total	111	100

Income level
111 responses

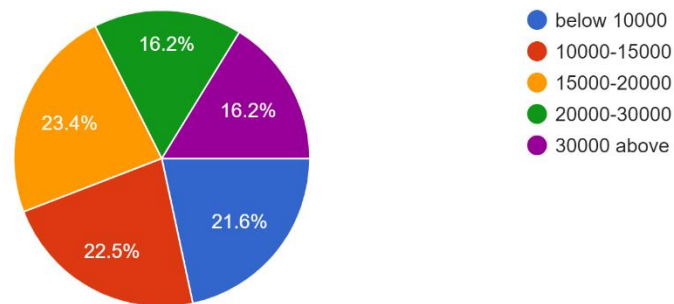


Chart 4.1.5 Income of the respondents

Interpretation:

From the above table it is interpreted that 24(21.6%) respondents have income below 10000, 25(22.5%) respondents have income between 10000-15000, 26(23.4%) respondents have income between 15000-20000, 18(16.2%) respondents have income between 20000 to 30000 and 18(16.2%) respondents have income between 30000 and above.

Inference:

Majority (23.4%) respondents have income between 15000-20000.

Table 4.1.6 How satisfied are you with the package

particulars	Frequency	Percent
Highly satisfied	14	12.6
Satisfied	56	50.5
Neutral	31	27.9
Dissatisfied	6	5.4
Highly dissatisfied	4	3.6
Total	111	100

How satisfied are you with your pay package
111 responses

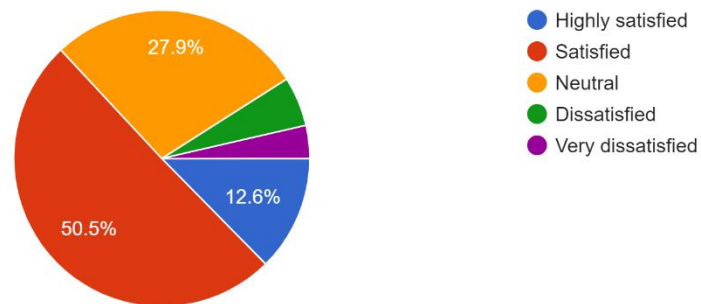


Chart 4.1.6 How satisfied are you with the package

Interpretation:

From the above table it is interpreted that the respondents are 14(12.6%) are highly satisfied, 56(50.5%) are satisfied, 31(27.9%) are neutral, 6(5.4%) are dissatisfied and 4(3.6%) are highly dissatisfied.

Inference:

Majority (50.5%) of the respondents are satisfied with the package.

Table 4.1.7 Work environments health and safety

particulars	Frequency	Percent
Highly satisfied	30	27
Satisfied	56	50.5
Neutral	23	18
Dissatisfied	3	2.7
Highly dissatisfied	2	1.8
Total	111	100

How satisfied are you with the work environment's health and safety

111 responses

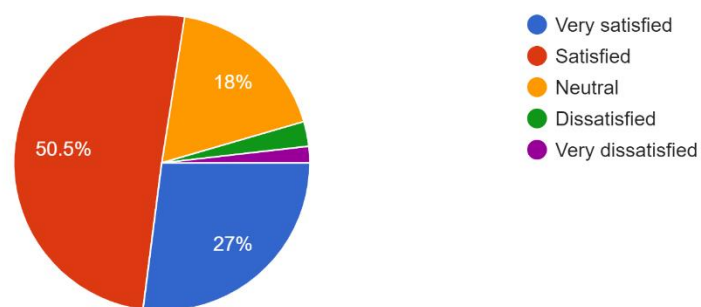


Chart 4.1.7 Work environment and safety

Interpretation:

From the table it is interpreted that 30(27%) respondents are highly satisfied ,56(50.5%) is satisfied, 23(18%) are neutral, 3(2.7%) are dissatisfied and 2(1.8%) respondents are highly dissatisfied.

Inference:

Majority (50.5 %) of the respondents are satisfied with the works environments health and safety.

Table 4.1.8 Rate your organizational environment

particulars	Frequency	Percent
Very good	28	24.2
Good	47	42.3
Average	24	21.6
Poor	2	1.8
Very poor	0	0
Total	111	100

How will you rate your organiztaional environment
111 responses

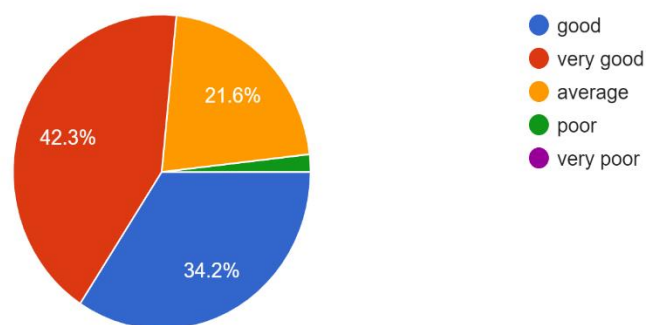


Chart 4.1.8 Rate your organizational environment

Interpretation:

From the table it is interpreted that 28(24.2%) respondents rate their organizational environment as very good, 47(42.3%) as good, 24(21.6%) as average, 2(1.8%) as poor.

Inference:

Majority (42.3 %) of the respondents are rating good to their organizational environment

Table 4.1.9 Stress involved in your work

particulars	Frequency	Percent
Very high	10	9
High	28	25.2
moderate	62	55.9
less	8	7.2
Very less	3	2.7
Total	111	100

Stress involved in your work

111 responses

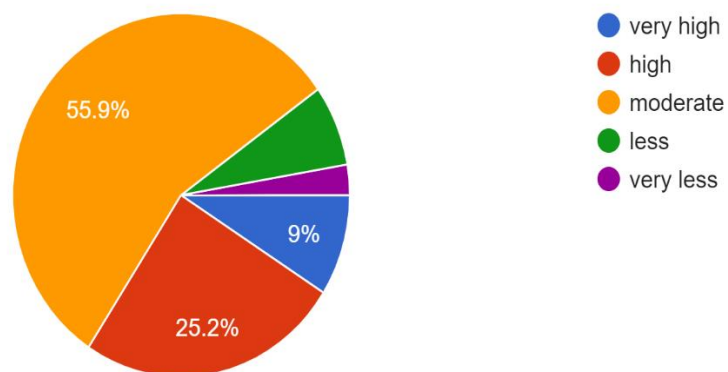


Chart 4.1.9 Stress involved in your work

Interpretation:

From the table it is interpreted that 10(9%) respondents have very high stress in work, 28(25.2%) has high stress in work, 62(55.9%) has moderate stress in work, 8(7.2%) has less stress in work, 3(2.7%) has very less stress in work.

Inference:

Majority (55.9 %) of the respondents are having moderate stress involved in their work.

Table 4.1.10 The job requires to extend the working hours frequently

particulars	Frequency	Percent
Yes	29	26.1
No	28	25.2
May be some times	54	48.6
Total	111	100

The job requires you to extend the working hours frequently
111 responses

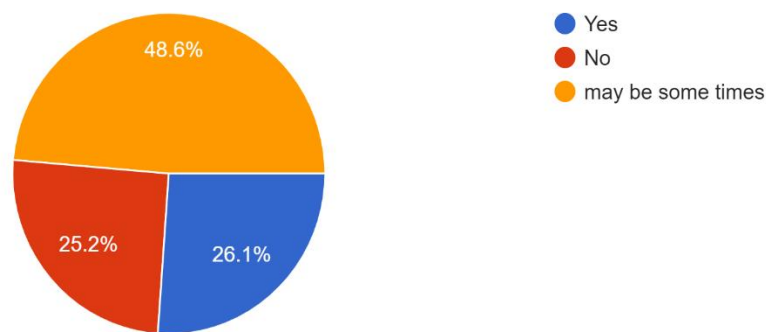


Chart 4.1.10 The job requires you to extend the working hours frequently

Interpretation:

From the table it is interpreted that the respondents job requires employee to extend the working hours frequently are 29(26.1%) as yes, 28(25.2%) as no and 54(48.6%) as may be some times.

Inference:

Majority (48.6 %) of the respondent's job requires to extend the working in some times.

Table 4.1.11 THE SALARY OFFERED IS ENOUGH TO MEET THE FAMILY NEED AND THE COST OF LIVING

particulars	Frequency	Percent
Strongly agree	13	11.7
Agree	39	35.1
neutral	42	37.8
Disagree	12	10.8
Strongly disagree	5	4.7
Total	111	100

The salary offered is enough to meet the family need and the cost of living

111 responses

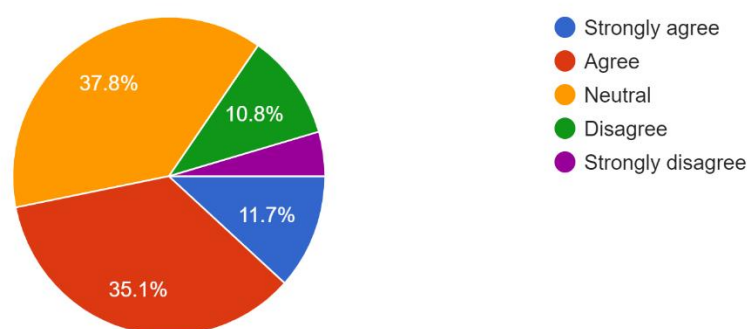


Chart 4.1.11 Salary offered is enough to meet family need and the cost of living

Interpretation:

From the table it is interpreted that 13(11.7%) respondents strongly agree the salary is enough to meet the cost of living, 39(35.1%) respondents agree, 42(37.8%) respondents are neutral, 12(10.8%) respondents disagree and 5(4.7%) respondents strongly disagree.

Inference:

Majority (37.8 %) of the respondents are neutral.

Table 4.1.12 THERE IS A RIGIDITY IN THE WORKING SCHEDULE, WHICH MAKE IT DIFFICULT TO BALANCE YOUR FAMILY AND WORK-RELATED NEEDS

particulars	Frequency	Percent
Strongly agree	13	11.7
Agree	44	39.6
neutral	48	43.2
Disagree	5	4.5
Strongly disagree	1	0.9
Total	111	100

There is a rigidity in the working schedule, which makes it difficult to balance your family and work-related needs

111 responses

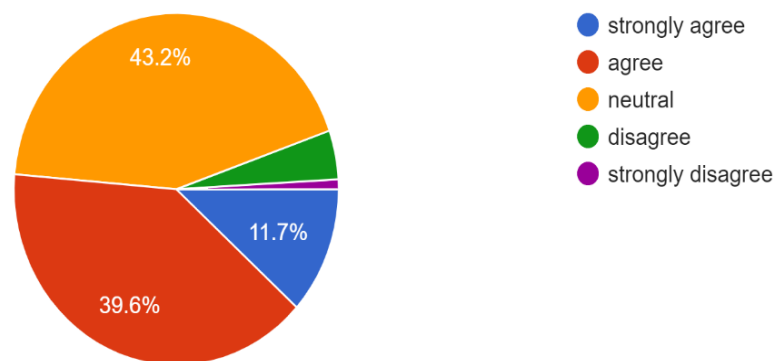


Chart 4.1.12 rigidity in the working schedule

Interpretation:

From the table it is interpreted that 13(11.7%) respondents agree, 48(43.2%) respondents are neutral, 5(4.5%) respondents disagree and 1(0.9%) respondent strongly disagree.

Inference:

Majority (43.2 %) of the respondents are having neutral rigidity in their working schedule.

Table 4.1.13 THE STRESS ARISING OUT OF THE NATURE OF WORK IS UNMANAGABLE AT SOME TIMES

particulars	Frequency	Percent
Strongly agree	8	7.2
Agree	51	45.9
neutral	36	32.4
Disagree	8	14.5
Strongly disagree	1	7.2
Total	111	100

The stress arising out of the nature of work is unmanageable at times

111 responses

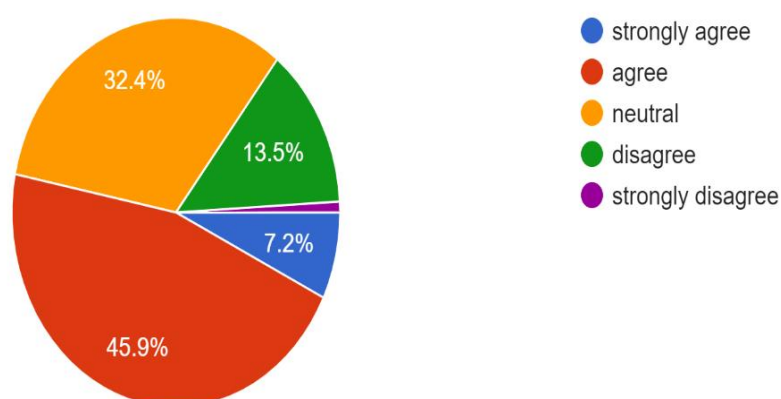


Chart 4.1.13 the stress arising out of the nature of work is unmanageable at times

Interpretation:

From the table it is interpreted that 8(7.2%) respondents strongly the stress arising is unmanageable at time, 51(45.9%) respondents agree, 36(32.4%) respondents are neutral, 8(14.5%) respondents disagree and 1(7.2%) respondent strongly disagree.

Inference:

Majority (45.9 %) of the respondents are agreeing the stress arising out of the nature of work is unmanageable at some times.

Table 4.1.14 HOW SATISFIED ARE YOU WITH THE COMPANY – AS A GOOD PLACE TO WORK

particulars	Frequency	Percent
Highly satisfied	20	18
Satisfied	63	56.8
Neutral	22	19.8
Dissatisfied	4	3.6
Highly dissatisfied	2	1.8
Total	111	100

How satisfied are you with the company - as a good place to work

111 responses

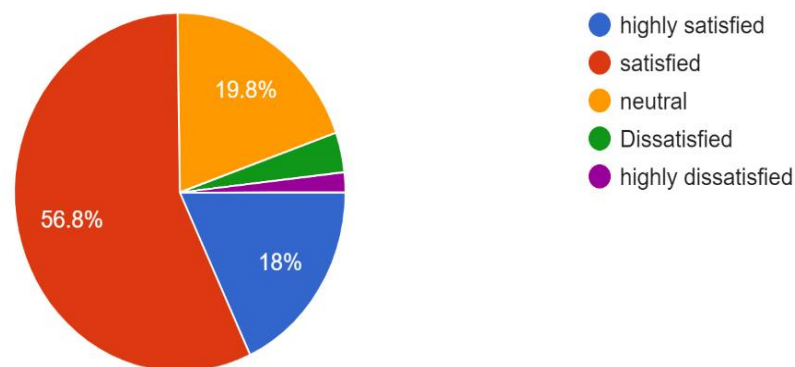


Chart 4.1.14 Company – as a good place to work

Interpretation:

From the table it is interpreted that 20(18) respondents highly satisfied with the work place, 63(56.8) respondents are satisfied, 22(19.8) are neutral, 4(3.6) respondents are dissatisfied, 2(1.8) respondents are highly dissatisfied.

Inference:

Majority (56.8 %) of the respondent are neutral with the company – as a good place to work.

Table 4.1.15 HOW SATISFIED ARE YOU WITH THE GRIEVANCE HANDLING PROCEDURE FOLLOWED BY THE COMPANY

particulars	Frequency	Percent
Highly satisfied	15	13.5
Satisfied	56	50.5
Neutral	33	29.7
Dissatisfied	3	2.7
Highly dissatisfied	4	3.6
Total	111	100

How satisfied are you the grievance handling procedure followed by the comapany
111 responses

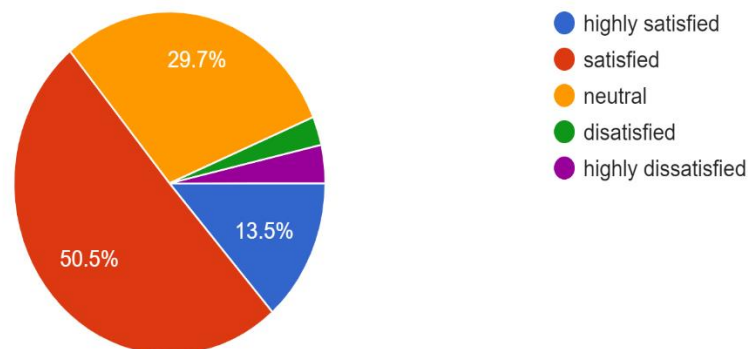


Chart 4.1.15 GRIEVANCE HANDLING PROCEDURE

INTERPRETATION:

From the table it is interpreted that 15(13.5%) respondents are highly satisfied with the grievance handling procedure, 56(50.5%) respondents are satisfied, 33(29.7%) respondents are neutral, 3(2.7%) Are dissatisfied and 4(3.6%) are highly dissatisfied.

Inference:

Majority (50.5 %) of the respondents are satisfied with the grievance handling procedure followed by the company

Table 4.1.16 HOW SATISFIED ARE YOU WITH THE OPPURTUNITY GIVEN BY YOUR COMPANY TO LEARN

particulars	Frequency	Percent
Highly satisfied	20	18
Satisfied	61	55
Neutral	26	23.4
Dissatisfied	3	2.7
Highly dissatisfied	1	0.9
Total	111	100

How satisfied are you with the opportunity given by your company to learn

111 responses

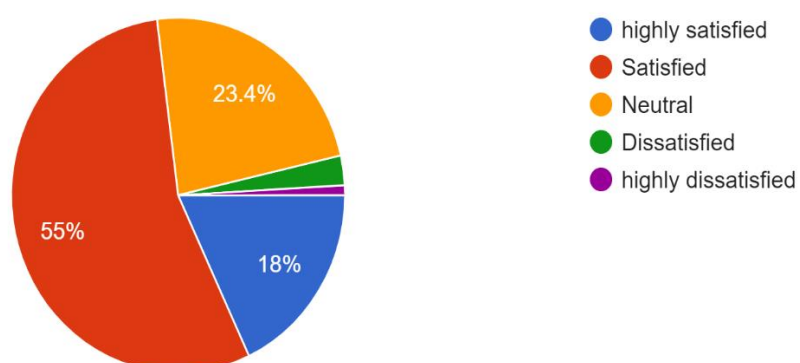


Chart 4.1.16 the opportunity given by your company to learn

Interpretation:

From the table it is interpreted that 20(18%) respondents are highly satisfied with the opportunity given by the company to learn, 61(55%) respondents are satisfied, 26(23.4%) are neutral, 3(2.7%) are dissatisfied and 1(0.9%) are highly dissatisfied.

Inference:

Majority (55 %) of the respondents are satisfied with the opportunity given by the company to learn.

Table 4.1.17 HOW SATISFIED ARE YOU TO GET ALONG WITH THE COLLEAGUES

particulars	Frequency	Percent
Highly satisfied	23	20.7
Satisfied	61	55
Neutral	26	23.4
Dissatisfied	1	0.9
Highly dissatisfied	0	0
Total	111	100

how satisfied are you to get along with the colleagues

111 responses

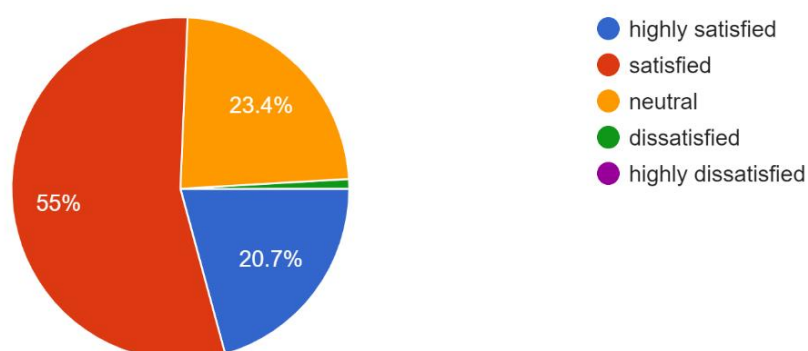


Chart 4.1.17 satisfied to get along with the colleagues

Interpretation:

From the table it is interpreted that 23(20.7%) respondents are satisfied to get along with the colleagues, 61(55%) respondents are satisfied, 26(23.4%) respondents are neutral, 1(0.9%) respondents are dissatisfied.

Inference:

Majority (55 %) of the respondents are satisfied to get along with their colleagues.

Table 4.1.18 OVERALL, HOW SATISFIED ARE YOU WORKING FOR THE COMPANY

particulars	Frequency	Percent
Highly satisfied	21	18.9
Satisfied	59	53.2
Neutral	26	23.4
Dissatisfied	4	3.6
Highly dissatisfied	1	0.9
Total	111	100

Overall, how satisfied are you working for the company
111 responses

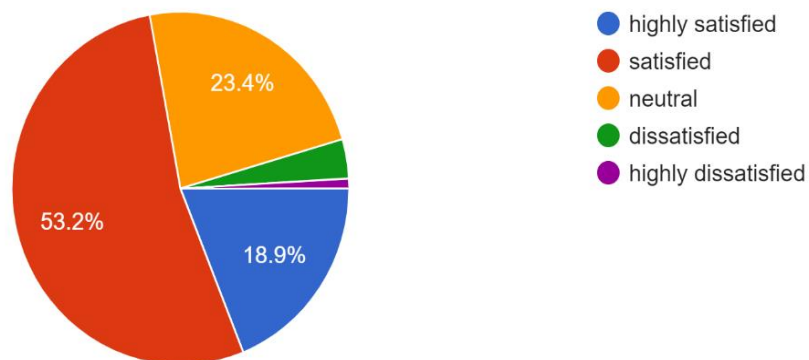


Chart 4.1.18 satisfied with the company

Interpretation:

From the table it is interpreted that 21(18.9%) respondents are highly satisfied with the company, 59(53.2%) respondents are satisfied, 26(23.4%) respondents are neutral, 4(3.6%) respondents are dissatisfied and 1(0.9%) is highly dissatisfied.

Inference:

Majority (53.2 %) of the respondents are satisfied with the company.

CHAPTER 5

FINDINGS AND SUGGESTIONS

5.1 FINDING FROM THE STUDY

1. Majority (73.9) of the respondents age is between 20-25 years
2. Majority (58.1) of the respondents are female
3. Majority (77.5) of the respondents are unmarried
4. Majority (55%) of the respondents has experience below 1 year
5. Majority (23.4%) respondents has income between 15000-20000
6. Majority (50.5) of the respondents are satisfied with the package
7. Majority (50.5 %) of the respondents are satisfied with the works environments health and safety
8. Majority (42.3 %) of the respondents are rating good to their organizational environment
9. Majority (55.9 %) of the respondents are having moderate stress involved in their work
10. Majority (48.6 %) of the respondent's job requires to extend the working in some times
11. Majority (37.8 %) of the respondents are neutral
12. Majority (43.2 %) of the respondents are having neutral rigidity in their working schedule
13. Majority (45.9 %) of the respondents are agreeing the stress arising out of the nature of work is unmanageable at some times
14. Majority (56.8 %) of the respondent are neutral with the company – as a good place to work
15. Majority (50.5 %) of the respondents are satisfied with the grievance handling procedure followed by the company
16. Majority (55 %) of the respondents are satisfied with the opportunity given by the company to learn
17. Majority (55 %) of the respondents are satisfied to get along with their colleagues
18. Majority (53.2 %) of the respondents are satisfied with the company

5.2 SUGGESTIONS OF THE STUDY:

- The management could look into providing their employees with facilities like flexible timing for work and stress breaks to reduce the stress experienced by the employees and in turn improve the quality of work life.
- The management can reduce the working days from 6 to 5 days, that is from Monday to Friday.
- The employee grievance handling procedure can be improved.
- The management can make changes to the leave policy by providing adequate casual leave or permission may be considered.
- The organisation's infrastructure can be improved.
- Sufficient training program can be given not only to the IT and support team but also to the ITES team, which is the reason for the mass production.

5.3 CONCLUSION:

Upon discussing with the employees of **IT INDUSTRY** and analysing the different factors contributing to quality of work life of employees it became clear that the employees are satisfied but expect an improvement in their career which included the improvement in designation along with financial upgrade.

A happy and healthy employee will give better turnover, make good decision and positively contribute to organisational goal. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents. Quality of work life can affect such things as employee's timing, his or her work output, his or her available leaves, etc.

Work life balance must be maintained effectively to ensure that all employees are running at their peak potential and free from stress and strain. So, it is up to the organisation to focus on their workers and improve their quality of work life so that attrition, absenteeism and decline in workers productivity can be checked.

APPENDIX 1

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APPENDIX 2

QUESTIONNAIRE ON THE QUALITY OF WORKLIFE

1. Age
a) 20-25yrs b) 26-30yrs c) 31-35yrs d) 35-40yrs e) Above 40yrs
2. Gender
a) Male b) Female
3. Marital status
a) Married b) Single c) Widow/Widower
4. Work Experience
a) Below 1year b) 2-5yrs c) 6-10yrs d) 10-15yrs e) Above 15yrs
5. Income level
a) Below 10000 b) 10001-15000 c) 15001-20000 d) 20001-30000 e) Above 30000
6. How satisfied are you with your pay package?
a) highly satisfied b) satisfied c) neutral d) dissatisfied e) highly dissatisfied
7. How satisfied are you with the work environment's health and safety?
a) highly satisfied b) satisfied c) neutral d) dissatisfied e) highly dissatisfied
9. how will you rate the organizational environment out of 5 points?
a) very good b) good c) average c) bad d) poor
10. Stress involved in your work is
a) very high b) high c) moderate c) less d) very less
11. The job requires you to extend your working hours frequently.
a) yes b) no c) may be some times
13. The salary offered is adequate enough to meet the family need and cost of living.
a) strongly agree b) agree c) neutral d) disagree e) strongly disagree

14. There is a rigidity in the working schedule, which makes it difficult to balance your family and work-related needs.

a) strongly agree b) agree c) neutral d) disagree e) strongly disagree

15. The stress arising out of the nature of work is unmanageable at times.

a) strongly agree b) agree c) neutral d) disagree e) strongly disagree

16. How satisfied are you with the company- as a good place to work.

a) highly satisfied b) satisfied c) neutral d) dissatisfied e) highly dissatisfied

17. How satisfied are you with the grievance handling procedure followed by the company.

a) highly satisfied b) satisfied c) neutral d) dissatisfied e) highly dissatisfied

18. How satisfied are you with the opportunity given by your company to learn.

a) highly satisfied b) satisfied c) neutral d) dissatisfied e) highly dissatisfied

19. How satisfied are you to get along with your colleagues.

a) highly satisfied b) satisfied c) neutral d) dissatisfied e) highly dissatisfied

20. Overall, how satisfied are you working for the company.

a) highly satisfied b) satisfied c) neutral d) dissatisfied e) highly dissatisfied

