

A STUDY ON QUALITY OF WORK LIFE AMONG THE EMPLOYEES WORKING IN DAIRY INDUSTRIES

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

by

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SCHOOL OF BUSINESS ADMINISTRATION

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 **KARTHIKEYAN S** Reg no: **39410093** who carried out the project “**A STUDY ON QUALITY OF WORK LIFE AMONG THE EMPLOYEES WORKING IN DAIRY INDUSTRIES**” under our supervision from January 2021 to March 2021

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DECLARATION

I **KARTHIKEYAN S (39410093)** hereby declare that the project entitled with “**A STUDY ON QUALITY OF WORK LIFE AMONG THE EMPLOYEES WORKING IN DAIRY INDUSTRIES**” done by me under the guidance of **Dr. M JOHN BRITTO** at **SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY, CHENNAI** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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KARTHIKEYAN S

ABSTRACT

The concept of quality of work life and the role it plays in enhancing the productivity and performance in organization. The aim of the study is the concept of Quality of Work Life and the role it plays in enhancing the productivity and performance in organization. It also aims at understanding a wide range of welfare activities to be undertaken in order to improve quality of work life. The success of any organization is highly dependent on how it attracts and motivates and retains its work force. Organization are required to adopt a strategy to improve the employees Quality of Work Life to satisfy organizational objectives and employee needs. The Chi-square test of association was used in testing the hypothesis of the study. Qualitative research design was employed using structured interviews as well as administering research questionnaire to all category of employees. The findings highlighted concerns on employee rewards, timely recognition and Appreciation, work stress, motivational factors, and employee personal development.

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CHAPTER I

1.1 INTRODUCTION

Work is an integral part of our everyday life, as it is our live hood or career or business. On an average we spend around twelve hours daily in the work place, that is one third of our entire life, it does influence the overall quality of our entire life. It should yield job satisfaction, give peace of mind a fulfillment of having done a task, as it is expected, without any flaw and having spent the time fruitfully, constructively and purposefully. Even if it is a small step towards our lifetime goal, at the end of the day it gives satisfaction and eagerness to look forward to the next day.

The term refers to the favorableness or unfavorable of a total job environment for people. Quality of Work Life programs are another way in which organizations recognize their responsibility to develop jobs and working conditions that are excellent for people as well as for economic health of the organization. The elements in a typical QWL program include – open communications, equitable reward systems, a concern for employee job security and satisfying careers and participation in decision making. Many early QWL efforts focus on job enrichment. In addition to improving the work system, QWL programs usually emphasize development of employee skills, the reduction of occupational stress and the development of more co-operative labor-management relations. Vigorous Domestic and International competition drive organizations to be more productive. Proactive managers and human resource departments respond to this challenge by finding new ways to improve productivity. Some strategies rely heavily upon new capital investment and technology. Others seek changes in employee relations practices.

Human resource departments are involved with efforts to improve productivity through changes in employee relations. QWL means having good supervision, good working conditions, good pay and benefits and an interesting, challenging and rewarding job. High QWL is sought through an employee relations philosophy that encourages the use of QWL efforts, which are systematic attempts by an organization to give workers greater opportunities to affect their jobs and their contributions to the organization's overall effectiveness. That is, a proactive human resource department finds ways to

empower employees so that they draw on their “brains and wits,” usually by getting the employees more involved in the decision-making process.

Definition

QWL can be defined as “The quality of relationship between employees and the total working environment.”

Quality of work life refers to temp., humidity, or any environmental factors, work culture, amenities or facilities you have so that you can say the factors that directly affect your work.

Work life balance means is your work life affecting your personal life. For examples, you don’t have time to spend with your family, to eat normally etc.

A Rationale

Job specialization and simplification were popular in the early part of this century. Employees were assigned narrow jobs and supported by a rigid hierarchy in the expectation that efficiency would improve. The idea was to lower cost by using unskilled workers who could be easily trained to do a small, repetitive part of each job. Many difficulties developed from that classical job design, however. There was excessive division of labor. Workers became socially isolated from their co-workers because their highly specialized jobs weakened their community of interest in the whole product. De-skilled workers lost pride in their work and became bored with their jobs. Higher-order (social and growth) needs were left unmet. The result was higher turnover and absenteeism, declines in quality and alienated workers. Conflict often arose as workers sought to improve their conditions and organizations failed to respond appropriately. The real cause was that in many instances the job itself simply was not satisfying.

Forces for Change

A factor contributing to the problem was that the workers themselves were changing. They became educated, more affluent (partly because of the effectiveness of classical job design), and more independent. They began reaching for higher-order needs, something more than merely earning their bread. Employers now had two reasons for re-designing jobs and organizations for a better QWL:

- Classical design originally gave inadequate attention to human needs.
- The needs and aspirations of workers themselves were changing.

Humanized Work through QWL

One option was to re-design jobs to have the attributes desired by people, and re-design organizations to have the environment desired by the people. This approach seeks to improve QWL. There is a need to give workers more of a challenge, more of a whole task, more opportunity to use their ideas. Close attention to QWL provides a more humanized work environment.

It attempts to serve the higher-order needs of workers as well as their more basic needs. It seeks to employ the higher skills of workers and to provide an environment that encourages them to improve their skills. The idea is that human resources should be developed and not simply used. Further, the work should not have excessively negative conditions. It should not put workers under undue stress. It should not damage or degrade their humanness. It should not be threatening or unduly dangerous. Finally, it should contribute to, or at least leave unimpaired, workers' abilities to perform in other life roles, such as citizen, spouse and parent. That is, work should contribute to general social advancement.

Job Enlargement vs Job Enrichment

The modern interest in quality of work life was stimulated through efforts to change the scope of people's jobs in attempting to motivate them. Job scope has two dimensions – breadth and depth. Job breadth is the number of different tasks an

individual is directly responsible for. It ranges from very narrow (one task performed repetitively) to wide (several tasks). Employees with narrow job breadth were sometimes given a wider variety of duties in order to reduce their monotony; this process is called job enlargement. In order to perform these additional duties, employees spend less time on each duty. Another approach to changing job breadth is job rotation, which involves periodic assignment of an employee to completely different sets of job activities. Job rotation is an effective way to develop multiple skills in employees, which benefits the organization while creating greater job interest and career options for the employee. Job enrichment takes a different approach by adding additional motivators to a job to make it more rewarding. It was developed by Frederick Herzberg on the basis of his studies indicating that the most effective way to motivate workers was by focusing on higher-order needs. Job enrichment seeks to add depth to a job by giving workers more control, responsibility and discretion over how their job is performed. The difference between enlargement and enrichment is illustrated in the figure on the next page.

Factors influence to Quality of work life

- **Employee attitude**
- **Working environment**
- **Job opportunities**
- **Nature of job**
- **People related**
- **Stress level**
- **Career prospects**
- **Challenges**
- **Personal and company development**
- **Risk and reward**

CONTENTS OF QWL

Health is wealth

Organizations should realize that their agree wealth lies in their employees and so providing a healthy work environment for employees should be their primary objective.

Personal and career growth opportunities

An organization should provide employees with opportunities for personal/professional development and growth and to prepare them to accept responsibilities at higher levels.

Participative management style and recognition

Flat organizational structures help organizations facilitate employee participation. Workers feel that they have control over their work processes and they also offer innovative ideas to improve them. Recognition also helps to motivate employees to perform better. Recognition can be in the form of rewarding employees for jobs well done.

Work life balance

Organizations should provide relaxation time for the employees and offer tips to balance their personal and professional lives.

Fair compensation and job security

Pay should be fixed on the basis of the work done, responsibilities undertaken, individual skills, performance and accomplishments. Job security is another factor that is of concern to employees. Permanent employment provides security to the employees and improves their QWL.

Fun at workplace

This is growing trend adopted by today's organizations to make their offices a fun place to work.

1.2 INDUSTRY PROILE

DAIRY INDUSTRIES

Dairy plays a significant part in numerous aspects of Indian society, including cuisine, religion, culture, and the economy.

India has the world's largest dairy herd with over 300 million bovines, producing over 187 million tones of milk. India is first among all countries in both production and consumption of milk. Most of the milk is domestically consumed, though a small fraction is also exported. Indian cuisine, in particular North Indian cuisine, features a number of dairy products like paneer. Milk and dairy products play a part in Hindu religious practice and legend.

Dairy production in the Indian subcontinent has historical roots that go back 8,000 years to the domestication of zebu cattle. Dairy products, especially milk, were consumed on the subcontinent at least from the Vedic period. In the mid- to late 20th century, Operation Flood transformed the Indian dairy industry into the world's largest. Previously, milk production in India occurred mainly on household farms.

The economic impact of the dairy industry in India is substantial. Most of the milk produced comes from buffaloes; cow milk is a close second, and goat milk a distant third. A large variety of dairy products are produced in India. Dairy imports into India are negligible and subject to tariffs. The domestic industry is regulated by government agencies such as Ministry of Animal Husbandry, Dairying and Fisheries; National Dairy Development Board; and Food Safety and Standards Authority of India.

HISTORY

Early period

The history of dairy in the Indian subcontinent goes back roughly 8,000 years to the first domestication of zebu cattle, which is thought to have originated in India. By the beginning of the Indus Valley Civilization (c. 3300 – c. 1300 BCE), zebu cattle had been fully domesticated and used for their milk. They are abundantly represented in the osteological remains and ceramics of the time. The water buffalo is also indigenous to South Asia. While wild populations were present long before domestication, they were

domesticated and used for ploughing and milk by the time of the Indus Valley civilization. Goats and sheep were also domesticated in the Indus valley, though it is uncertain if they were milked.

In the Vedic period (c. 1500 – c. 500 BCE), milk was one of the primary elements of the typical diet. Milk and milk products including clarified butter were consumed. The Vedas refer to milk in a number of passages and contains over 700 references to cows, which are described with high regard and referred to as *aghnya* (not to be killed). Both the Vedas and the Pali canon, which are rich in descriptions of contemporary culture, contain numerous references to offerings of milk products and their processing. Milk, generally boiled cow milk, was used for preparing a mixture with grains, and gruel with parched barley.

Yogurt (curd) was another form in which milk was consumed during the period. The Vedas describe curdling of milk by mixing a portion of soured milk into it. They also mention curdling of milk by the addition of plant substances such as the bark of the palash tree and the fruit of jujube, which may have contained rennet-like enzymes. These are some of the earliest documented references to enzymatic cheese-making.

Indologist Wendy Doniger compares Vedic peoples to American cowboys, noting that they would often go on raids for the cattle of their rivals. She further observes that Vedic groups viewed cattle as a form of wealth.

According to the Sutra literature, during the period c. 800 – c. 300 BCE, boiled rice with milk or curd continued to be a common food item. Cows used to be milked twice a day. The ones which were pregnant or undergoing their estrous cycle or nursing a calf of another cow were not milked. The preparation of payasa is also noted. *Madhuparka* – a mixture of honey with curds or ghee was used for welcoming guests. The preparation of a sweet with clarified butter as one of the ingredients is also mentioned. The Buddhist and Jain texts of the period also regard milk and its products important articles of food, with milk-rice being especially favoured. They mention preparations made from curds, butter and buttermilk. The milk of camels and goats were also in use, in addition to that of cows and buffaloes.

Milk, curds, and ghee were important elements of food in the Indian subcontinent over the reigns of rulers from different religious backgrounds. A number of foreign travellers noted the presence of dairy products in the Indian diet.

Modern period

Dairy in India was once a largely subsistence-oriented occupation intended to produce milk for home consumption. In 1919, a dairy animal census was conducted for the first time by British colonial officials. A report authored in 1937 indicated a sub-optimal rate of milk consumption in the country. It estimated a per capita intake of 7 ounces (200 g) per day (inclusive of all dairy products), which was the lowest among all large dairy countries. Low productivity of dairy animals and widespread poverty were the challenges in increasing dairy production and consumption. Consumption varied by geographic and economic conditions, but was on the whole quite low.

In the 1920s, modern milk processing and marketing technologies were introduced in India. The National Dairy Development Board (NDDB) was founded in 1965. It launched Operation Flood in 1969–70, a program aimed at modernising and developing the dairy sector using co-operatives. During this period, dairy co-operatives emerged as a dominant force, as a result of the exploitative nature of private milk plants and vendors. Co-operatives were based on the "Anand model" – a three-tier organizational structure comprising

- (i) village-level co-operative societies (the primary producers),
- (ii) district-level co-operative producers' unions which collected the milk and operated processing plants, and
- (iii) state-level federations for marketing. This model was evolved in Anand, Gujarat, having begun there in 1946, and came to be adopted all over the country.

Operation Flood proceeded in three phases. Phase I (1970–1981) focussed on developing dairy production in areas surrounding New Delhi, Mumbai, Kolkata, and Chennai. Phase II (beginning 1986), a larger phase of the project, expanded investment to 147 urban centres across the country. Phase III, which continued to the mid-1990s, expanded investment still further, to a number of smaller towns. In addition to

investments by the government of India, several phases of Operation Flood were funded in part by the World Bank and European Economic Community.

India has been the world's largest milk producer since 1997, when it surpassed the United States.

PRODUCTION

India has the highest level of milk production and consumption of all countries. The annual production was 186 million tones as of 2018.

As of 2020, approximately 4.2% of India's gross domestic product was due to dairy production. In 2019, the Indian dairy sector was reported to be growing at 4.9% yearly. In 2018–19, the Government of India reported that 187.7 million tones of milk had been produced, and that the per capita availability of milk in India was 394 grams per day.

India has a population of over 300 million bovines as per the 2019 livestock census, including 192.49 million cattle and 109.85 million buffaloes. Nearly half of the milk produced in India comes from water buffaloes, as opposed to cows; previously, water buffalo produced the majority of milk in India. As of 2019, buffaloes produced 91.82 million tonnes of milk. Goat milk is the third-most produced variety of milk, with a contribution of 4% as of 2017–18. The predominant genotype in Indian native breeds of cows and buffaloes is described as A2A2, meaning they produce A2 milk.

The population of indigenous breeds of cattle have steadily been decreasing, while that of the more productive exotic and cross-bred breeds has been increasing. Indigenous cows produce about 3.73 kilograms (8.2 lb) of milk per day, compared to 7.61 kilograms (16.8 lb) per day for cross-bred cows and 11.48 kilograms (25.3 lb) per day for exotic cows. However, according to some experts, the milk of indigenous cows have higher nutritional value and thus their declining population can have long-term health and environmental effects.

Today, India is largely self-sufficient in milk production. Until the country's independence in 1947, dairy production and trade were almost entirely in the household sector. Isolated attempts at forming milk production co-operatives were made in the 1930s and 1940s, but this was successful only after independence. Milk production in India increased

approximately threefold between 1968 and 2001, when it reached 80 million metric tonnes per year. As of 2004–05, milk production was estimated to be of 90.7 million metric tonnes. As of 2010, the dairy industry accounted for 20% of India's gross agricultural output.

In Maharashtra alone, there are approximately 4 million dairy farmers, although as of 2014 Gujarat had the highest dairy output of the states and union territories of India. The livestock sector in India is characterized by large numbers but little productivity across species. As of 1992, the number of cattle, the most populous species, was 204 million. Dairy production in India comes primarily from small-scale dairy farmers; most of India's 75 million rural dairy farms consist of 10 cattle or less and are family-owned and operated.

Use of buffaloes

The dairy industry in India is unique among large-scale milk producing countries in terms of its large share of buffalo milk. Until 2013, buffaloes accounted for more than half of all milk produced in the country, though the figure has reduced to less than 50% given the increasing consumer demand for cow milk. While there are a number of recognised buffalo breeds, more than half of the buffaloes are non-descript. The Murrah is the most popular dairy breed,[80] and has attracted demand from other countries as well. The Nili-Ravi and Jafarabadi buffaloes also give good yields.

Dairy farmers in the many states prefer buffaloes due to the difficulty in disposing off dry cows due to the revered status of the cow, whereas water buffaloes are usually sold for slaughter once they are past their milk cycle or when the yield reduces. The slaughter of cows is banned in most Indian states.

Buffaloes metabolize low-quality feed more efficiently than cattle, and buffalo husbandry is less expensive than raising cattle. They also give higher yields than indigenous species of cattle.

Some farmers prefer buffalo milk due to the higher fat content of the milk, as milk prices are determined by fat content. Buffalo milk contains 7–7.5% fat, which is almost double of that of cow milk. A number of traditional dairy products owe their characteristics to

buffalo milk. It is preferred for production of high-fat dairy products such as paneer, though cow milk is preferred for chena.

Due to several biochemical differences with cow milk, many conventional dairy processing technologies—which are built for cow milk—are unsuitable for buffalo milk. Productivity gains in the buffalo milk industry have been limited by inadequate research. Scientific results obtained on cow milk generally cannot be extrapolated to buffalo milk.

PROCESSING

Packaged milk

According to estimates, about 25% of the total milk produced undergoes commercial processing, of which about 70% is sold as packaged milk while the remaining 30% is used for preparation of dairy products. Packaged milk is typically pasteurized milk, and is usually a mixture of cow milk and buffalo milk since most dairies do not have separate collection systems for them. It is sold in variants on the basis of the fat content:

Examples

Brand	Type of milk	Color of packet	Fat (%)
Aavin	Toned	Blue	3
	Double toned	Magenta	1.5
	Standardized	Green	4.5
	Full cream	Red	6
Heritage	Toned	Green	3
	Double toned	Pink	1
	Full cream	Orange	6
	Standardized	Blue (dark)	4.5
	Golden Cow	Yellow	3
	Slim	Violet	0.1
	Family toned	Blue (light)	3
Mother dairy	Toned	Blue	3
	Standardized	green	4.5
	Full cream	Orange	6
Cavin's	Toned	Magenta	3
	Standardized	Blue	4.5
	Full cream	Orange	8
Arokya	Toned	Blue	3
	Double toned	Pink	1.5
	Standardized	Violet	4.5
	Full cream	Orange	6.5

TABLE 1.2.1 DIFFERENT VARIETIES OF PACKED MILK

DAIRY PRODUCTS

A large variety of dairy products are produced in India through methods that have developed in complex ways. As far back as the 1630s, the Bengal region was noted for its milk-based desserts, for which the region is famous even today. According to a 2014 estimate by Euromonitor, the value of retail sales of packaged dairy products was US\$10.2 billion.

Cream and butter

Today, milk is separated by huge machines in bulk into cream and skim milk. The cream is processed to produce various consumer products, depending on its thickness, its suitability for culinary uses and consumer demand, which differs from place to place and country to country.

Some milk is dried and powdered, some is condensed (by evaporation) mixed with varying amounts of sugar and canned. This is done by churning the cream until the fat globules coagulate and form a monolithic mass. This butter mass is washed and, sometimes, salted to improve keeping qualities. The residual buttermilk goes on to further processing. The butter is packaged (25 to 50 kg boxes) and chilled for storage and sale. At a later stage these packages are broken down into home-consumption sized packs.

Skimmed milk

The product left after the cream is removed is called skim, or skimmed, milk. To make a consumable liquid a portion of cream is returned to the skim milk to make low fat milk (semi-skimmed) for human consumption. By varying the amount of cream returned, producers can make a variety of low-fat milks to suit their local market. Whole milk is also made by adding cream back to the skim to form a standardized product. Other products, such as calcium, vitamin D, and flavoring, are also added to appeal to consumers.

Casein

Casein is the predominant phosphoprotein found in fresh milk. It has a very wide range of uses from being a filler for human foods, such as in ice cream, to the manufacture of products such as fabric, adhesives, and plastics.

Cheese

Cheese is another product made from milk. Whole milk is reacted to form curds that can be compressed, processed and stored to form cheese. In countries where milk is legally allowed to be processed without pasteurization, a wide range of cheeses can be made using the bacteria found naturally in the milk. In most other countries, the range of cheeses is smaller and the use of artificial cheese curing is greater. Whey is also the byproduct of this process. Some people with lactose intolerance are surprisingly able to eat certain types of cheese. This is because some traditionally made hard cheeses, and soft ripened cheeses may create less reaction than the equivalent amount of milk because of the processes involved. Fermentation and higher fat content contribute to lesser amounts of lactose. Traditionally made Emmental or Cheddar might contain 10% of the lactose found in whole milk. In addition, the aging methods of traditional cheeses (sometimes over two years) reduce their lactose content to practically nothing. Commercial cheeses, however, are often manufactured by processes that do not have the same lactose-reducing properties. Ageing of some cheeses is governed by regulations; in other cases there is no quantitative indication of degree of ageing and concomitant lactose reduction, and lactose content is not usually indicated on labels.

Whey

In earlier times, whey or **milk serum** was considered to be a waste product and it was, mostly, fed to pigs as a convenient means of disposal. Beginning about 1950, and mostly since about 1980, lactose and many other products, mainly food additives, are made from both casein and cheese whey.

Yogurt

Yogurt (or yoghurt) making is a process similar to cheese making, only the process is arrested before the curd becomes very hard.

Milk powders

Milk is also processed by various drying processes into powders. Whole milk, skim milk, buttermilk, and whey products are dried into a powder form and used for human and animal consumption. The main difference between production of powders for human or

for animal consumption is in the protection of the process and the product from contamination. Some people drink milk reconstituted from powdered milk, because milk is about 88% water and it is much cheaper to transport the dried product.

Other milk products

Kumis is produced commercially in Central Asia. Although traditionally made from mare's milk, modern industrial variants may use cow's milk. In India, which produces 22% of global milk production (as at 2018), a range of traditional milk-based products are produced commercially.

Fermentation-based processes are used to produce products such as dahi, shrikhand, mishti doi, lassi and chaas. About 7–9% of the total milk production is used for making dahi intended for direct consumption. Dahi is largely made at homes, though it is also industrially produced. Shrikhand is sweetened and dewatered dahi, very popular in western and parts of southern India. Mishti doi is another variant of sweetened dahi popular in eastern parts of the country. While it commonly uses cane sugar as the sweetener, some variants may use palm jaggery. Shrikhand and mishti doi are usually consumed as desserts or snacks. Lassi is a sweetened buttermilk, popular in north India. Lassi is industrially produced through ultra-high-temperature processing.

Additive coagulation processes yield paneer and chhena. Paneer is prepared by adding an acidic coagulant to heated milk and then pressing and draining the mixture under mechanical pressure. Paneer was historically produced in homes using high-fat buffalo milk, and is one of the most used dairy products. An estimated 5% of all milk is turned into paneer. Chhena is another traditional dairy product, also prepared by adding an organic acid coagulant to hot milk. It is similar to paneer but softer and hence formless. It is not consumed directly, but used as a base or filler material for preparation of a variety of Indian sweets such as rasgulla, rasmalai and sandesh. The country's production of chhena was estimated to be 200,000 tonnes annually in 2009.

CONSUMPTION

Milk consumption levels are not uniformly distributed across India. The people of northwest India are significant consumers; northeasterners consume less. States with higher consumption of meat and eggs are noted to have lesser consumption of milk, as dairy products are one of the few sources of protein for vegetarians. Milk has an income elasticity of demand greater than unity: consumption increases as income levels rise.

Per capita consumption of milk over 30 days was 4.333 liters (1.145 US gal) for rural households and 5.422 liters (1.432 US gal) for urban households as of 2011–12. The corresponding monthly expenditure was ₹116.33 for rural and ₹186.47 for urban consumers respectively.

As of 2018, fluid milk consumption was projected at 67.7 million tones, and was growing at a rate of 6–7 million tones annually. Ghee is the most consumed among value-added dairy products. Demand for non-fat dried milk (NFDM) and butter was projected to be 600,000 tones and 5.6 million tones respectively. Demand for pasteurized milk produced in the formal (organized) sector has been increasing, probably due to its perceived safety over the milk produced in the unorganized sector.

REGULATIONAL

Adulteration and food safety

"Synthetic milk" – a mixture of urea detergent powder, vegetable oil, fat, and salt, and water – has been sold openly as milk in the northern Indian states. The mixture has colour and fat content similar to that of natural milk, but can be produced at a fraction of the price. Adulteration of ghee, sweets and other dairy products with lard and animal fats is common in India. Rampant adulteration has been observed during the festive season when the demand for sweets and other milk products increases. The Supreme Court of India has favoured life imprisonment as the maximum penalty for milk adulteration, and this has been implemented in Uttar Pradesh, West Bengal and Odisha.

The regulatory authority for dairy products intended for consumption is the Food Safety and Standards Authority of India (FSSAI), which operates under the Ministry of Health and Family Welfare in the Government of India. A survey by the FSSAI in 2019 found that

93% of the milk samples tested were safe for human consumption, but nearly 41% of the samples fell short of some safety parameter. Contamination was found to be the more serious problem than adulteration. Contaminants found included Aflatoxin M1 (in 5.7% of samples) and antibiotics (1.2%). Adulterants – hydrogen peroxide, urea, detergents and neutralisers – were found in 12 of the 6,432 samples tested. In May 2020, a report by the Consumer Guidance Society of India (CGSI) found that as much as 79% of the milk in Maharashtra is adulterated.

Environmental impact

In May 2020, the National Green Tribunal directed the Central Pollution Control Board to issue guidelines that would allow pollution control authorities to monitor the environmental impact of dairy farming in India, taking particular note of the impact on local waterbodies, the quantity of methane emissions from dairy farming, and the handling of animal waste. The directions arose during the hearing of a case concerning environmental norm compliances by dairies in India. The new guidelines accordingly issued by the Central Pollution Control Board require dairies to be located at a minimum distance from residential areas and roads, as well as implementing a licensing regime, regular environmental audits, and checks on water usage by dairy farms.

List of few Dairy Industries:

- Aavin
- Arokya
- Cavins
- Milky mist
- Milma
- Verka
- Heritage
- Hatsun
- Jallikattu
- Mothers dairy
- Nice
- Good life
- Thirumala Milk

1.3 NEED OF THE STUDY

- Quality of work life is an important element in every organization.
- The need of having quality management in an organization is to ensure Products and services produced or offered by the organization are in accordance to customers' needs and requirements.
- To recognize the organizations their responsibility to develop jobs and working conditions that are excellent for people as well as for economic health of the organization.
- To focus on creating a good working environment as a result of which employees work together in a cooperative way and contribute their best in achieving the organizational goals.

1.4 SCOPE OF THE STUDY

- The Scope of the study covers employees of all the departments in order to understand their point of view with respect to Quality of Work Life.
- The scope of the study also includes the response of the employees to the various measures taken by the management to make the employees comfortable at the work place.
- The scope is also widened to find out the expectations of the employees from the management with respect to the above concept.
- The scope also includes the importance attributed to the grievance settlement procedure as a part of Quality of Work Life by the employees.

1.5 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE:

To find out the quality of working life of the employees in Dairy Industries.

SECONDARY OBJECTIVE:

- To access the Quality of Work Life among workers
- To comprehend connection between the representatives and their workplace.
- To dissect working environment factors influencing the worker's execution.
- To recommend techniques for improving QWL by featuring workers desires and required changes.

1.6 LIMITATIONS OF THE STUDY

- The research is based on 110 respondents & not at all.
- The study is subjective to manufacturing department of Dairy Industries.
- Data totally depends on respondents views, which could be biased in nature
- Data collection was very difficult because there was no adequate leisure time to speak to the employees, and they hesitate to disclose the truth.

CHAPTER II

2.1 REVIEW OF LITERATURE

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

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

Mina. P et al (2013) studied on Relationship between self –esteem, organizational attachment and perceptions of QWL in Jihad-e- Keshavarzi Organization Of Isfahan. The objective of the research was to find out the relationship between self-esteem organizational attachment and perception of QWL. Sample size has taken 195 employees and simple random sampling for data collection. Pearson correlation coefficient and multiple regressions were used to analysis the data. Variables studied that were dimensions of QWL: Employee participation, career development, problem solving, job security, employee communication, job pride, fair pay, industrial safety and protection, and organizational identity, Dimensions of self-esteem: self-acceptance, living consciously, self- responsibility, living purposely, personal integrity and self-assertiveness, dimensions of Organizational attachment: Organizational Commitment,

Job Satisfaction, intend to leave the organization, group coherence, organizational identity and organizational interest Findings showed that positive relationship between dimensions of Organizational Attachment and QWL. There is a Positive relationship between pillars of self-esteem and dimensions of QWL. Self- responsibility, integrity, fair pay with living purposefully, living consciously, self-acceptance, job security with purposefully are not co-related with each other. Self –esteem is co-related with organizational Attachment.

Noushin Kamali Sajjad et al (2013) studied on relationship QWL and Organizational Commitment due to this research researcher wanted to recognize relationship between QWL and OC and its components. The methods used were random stratified sampling for data gathered. To analyse the data, Pearson correlation coefficient used to calculate the rate of significant relationship between components Kolmogorov-Smirnov test to identify the statistical population normality. Variable used The findings pertained that there is direct and significant co-relation between fair and enough payment (salary and allowances) and Organizational Commitment and also significant correlation between health security and work conditions and Organizational Commitment and balance in work and other life aspects with organizational commitment. Researches gave the ranking of dependent and independent variable due to which social integration, cohesion and general space of life had most related with job-performance. fair and enough payment and growth opportunity and continuous security had least related with job-performance. Salary and allowance have at least effect on Organizational Commitment. Health and security, work condition most important factor affecting OC. Development is not least not important factor affecting OC.

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

career growth and development. There was the most significant relationship between work environment and organizational trust then physical environment. The relationship between colleagues and supervisor affects the work environment on QWL.

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

Z. Amin (2013) studied on the Quality of Work Life in Indonesian Public Service Organizations to predict the role of Career Development and Personal Factor. Five hundred and ten questionnaires (including scales of Quality of work life and career development) were distributed among employees. The four hundred twenty nine questionnaires of the employees returned the questionnaires. In this regard response rate was 84.11%. Age, sex, education, length of service, marital status and career development was used as a Parameter by researcher and regression analysis used for data analysis. The result showed if the perception is positive towards career development it will increase the QWL. There is significant relationship among career development and personal development with QWL. One thing also found about the perception of workers towards career development influenced by the interaction

between the values, hopes and purposes of workers.

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

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

Sorabsadri& Conrad goveas (2013) studied on sustainable quality of work life and job

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

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

ChandranshuSinha (2012) factors affecting quality of work life: Empirical Evidence From Indian Organizations. Sampling size was taken for this research was 100 employees and Career growth & development, Organizational Culture, emotional supervisory support, flexible work arrangement, employee motivation, Organizational commitment, job satisfaction, rewards and benefits and compensation used as a dimensions of QWL. Data analysis through Kaiser Meyer Olkin which determine the sufficiency of the sample size and Bartlett test of sphericity was calculate the

meaningfulness of the correlation matrix and factor analysis. According to this research paper comes on conclusion that profit of successful organization is not achieved at the expense incurred to the employee by organization.

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

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

S. Mortazabi (2012) studied the Role of the Psychological Capital on Quality of Work Life and organization performance. Data was collected from nurses of four hospitals in which two hospitals were private and two hospitals were public. Sample size was 207 nurses which were selected random sampling method and Self-efficacy, Optimism, Hope, Resiliency, Survival Needs, Belonging Needs and Knowledge Needs are treated

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

T. Ayesha et al (2011) have done worked on QWL among male and female employees of private commercial banks in Bangladesh to find out there is any significant difference among male and female bank employee's perception over QWL issues. Researcher adopted convenient sampling to data gathering over a sample 192 employees and factor analysis and consistency Wilcoxon analysis, Mann –Whitney- U test and Bartlett test for analyzed data. The dimensions of QWL used job design, employee relation, working environment, socialization efforts, adequate and fair compensation, opportunities to develop human, growth and development, flexible work schedule, job assignment, work and total life span and in demographic factor age , gender and experience was used. Finding of the research showed male employee's perception differs from the female employees its means management of banks are more concerned about the job design of the male employees. The second finding about perception said that male's perception more positive compared female's employees except in the terms of socialization.

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

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

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

Question divided is into three respects are organizational Commitment, quality of work life and demographic factors. Data was analysis from factor analysis with varimax rotation, mean, Standard deviation, regression analysis used as statistical tools. Result of the research paper showed that participation of employees has positive relationship with affective, continuance (alternative) and continuance (cost).

J. Gnanayudam & Ajantha Dharmasiri (2008) studied Influence of quality of work life

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

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

Md. Zohurul Islam et al (2006) investigated of QWL and organization performance in Dhaka processing zone .The objective of research is QWL is hypothesized to directly or indirectly influenced organizational performance and identify the relation between QWL with OP = Organizational Performance QWL = Quality of Work Life JS = Employee Job Satisfaction WAGPOL = Company wage policy COMPOL = Company policy UNION = Union. The variables of the research used OP,JS, WP and UP. Simple random sampling method used for data collection and the test applied to data analysis was chi-square test and regression. Finding of the research showed QWL is not significant relation with OP, union, wage, job satisfaction and company policy is highly significant with OP with the level of significant 5%. When dependent variable is job satisfaction then company policy, QWL has positive significant relationship with Job satisfaction.

Variable Union policy has positive relation but no significant with JS QWL is related to Job Satisfaction. Organizational performance taken as a dependent variable then it showed that QWL has no significant relationship with Organizational Performance.

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

Lau (2000) studied on Quality of work life and performance to provide ad hoc analysis of two key elements of the service profit chain and find out the relation between in growth and QWL. This research evaluated the performances, in terms of growth and profitability, based on a sample of QWL and S&P 500 companies.

QWL companies remained for the purpose of this study. The control group consisted of 208 service companies selected from the list of S&P 500. The results showed QWL companies have a higher growth rate, measured by the five-year trends of sales growth and asset growth than that of the S&P 500 companies. The results also indicated that QWL companies indeed enjoyed higher growth rates than those of S&P 500 companies, and their differences are statistically significant. On average, QWL Service companies have an average sales growth rate while the control group companies have below average.

CHAPTER III

RESEARCH METHODOLOGY

RESEARCH

Research is a scientific and systematic analysis for pertain information on a specific topic. In research is an act of scientific investigation.

3.1 RESEARCH DESIGN

A Research design is the arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The Research Design undertaken for the study is *Descriptive Research Design*. A study, which wants to portray the characteristics of a group or individuals or situation, is known as **Descriptive study**. It is mostly qualitative in nature.

3.2 SAMPLING TECHNIQUE

Sampling:

Sampling is the process of selecting the sufficient number of elements from the population (the items selected technically are called as Sampling).

Here this study adopted the technique of Non probability Sampling of Convenience sampling method.

Convenience sampling: The researcher selects the easiest population members from whom the information is going to be obtained.

3.3 DATA COLLECTION METHOD

PRIMARY DATA

Data which is collected for the first time is called Primary Data. Well Structured Questionnaires has been prepared for collection of primary data. Most of the questions are consist of multiple choices. The structured Questionnaire method was undertaken.

Proper care was taken to frame the Questionnaire in such a manner it should be easily understood in view of educational level of the employees.

SECONDARY DATA

The secondary data is those which have been already collected by someone else and which have already been passed through the statistical process. This data was collected from the files of the company, journals, reports and books, etc.

3.4 SAMPLE SIZE

This survey was conducted with a total sample size of 110 respondents.

3.5 PERIOD OF STUDY

The period of study is from JANUARY 2021 to MARCH 2021 which is three months of study.

3.6 TOOLS USED

- Simple Percentage analysis.
- Chi-square method.
- Correlation
- ANOVA

3.7 STRUCTURE OF QUESTIONARE

A data collection techniques where is the respondents are asked to give answer to the series of questions, written about the employee burnout in the organization. The structure of the question are was designed with the demographic factor questions, multiple choice question for calculating burnout This provides with the allowances of flexibility to the respondents to respond to the question with the ability to the quality of answers. The questionnaire is designed to be simple and easy with the proper length. The terms used are explained clearly and arranged in proper logical manner.

CHAPTER IV

DATA ANALYSIS AND INTERPRETATION

The Collected data were edited, coded and tabulated for the purpose of analysis

4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1 GENDER OF RESPONDENTS

Gender	Frequency	Percentage
Male	79	72
Female	31	28
Total	110	100

Source: Primary Data

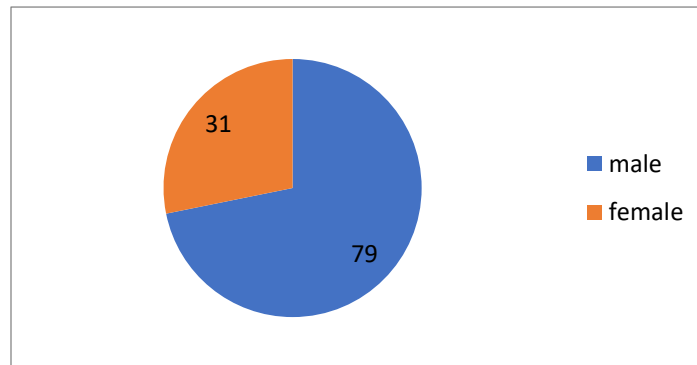


CHART 4.1.1 GENDER OF RESPONDENTS

INTERPRETATION

The above table confirms that 72% of the respondents have acquired their male, 28% of the respondents have acquired their female. Here, Most of the respondents are have the gender of respondents.

INFERENCE

Majority (72%) of the respondents are Male.

TABLE 4.1.2 AGE RESPONDENTS

Age	Frequency	Percentage
Below 19yrs	14	13.0
20yrs-29yrs	34	31.0
30yrs-39yrs	44	40.0
Above 40yrs	18	16.0
Total	110	100

Source: Primary Data

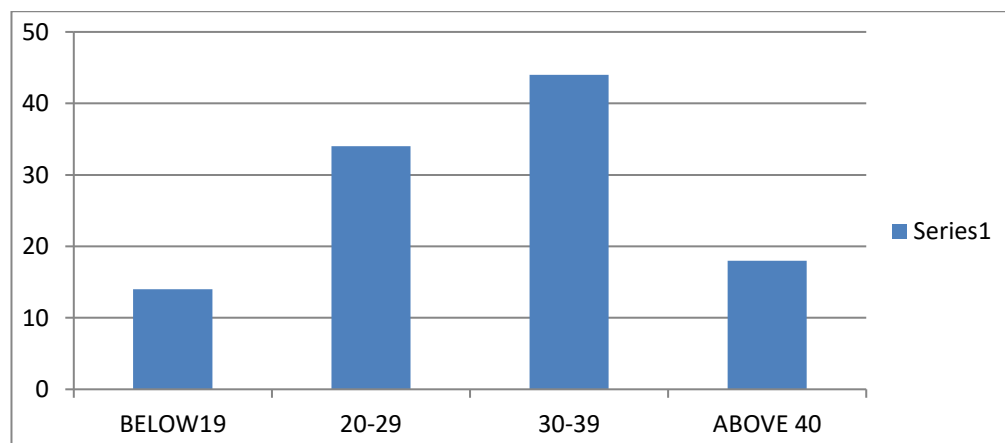


CHART 4.1.2 AGE RESPONDENTS

INTERPRETATION

The above table confirms that 13% of the respondents are below 19 years of age, 31% of the respondents are 20-29 years of age, 40% of the respondents are 30-39 years of age, 16% of the respondents are above 40 years of age. Here, Most of the respondents are have the age of respondents.

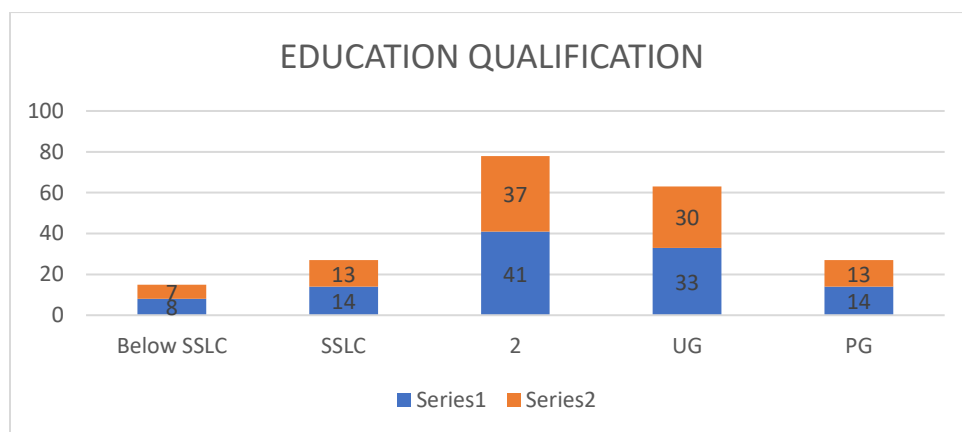
INFERENCE

Majority (40%) of the respondents are 30 years to 39 years.

TABLE 4.1.3 EDUCATION QUALIFICATION

Qualification	Frequency	Percentage
Below SSLC	8	7.0
SSLC	14	13.0
+2	41	37.0
UG	33	30.0
PG	14	13.0
TOTAL	110	100

Source: Primary Data

**CHART 4.1.3 EDUCATION QUALIFICATION****INTERPRETATION**

The above table confirms that 7% of the respondents are below SSLC, 13% of the respondents are SSLC, 37% of the respondents are +2, 30% of the respondents are said UG and 13% of the respondents are said PG.

INFERENCE

Majority (37.0%) of the respondents are +2 persons.

TABLE 4.1.4 MARITAL STATUS

STATUS	FREQUENCY	PERCENTAGE
MARRIED	49	45.0
UN MARRIED	61	55.0
TOTAL	110	100

Source: Primary Data

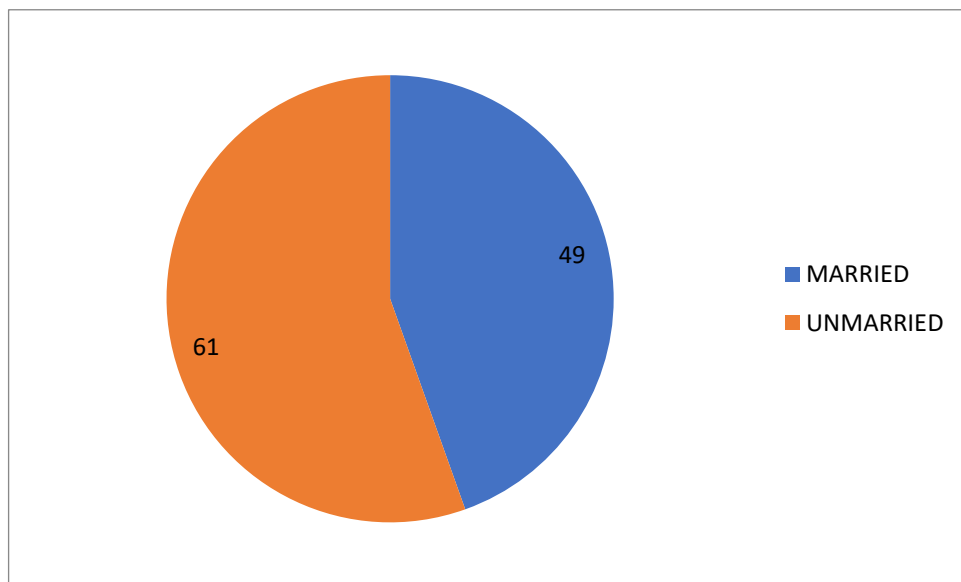


CHART 4.1.4 MARTIAL STATUS

INTERPRETATION

The above table confirms that 45% of the respondents are Married and 55% of the respondents are unmarried.

INFERENCE

Majority (55.0%) of the respondents are Unmarried.

TABLE 4.1.5 EXPERIENCE OF THE RESPONDENTS

YEARS	FREQUENCY	PERCENTAGE
Less 5yrs	25	23.0
5yrs-10yrs	48	44.0
10yrs-15yrs	14	13.0
15yrs-20yrs	7	6.0
Above 20yrs	16	14.0
Total	110	100

Source: Primary Data

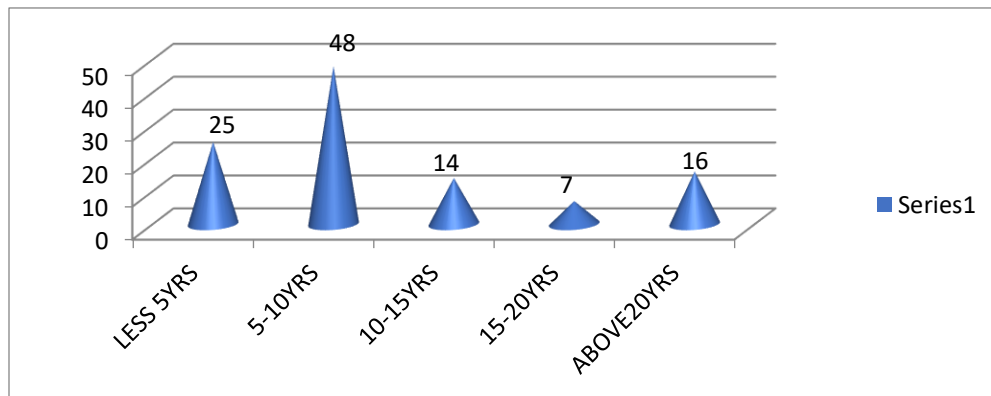


CHART 4.1.5 EXPERIENCE OF THE RESPONDENTS

INTERPRETATION

The above table confirms that 23% of the respondents were having less than 5 years of experience, 44% of the respondents are with 5-10 years of experience, 13% of the respondents are with 10-15 years of experience, 6% of the respondents are with 15-20 years of experience and 14% of the respondents are above 20 years experienced.

INFERENCE

Majority (44%) of the respondents are 5 years to 10 years.

TABLE 4.1.6 MONTHLY SALARY OF THE RESPONDENTS

S. No	Monthly salary	No of Respondent	Percentage
1	Below 6000Rs	3	2.60%
2	6001Rs to 12000Rs	20	17.10%
3	12001Rs to 18000Rs	34	29.10%
4	Above 18000Rs	53	51.30%
	Total	110	100%

Source: Primary Date

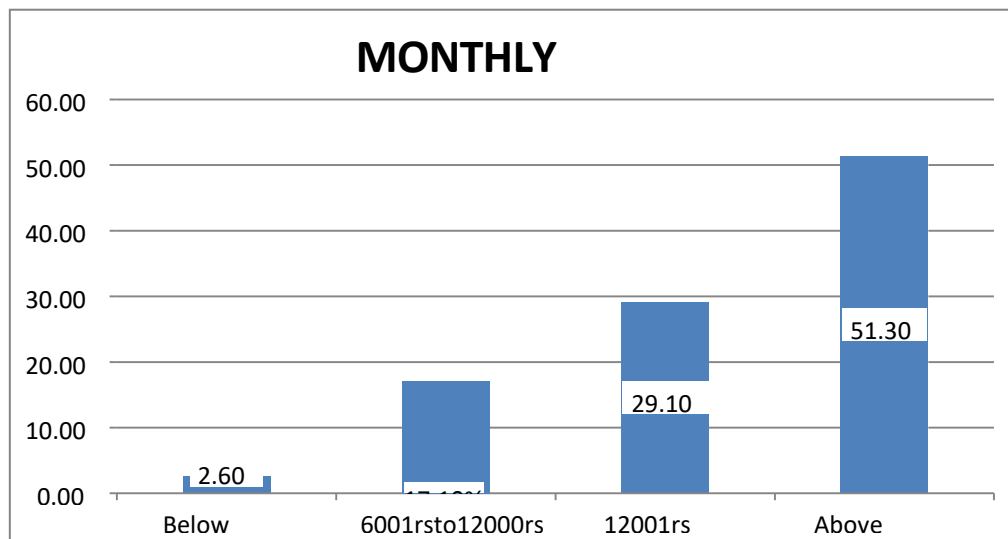


CHART 4.1.6 MONTHLY SALARY OF THE RESPONDENTS

INTERPRETATION:

The above table shows that 2.6 percent of the respondents are having below 6000rs as monthly income, 17.1 percent of the respondents are as monthly income between 6001 to 12000, 29.1 percent of the respondents are between 12001 to 18000 as monthly income and 51.3 percent of the respondents are between above 18001 as monthly income.

INFERENCE

Majority (29.10%) of the respondents are 12001rs to 18000rs.

TABLE 4.1.7 HEALTHY RELATIONSHIP WITH MY SUPERIOR

OPINION	FREQUENCY	PERCENTAGE
STRONGLYAGREE	49	45.0
AGREE	18	16.0
NEUTRAL	20	18.0
DIS AGREE	12	11.0
STRONGLY DISAGREE	11	10.0
TOTAL	110	100

Source: Primary Data

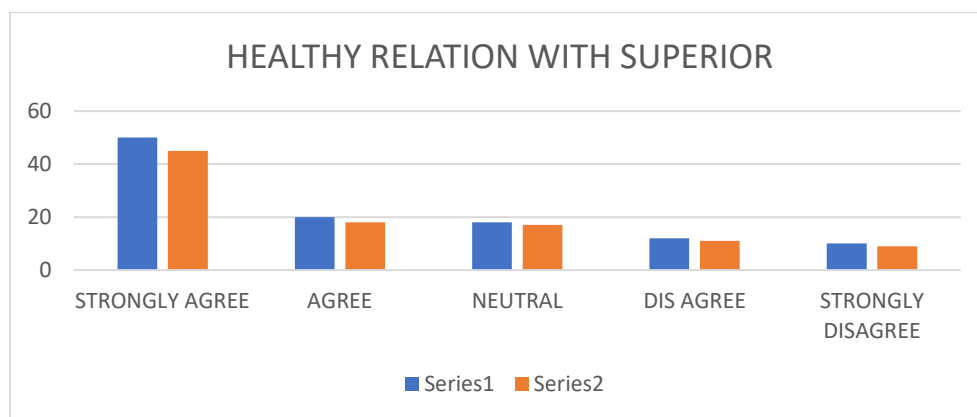


CHART 4.1.7 HEALTHY RELATIONSHIP WITH MY SUPERIOR

INTERPRETATION

The above table confirms that 45% of the respondents are strongly agree other department are cooperate with each other , 16% of the respondents are agree that other department are cooperate, 18% of the respondents are said neutral, 11% of the respondents are said disagree and 10% of the respondents are said strongly disagree.

INFERENCE

Majority (29%) of the respondents are Strongly agree.

TABLE 4.1.8 HAVE YOU CLAIMED ANY MEDICAL INSURANCE

STATUS	FREQUENCY	PERCENTAGE
YES	30	31.8
NO	65	56.4
MAY BE	15	11.8
TOTAL	110	100

Source: Primary Data

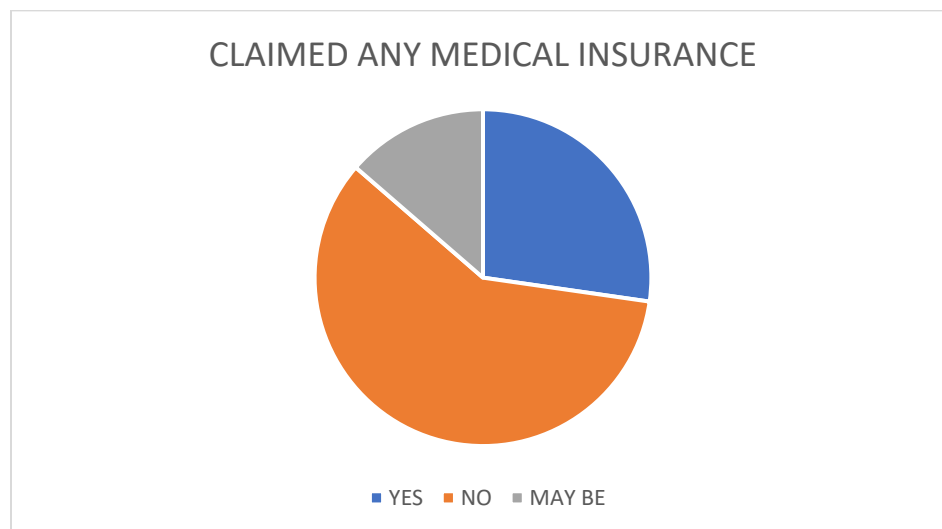


CHART 4.1.8 HAVE YOU CLAIMED YOU MEDICAL INSURANCE

INTERPRETATION

The above table confirms that 31.8% of the respondents are Yes, 56.4% of the respondents are No and 11.8% of the respondents are Maybe.

INFERENCE

Majority (56.4%) of the respondents are No.

TABLE 4.1.9 WORK STRESSFUL IN ORGANIZATION

STATUS	FREQUENCY	PERCENTAGE
ALWAYS	23	23.4
OFTEN	39	36.9
SOMETIMES	32	26.1
NEVER	16	13.5
TOTAL	110	100

Source: Primary Data

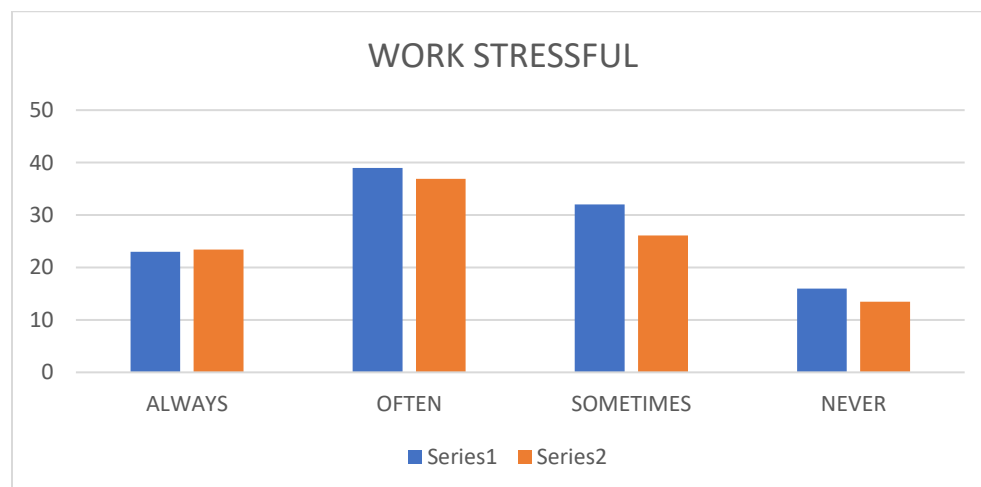


CHART 4.1.9 WORK STRESSFUL ORGANIZATION

INTERPRETATION

The above table conforms that 23.4% of the respondents are Always for the Work Stressful, 36.9% of the respondents are Often for the Work Stressful, 26.1% of the respondents are Sometimes for the Work Stressful and 13.4% of the respondents are Never for the Work Stressful.

INFERENCE

Majority (36.9%) of the respondents are Often.

TABLE 4.1.10 GOOD BALANCE BETWEEN WORK LIFE AND FAMILY LIFE

S. No	WORKING LIFE AND FAMILY LIFE	No of Respondent	Percentage
1	Strongly agree	34	29.10%
2	Agree	53	46.20%
3	Neither Agree or Nor Disagree	13	13.70%
4	Disagree	7	8.50%
5	Strongly Disagree	3	2.60%
	Total	110	100%

Source: Primary Data

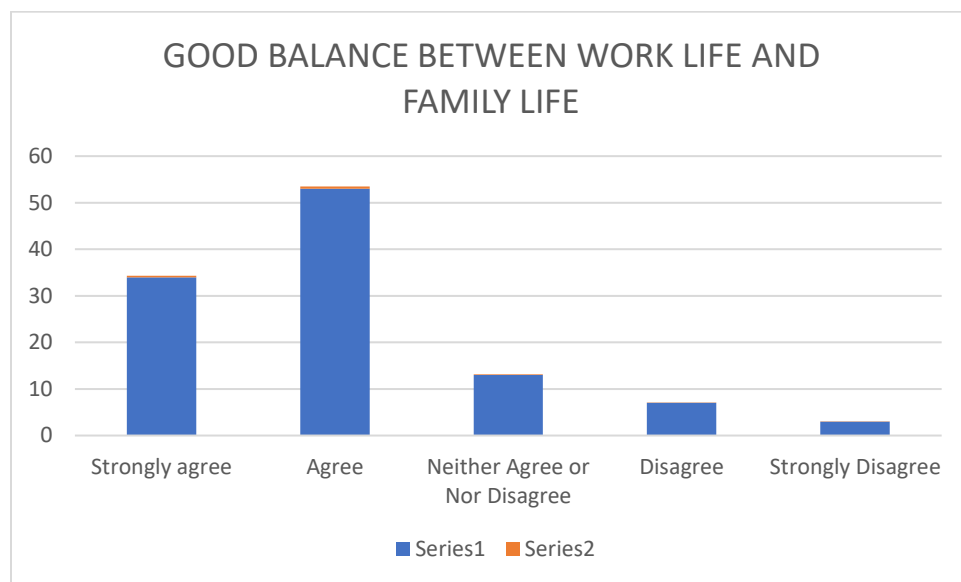


CHART 4.1.10 GOOD BALANCE BETWEEN WORK LIFE AND FAMILY LIFE

INTERPRETATION:

The above table shows that 34 percent of the respondents are strongly agree that management provide good balance between work life and family life, 53 percent of the respondents are agree that management provide good balance between work life and family life, 13 percent of the respondents are neither agree or nor disagree that management provide good balance between work life and family life , 7 percent of the respondents are disagree that management provide good balance between work life and

family life, and 3 percent of the respondents are strongly disagree that management provide good balance between work life and family life.

INFERENCE

Majority (46.20%) of the respondents are agree.

TABLE 4.1.11 MEDICAL CAMP CONDUCTED BY A DAIRY INDUSTRIES

S. No	MEDICAL CAMP	No of Respondent	Percentage
1	HIGHLY SATISFIED	34	18%
2	SATISFIED	53	56.8%
3	NEUTRAL	13	20.2%
4	HIGHLY DISSATISFIED	7	1%
5	DISSATISFIED	3	4.60%
	Total	110	100%

Source: Primary Data

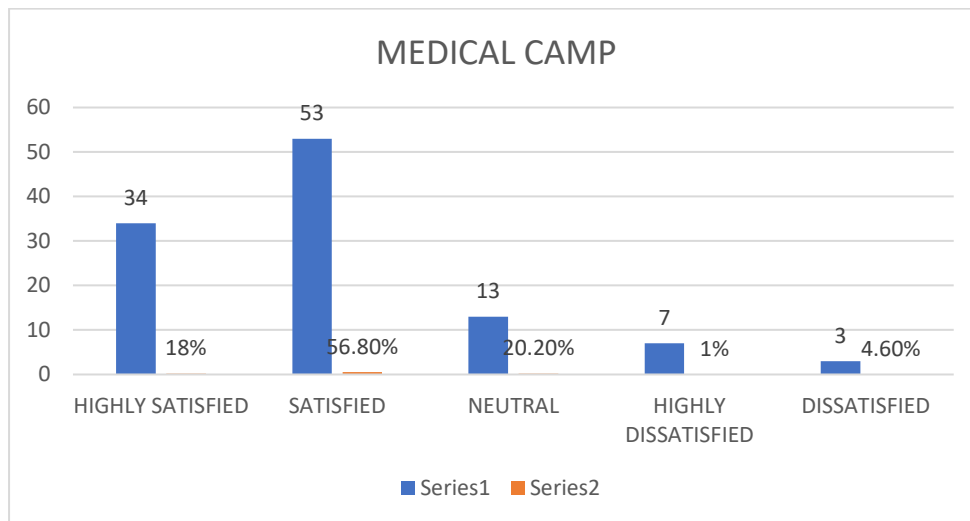


CHART 4.1.11 MEDICAL CAMP CONDUCTED BY A DAIRY INDUSTRIES

INTERPRETATION

The above table confirms that 18% of the respondents are said Highly dissatisfied, 56.8% of the respondents are said satisfied and 20.2% of the respondents are said neutral, 1% of the respondents are said highly dissatisfied and 4.6% of the respondents are said dissatisfied.

INFERENCE

Majority (56.8%) of the respondents are Satisfied.

TABLE 4.1.12 MACHINERIES GIVEN IN THE WORKING ENVIRONMENT

S. No	WORKING ENVIRONMENT	No of Respondent	Percentage
1	HIGHLY SATISFIED	25	16%
2	SATISFIED	39	53.8%
3	NEUTRAL	21	15.2%
4	HIGHLY DISSATISFIED	5	5%
5	DISSATISFIED	10	10.60%
	Total	110	100%

Source: Primary Data

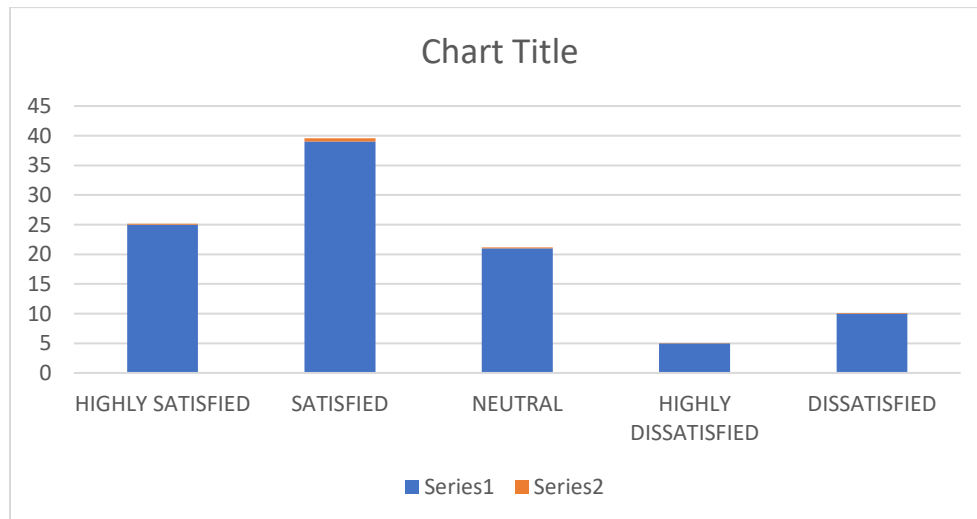


CHART 4.1.12 MACHINERIES GIVEN IN THE WORKING ENVIRONMENT

INTERPRETATION

The above table confirms that 16% of the respondents are said Highly dissatisfied, 53.8% of the respondents are said satisfied and 15.2% of the respondents are said neutral, 5% of the respondents are said highly dissatisfied and 10% of the respondents are said dissatisfied.

INFERENCE

Majority (53.8%) of the respondents are Satisfied.

TABLE 4.1.13 JOB SECURITY IN ORGANIZATION

S. No	Job security	No of Respondent	Percentage
1	Excellent	37	33.60%
2	Good	50	44.80%
3	Better	15	14.70%
4	Bad	6	5.20%
5	Worst	2	1.70%
	Total	110	100%

Source: Primary Data



CHART 4.1.13 JOB SECURITY IN ORGANIZATION

INTERPRETATION:

The above table shows that 33.6 percent of the respondents are strongly agree that management provide job security, 44.8 percent of the respondents are agree that management provide job security, 14.7 percent of the respondents are moderate t provide job security incentives, 5.2 percent of the respondents are disagree that management provide job security, and 1.7 percent of the respondents are strongly disagree that management provide job security.

INFERENCE

Majority (44.8%) of the respondents are Good.

TABLE 4.1.14 THE TRAINING PROGRAM

S. No	Job security	No of Respondent	Percentage
1	Excellent	15	14%
2	Good	6	7%
3	Better	37	33%
4	Bad	2	1%
5	Worst	50	45%
	Total	110	100%

Source: Primary Data



CHART 4.1.14 THE TRAINING PROGRAM

INTERPRETATION:

The above table shows that 14 percent of the respondents are strongly agree that management provide job security, 7 percent of the respondents are agree that management provide job security, 33 percent of the respondents are moderate t provide job security incentives, 1 percent of the respondents are disagree that management provide job security, and 45 percent of the respondents are strongly disagree that management provide job security.

INFERENCE

Majority (45%) of the respondents are Strongly Disagree.

TABLE 4.1.15 FEEL COMFORTABLE IN JOB

OPINION	FREQUENCY	PERCENTAGE
STRONGLY AGREE	50	45.0
AGREE	20	18.0
NEUTRAL	18	17.0
DIS AGREE	12	11.0
STRONGLY DISAGREE	10	9.0
TOTAL	110	100

Source: Primary Data

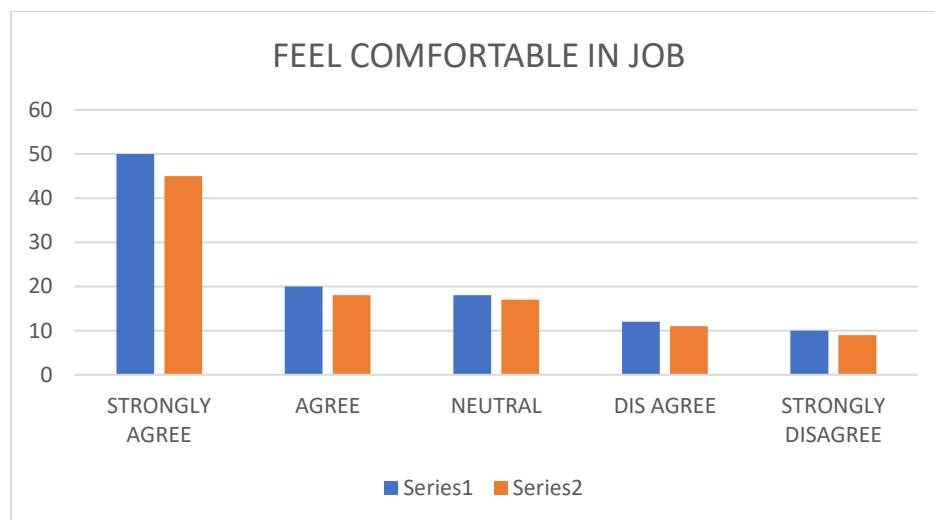


CHART 4.1.15 FEEL COMFORTABLE IN JOB

INTERPRETATION

The above table confirms that 45% of the respondents are said strongly agree, 18% of the respondents are said agree, 17% of the respondents are said neutral, 11% of the respondents are said disagree and 9% of the respondents are said strongly disagree.

INFERENCE

Majority (45%) of the respondents are Strongly agree.

TABLE 4.1.16 MANAGEMENT AND EMPLOYEE

S. No	MANAGEMENT AND EMPLOYEE	No of Respondent	Percentage
1	Excellent	22	18%
2	Good	50	34%
3	Better	20	25%
4	Bad	6	8%
5	Worst	12	15%
	Total	110	100%

Source: Primary Data



CHART 4.1.16 MANAGEMENT AND EMPLOYEE

INTERPRETATION

The above table confirms that 18% of the respondents are said Excellent, 34% of the respondents are said Good, 25% of the respondents are said better, 8% of the respondents are said bad and 15% of the respondents are said worst.

INFERENCE

Majority (34%) of the respondents are Good.

TABLE 4.1.17 THE OPPORTUNITY FOR EMPLOYEES

S. No	OPPORTUNITIY FOR EMPLOYEES	No of Respondent	Percentage
1	HIGHLY SATISFIED	25	16%
2	SATISFIED	39	53.8%
3	NEUTRAL	21	15.2%
4	HIGHLY DISSATISFIED	5	5%
5	DISSATISFIED	10	10.60%
	Total	110	100%

Source: Primary Data

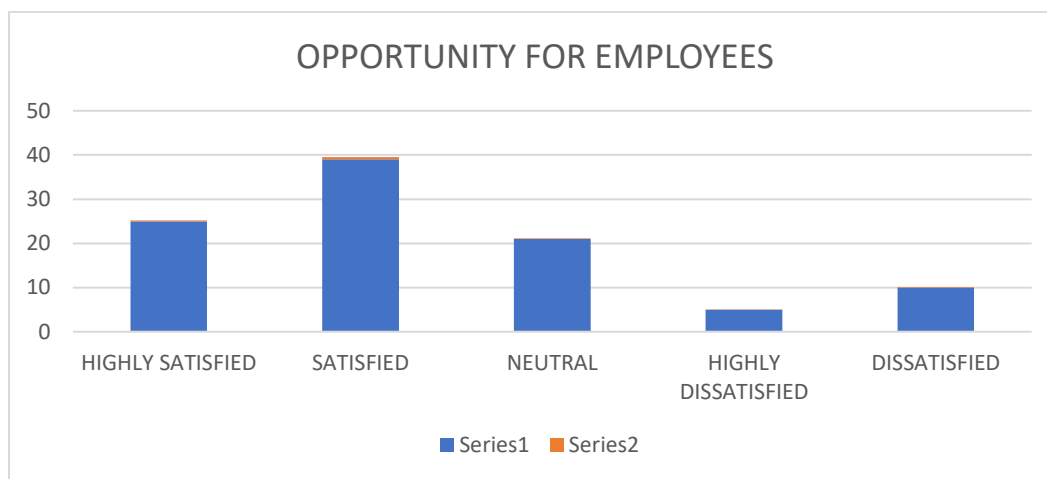


CHART 4.1.17 THE OPPORTUNITY FOR EMPLOYEES

INTERPRETATION

The above table confirms that 16% of the respondents are said Highly dissatisfied, 53.8% of the respondents are said satisfied and 15.2% of the respondents are said neutral, 5% of the respondents are said highly dissatisfied and 10% of the respondents are said dissatisfied.

INFERENCE

Majority (53.8%) of the respondents are Satisfied.

TABLE 4.1.18 SAFETY AND HEALTHY MEASURES

OPINION	FREQUENCY	PERCENTAGE
STRONGLY AGREE	36	33.0
AGREE	21	19.0
NEUTRAL	30	27.0
DIS AGREE	10	9.0
STRONGLY DISAGREE	13	12.0
TOTAL	110	100

Source: Primary Data

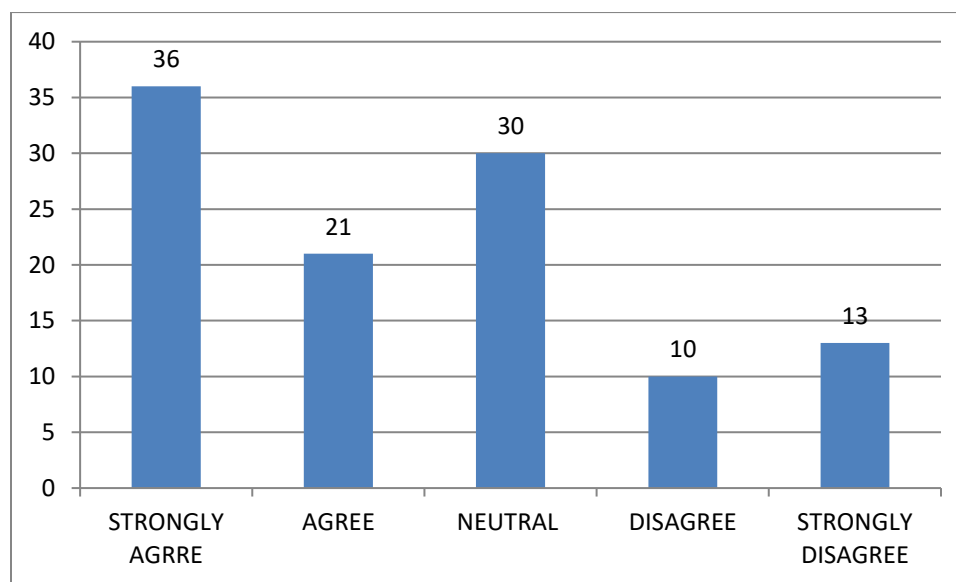


CHART 4.1.18 SAFETY AND HEALTHY MEASURES

INTERPRETATION

The above table confirms that 33% of the respondents are said strongly agree, 19% of the respondents are said agree and 27% of the respondents are said neutral, 9%

of the respondents are said disagree and 11% of the respondents are said strongly disagree.

INFERENCE

Majority (33%) of the respondents are Strongly agree.

TABLE 4.1.19 ACHIEVE YOUR TARGETS

STATUS	FREQUENCY	PERCENTAGE
YES	30	31.8
NO	65	55.4
MAY BE	15	12.8
TOTAL	110	100

Source: Primary Data



CHART 4.1.19 ACHIEVE YOUR TARGETS

INTERPRETATION

The above table confirms that 31.8% of the respondents are Yes, 56.4% of the respondents are No and 12.8% of the respondents are Maybe.

INFERENCE

Majority (55.4%) of the respondents are No.

TABLE 4.1.20 TRANSPORT FACILITY

OPINION	FREQUENCY	PERCENTAGE
STRONGLY AGREE	50	36.0
AGREE	40	21.0
NEUTRAL	3	30.0
DIS AGREE	9	10.0
STRONGLY DISAGREE	8	13.0
TOTAL	110	100

Source: Primary Data

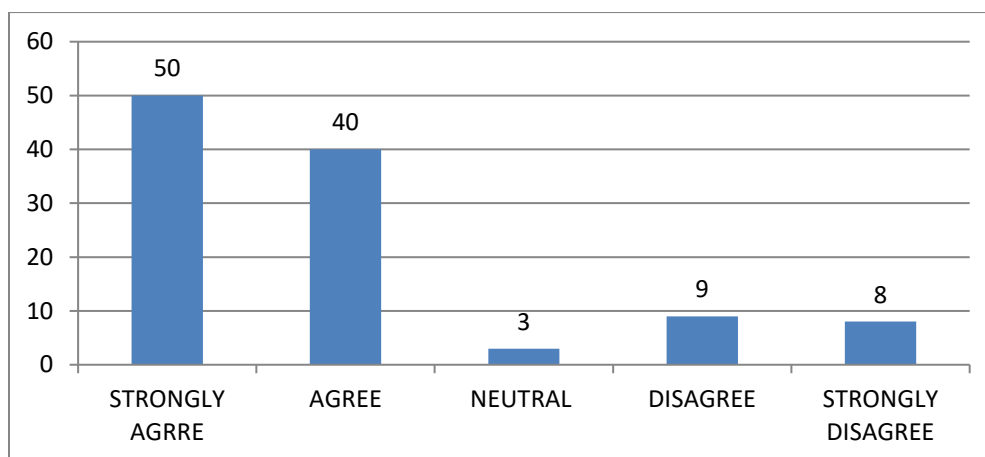


CHART 4.1.20 TRANSPORT FACILITY

INTERPRETATION

The above table conforms that 36% of the respondents are said strongly agree, 21% of the respondents are said agree and 30% of the respondents are said neutral, 10% of the respondents are said disagree and 13% of the respondents are said strongly disagree.

INFERENCE

Majority (36%) of the respondents are Strongly agree.

TABLE 4.1.21 CANTEEN FACILITIES PROVIDED BY DAIRY INDUSTRIES

OPINION	FREQUENCY	PERCENTAGE
STRONGLY AGREE	40	36.0
AGREE	35	33.0
NEUTRAL	20	18.0
DIS AGREE	10	9.0
STRONGLY DISAGREE	5	4.0
TOTAL	110	100

Source: Primary Data

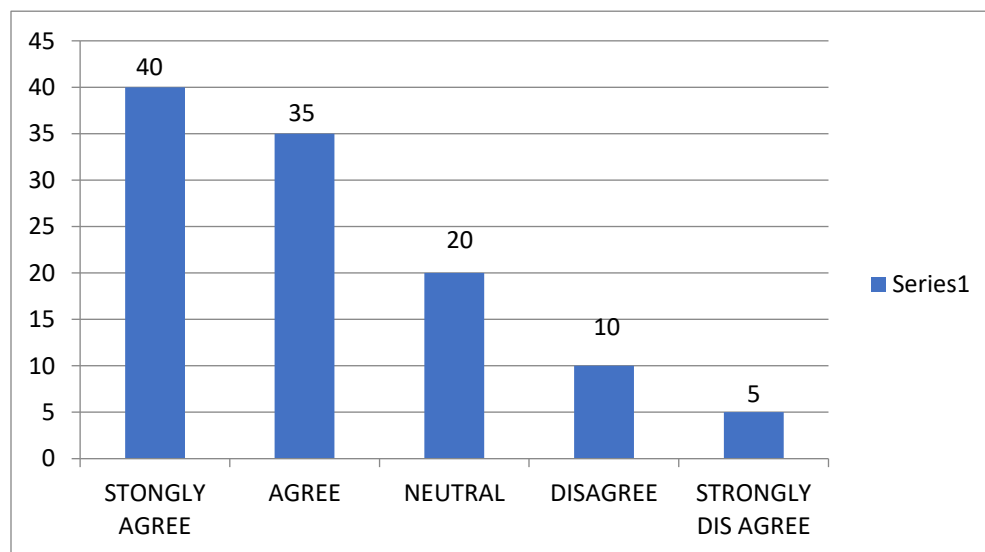


CHART 4.1.21 CANTEEN FACILITIES PROVIDED BY DAIRY INDUSTRIES

INTERPRETATION

The above table confirms that 36% of the respondents are said strongly agree, 33% of the respondents are said agree and 18% of the respondents are said neutral, 9% of the respondents are said disagree and 4% of the respondents are said strongly disagree.

INFERENCE

Majority (36%) of the respondents are Strongly agree.

4.1. CHI SQUARE

Null Hypothesis (Ho): There is no significant difference between gender and relationship with management and employees in work place.

Alternative Hypothesis (H1): There is significant difference between gender and relationship with management and employees in work place

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
gender * relationship	110	100.0%	0	0.0%	110	100.0%

gender * relationship Crosstabulation								
			relationship					
			Bad	Better	Excellent	Good	Worst	
gender	Female	Count	0	12	3	12	0	27
		Expected Count	1.0	9.6	4.4	11.8	.2	27.0
	Male	Count	4	27	15	36	1	83
		Expected Count	3.0	29.4	13.6	36.2	.8	83.0
Total		Count	4	39	18	48	1	110
		Expected Count	4.0	39.0	18.0	48.0	1.0	110.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	3.051 ^a	4	.549
Likelihood Ratio	4.254	4	.373
Linear-by-Linear Association	.027	1	.869
N of Valid Cases	110		
a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .25.			

Interpretation:

Since p value is greater than 0.05, we accept the null Hypothesis reject the alternative hypothesis. There is no significant difference between gender and relationship with management and employees in work place.

4.3 Correlation

Correlations			
		maintain	comfortable
maintain	Pearson Correlation	1	.180
	Sig. (2-tailed)		.060
	N	110	110
comfortable	Pearson Correlation	.180	1
	Sig. (2-tailed)	.060	
	N	110	110

INTERPRETATION:

Since p value is (0.180) it is positive correlation. Hence there is positive correlation between comfortable with job and maintain a good balance between the work life and the family life.

CHAPTER V

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- 72% of the respondents are Male.
- 37.0% of the respondents are +2 persons.
- 5.0% of the respondents are Unmarried.
- 44% of the respondents are 5years to 10 years.
- 29.10% of the respondents are 12001rs to 18000rs.
- 29% of the respondents are Strongly agree.
- 56.4% of the respondents are No.
- 36.9% of the respondents are Often.
- 46.20% of the respondents are agree.
- 56.8% of the respondents are Satisfied.
- 55.8% of the respondents are Satisfied.
- 44.8% of the respondents are Good.
- 45% of the respondents are Strongly Disagree.
- 34% of the respondents are Good.
- 53.8% of the respondents are Satisfied.
- 33% of the respondents are Strongly agree.
- 55.4% of the respondents are No.
- 36% of the respondents are Strongly agree.
- 33% of the respondents are Strongly agree.
- We accept the null Hypothesis reject the alternative hypothesis. There is no significant difference between gender and relationship with management and employees in work place.
- There is positive correlation between comfortable with job and maintain a good balance between the work life and the family life.

5.2 SUGGESTIONS

- From the analysis of the reports through questionnaire survey it is seen that the organization have realized the need for work life balance of employees and offers the policy and programs that concentrates on the growth of the employees and that is family friendly.
- Since, balancing of work and family roles is one of the key issues in the coming years, the organization should improvise and innovate the ways to cater the employees having diverse needs and these should be the integral to core business but not the optional.
- There should be utmost care taken in taking decisions in adopting and implementing the policies as it impacts both employee and the organization.
- There must be proper communication made to the employees regarding the company's policies and must be encouraged.
- There must be a proper and a flexible time that has to be adopted so that employees doesn't feel stressed about the overtime working and they can spend a quality time with their family and they can even make time to finish their family duties and commitments.

5.3 CONCLUSION

The research has a humble attempt in identifying the causes of quality of work life and come up with a few suggestions. Dairy Industries concern about employee rewards and recognition, bonus and incentives, and flexible work timings shows positive outcome over employee retention. Therefore this study concludes that quality of work life is very important for employees to retain for several years in the organization.

Employees also consider their happiness when making the decision to stay with an organization. The results from the above study show that the quality of work life are key factors in employees. Therefore, it is very important for management to develop a retention strategy that addresses employees in major factors. This strategy provides a great experience for the organization. Finally, future research should aim to improve the internal validity of the research by considering different variables for employee retention to ensure successful quality work life of employees. It will also be helpful for the organization to investigate how other factors also impacts on quality work life.

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APPENDIX - I

QUESTIONNAIRES

1. Name:
2. Gender : ☐ Male ☐ Female ☐ Other
3. Age:
☐ Below 19yrs ☐ 20yrs – 29yrs ☐ 30yrs – 39yrs ☐ above 40yrs
4. Educational Qualification:
☐ Diploma ☐ +2 ☐ UG ☐ PG
5. Marital status:
☐ Married ☐ Unmarried
6. Experience:
☐ Less than 5yrs ☐ 6yrs -10yrs ☐ 11yrs -15yrs ☐ 16yrs -20yrs
☐ Above 21yrs
7. Monthly income
☐ Below 6000 ☐ 6001 - 12000 ☐ 12001 - 18000 ☐ 18001 -24000
☐ Above 24001
8. I have healthy relationship with my superior.
☐ Strongly agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree
9. Have you claimed any medical insurance in this year?
☐ Yes
☐ No
☐ Maybe
10. How often will you find your work stressful?
☐ Always
☐ Often
☐ Sometimes
☐ Never

11. I am able to maintain a good balance between the work life and the family life?

- ☐ Strongly agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

12. How for your satisfied with the medical camp conducted by a Dairy industries?

- ☐ Highly satisfied ☐ satisfied ☐ Neutral ☐ Dissatisfied ☐ Highly Dissatisfied

13. How for your satisfied with the machineries given in the working environment.

- ☐ Highly satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Highly Dissatisfied

14. Tell your opinion about the job security in the working organization?

- ☐ Excellent ☐ Good ☐ Better ☐ Bad ☐ worst

15. Tell your opinion about the training program conducted in the organization?

- ☐ Excellent ☐ Good ☐ Better ☐ Bad ☐ worst

16. Do you feel comfortable and agree with your job?

- ☐ Strongly agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

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

- ☐ Excellent ☐ Good ☐ Better ☐ Bad ☐ worst

18. How for your satisfied with the opportunity for employees an carrer development prevailing in the organization?

- ☐ Highly satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Highly Dissatisfied

19. Does the organization will provide the safety and health measures?

- ☐ Strongly agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

20. Does the organization will support you in providing transportation facility?

☐ Strongly agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

21. Do you need to achieve your targets with in given time period?

☐ Yes

☐ No

☐ Maybe

22. I am agree with the canteen facilities provided by Dairy Industries.

☐ Strongly agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

APPENDIX-II

ARTICLE

QUALITY OF WORK LIFE AMONG THE EMPLOYEES OF DAIRY INDUSTRIES

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ABSTRACT

The aim of the study is that the conception of quality of labor life and also the role it plays in enhancing the productivity and performance in organization. It conjointly aims at understanding a large vary of welfare activities to be undertaken so as to boost quality of labor life. The success of any organization is very addicted to however it attracts and motivates and retains its hands. Organization square measure needed to adopt a method to boost workers the workers the staff quality work life to satisfy structure objectives and employee desires. A self-developed form, measured on a Liker Scale was accustomed collect knowledge from respondents. The Chi-square check of association was utilized in testing the hypothesis of the study. Qualitative analysis style was used victimization structured interviews in addition as administering analysis form to all or any class of staff. The findings highlighted issues on worker rewards, timely recognition and Appreciation, work stress, psychological feature factors, and worker personal development.

INTRODUCTION

It will be same that job Life Balance could also be a important issue within the Human Resource Management field and it is a significant impact on the productivity and growth of every the organization and also the worker. Work life is all a few of live concerning dominant on once, wherever and therefore the way they work. several factors square measure acting as supporting components for workers to achieve balance between work and personal life. whereas sure components like workers participation in framing the policies and taking key selections, effective communication of organizations policies are going to be reinforced to make work and personal lifetime of workers extremely balanced.

QWL are often defined as "The quality of relationship between employees and therefore the total working environment." Quality of labor life refers to temp., humidity, or any environmental factors, work culture, amenities or facilities you've got in order that you'll say the factors that directly affect your work. One possibility was to re-design jobs to possess the attributes desired by folks, and re-design organizations to possess the setting

desired by the parents. This approach seeks to spice up QWL. there is a demand to provide staff additional of a challenge, additional of an entire task, additional chance to use their ideas. shut attention to QWL provides a additional humanized work setting. It makes an effort to serve the higher-order desires of staff additionally as their additional basic desires. It seeks to use the upper skills of staff associated to supply an setting that encourages them to spice up their skills. the thought is that human resources need to be developed and not merely used. Further, the work shouldn't need to a fault negative conditions. It mustn't place staff below undue stress. It mustn't harm or degrade their humanity. It mustn't be threatening or unduly dangerous. Finally, it need to contribute to, or a minimum of leave intact, workers' talents to perform in several life roles, like national, significant other and parent. That is, work need to contribute to general social advancement.

STATEMENT OF THE PROBLEM

- Quality of labor Life in a corporation is crucial for the sleek running and success of its workers.
- The standard of labor Life will have an effect on such things as workers timings, his or her work output, his or her out there leaves, etc.
- Quality of labor Life helps the staff to feel secure and like they're being thought of and cared for by the organization within which they work.
- Currently a day's Bharat business homes are that specialize in rising quality of labor lifetime of their organization to realize heightened satisfaction, commitment and improved performance against this back ground the scientist realize, this can be the suitable time to review the world to spot the importance of things, associated with work atmosphere that satisfies higher order and necessary wants of the workers the workers the staff to style quality of labor life program or the determine the importance factors to realize complete favorableness of employees towards the organization and to create them feel as "round peg in a very spherical hole".

OBJECTIVES OF THE STUDY

- To find out the quality of working life of the employees in Dairy Industries.
- To access the Quality of Work Life among workers
- To comprehend connection between the representatives and their workplace.

REVIEW OF LITRATURE

Thomas Wyatt and Chat Yue Wah (2001) examined the perception of QWL with a sample size of 332 social control executives. Results from correlational analysis recommend four dimensions that area unit named favorable work atmosphere, personal growth and

autonomy, nature of job and stimulating opportunities and colleagues. the findings support the conceptualizations of things concerned in perception of QWL.

Rice (1985) stressed the connection between work satisfaction and Quality of people's lives. He contended that job experiences and outcomes will have an effect on person's general Quality of life, each directly and indirectly through their effects on family interactions, leisure activities and levels of health and energy.

Hackman and Oldham (1976) discovered psychological growth desires as crucial determinant of Quality of operating life. many such desires were identified; ability selection, Task Identity, Task significance, Autonomy and Feedback. They finished that fulfillment of those desires plays a very important role if workers square measure to expertise top quality of operating life.

Mirvis and Lawler (1984) found in their study that Quality of operating life was connected with satisfaction with wages, hours and dealing conditions, describing the "essentials of a decent quality of labor life" as; safe work surroundings, just wages, equal employment opportunities and opportunities for advancement.

Hackman and Oldham (1980) highlight the constructs of QWL in relevance the interaction between work atmosphere and private wants. The work atmosphere that's ready to fulfill employees' personal wants is taken into account to supply a positive interaction result, which can result in a wonderful QWL. They emphasized that the private wants agree once rewards from the organization, like compensation, promotion, recognition and development meet their expectations.

METHODOLOGY

Research is a scientific and systematic analysis for pertain information on a specific topic. In research is an act of scientific investigation. A Research design is the arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The Research Design undertaken for the study is *Descriptive Research Design*. A study, which wants to portray the characteristics of a group or individuals or situation, is known as *Descriptive study*. It is mostly qualitative in nature. Sampling is the process of selecting the sufficient number of elements from the population (the items selected technically are called as Sampling). Here this study adopted the technique of Non probability Sampling of Convenience sampling method. The researcher selects the easiest population members from whom the information is going to be obtained. Data which is collected for the first time is called Primary Data. Well Structured Questionnaires has been prepared for collection of primary data. Most of the questions are consist of multiple choices. The structured Questionnaire method was undertaken. Proper care was taken to frame the Questionnaire in such a manner it should be easily understood in view of educational

level of the employees. The secondary data is those which have been already collected by someone else and which have already been passed through the statistical process. This data was collected from the files of the company, journals, reports and books, etc.

DISCUSSION

On completing the project “a study on quality of work life among the employees working in dairy industries” the correlation test was done to find out the correlation between comfortable with job and maintain a good balance between the work life and the family life. The chi square was done to find out the between gender and relationship with management and employees in work place.

1. Correlation

Correlations			
		maintain	comfortable
maintain	Pearson Correlation	1	.180
	Sig. (2-tailed)		.060
	N	110	110
comfortable	Pearson Correlation	.180	1
	Sig. (2-tailed)	.060	
	N	110	110

INTERPRETATION:

Since p value is (0.180) it is positive correlation. Hence there is positive correlation between comfortable with job and maintain a good balance between the work life and the family life.

2. CHI SQUARE

Null Hypothesis (Ho): There is no significant difference between gender and relationship with management and employees in work place.

Alternative Hypothesis (H1): There is significant difference between gender and relationship with management and employees in work place.

Case Processing Summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
gender * relationship *	110	100.0%	0	0.0%	110	100.0%

gender * relationship Crosstabulation		
	relationship	Total

			Bad	Better	Excellent	Good	Worst	
gender	Female	Count	0	12	3	12	0	27
		Expected Count	1.0	9.6	4.4	11.8	.2	27.0
	Male	Count	4	27	15	36	1	83
		Expected Count	3.0	29.4	13.6	36.2	.8	83.0
Total		Count	4	39	18	48	1	110
		Expected Count	4.0	39.0	18.0	48.0	1.0	110.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	3.051 ^a	4	.549
Likelihood Ratio	4.254	4	.373
Linear-by-Linear Association	.027	1	.869
N of Valid Cases	110		
a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is .25.			

Interpretation:

Since p value is greater than 0.05, we accept the null Hypothesis reject the alternative hypothesis. There is no significant difference between gender and relationship with management and employees in work place.

SUGGESTION

- From the analysis of the reports through form survey it's seen that the organization have complete the need for work life balance of staff and offers the policy and programs that concentrates on the expansion of the staff which is family friendly.
- Since, equalization of labor and family roles is one of the key problems within the approaching back years, the organization need to improvise and pioneer the ways in which to cater the staff having various desires and these need to be the integral to core business however not the optional.
- There need to be utmost care taken in taking choices in adopting and implementing the policies because it impacts each worker and also the organization.

- There should be correct communication created to the staff concerning the company's policies and will be inspired.
- There should be an accurate and a flexible time that must be adopted so staff doesn't feel stressed regarding the overtime operating which they're going to pay a top quality time with their family which they're going to even create time to finish their family duties and commitments.

CONCLUSION

It will be same that job Life Balance could also be a important issue within the Human Resource Management field and it is a significant impact on the productivity and growth of every the organization and also the worker. Work life is all a few of live concerning dominant on once, wherever and therefore the way they work. several factors square measure acting as supporting components for workers to achieve balance between work and personal life. whereas sure components like workers participation in framing the policies and taking key selections, effective communication of organizations policies are going to be reinforced to make work and personal lifetime of workers extremely balanced.

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