

## **Employee Perception on Quality of Work Life at Fact - Kochi**

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### **ABSTRACT**

A study about Quality of work life is proposed to be conducted at Fertilizer And Chemicals Travancore Limited (FACT Ltd) Eloor, Kochi. The success of any organization is highly dependent on how it attracts recruits, motivates, and retains its workforce. Today's organizations need to be more flexible so that they are equipped to develop their workforce and enjoy their commitment. Therefore, organizations are required to adopt a strategy to improve the employee's Quality of work life (QWL) to satisfy both the organizational objectives and employee needs. Qualities of work life programmer are activities undertaken by organization to improve working condition as well as productivity. Its aims at finding the existing work life situation prevailing in the company through analyzing the attitude of employees on the parameter like reward, respect, recognition security and growth opportunity and working condition.

The aim of the proposed study in provide the management with an opinion survey on the attitude of the staff and ultimately determine the impact of existing work life situation in the organizational performance. A descriptive research study along with simple random sampling was adopted for a sample size of 150 employees of FACT Ltd. The primary data were collected by interviewing the employees through questionnaire. The secondary data were collected by through company journal, records, magazine and company website.

Percentage analysis method and Chi-square and ANOVA tools were used for analyzing and interpreting the collected data.

**Keywords:** Quality, Employee, Sampling.

## **INTRODUCTION**

The study was conducted to assess the employee's perception of quality of work life at Fertilizer And Chemicals Travancore Limited (FACT Ltd). The organizations are required to adopt a strategy to improve the employee's Quality of work life (QWL) to satisfy both the organizational objectives and employee needs. Qualities of work life programmer are activities undertaken by organization to improve working condition as well as productivity. Its aims at finding the existing work life situation prevailing in the company through analyzing the attitude of employees on the parameter like reward, respect, recognition security and growth opportunity and working condition. The term QWL aims at changing the entire organizational climate by humanizing work, individualizing organization and changing the structures and managerial system. It takes into consideration the socio psychological need of the employees. It seeks to credits such a climate of work satisfaction for the employee. Every organization should give the proper importance to quality of work life of employees for job satisfaction in order to make them stay in the organization.

The suggestions are based on the analysis and interpretation of primary and secondary data collected.

The primary data collected by interviewing the respondent through questionnaire.

The secondary data collected to through company journals, records and company web site.

This research is totally benefited to the management, so as to increase the quality of work life of employees in the FACT Ltd.

## **INDUSTRIAL PROFILE**

Agriculture accounts for nearly 1/4th of India's GDP and more importantly about 2/3rd of the country's population is depended on agriculture and allied activities for their lively hood. Successive 5 years plan have stressed on self sufficiency and self reliance in food grains production and concerned effort in this direction have resulted in substantial increase in aggregation population and productivity. This is clear from the fact that from a very modest

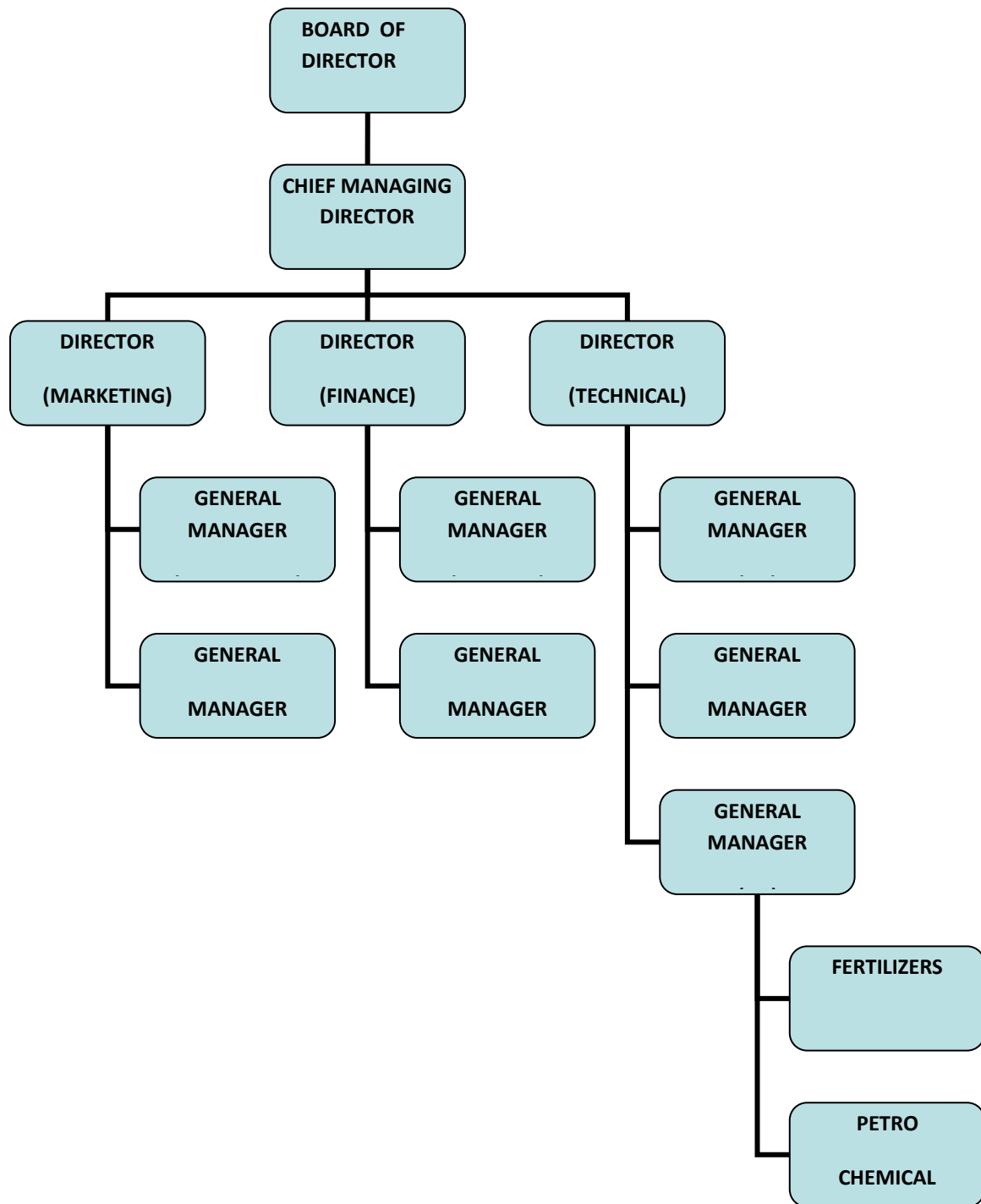
level of 51 million tones in 1951-1952, food grains production rose to above 206 million tones in 1990-2000. Behind India's success story is not only meeting total requirement of food grains but also having their exportable surplus, the significant role played by chemical fertilizer is well recognized beyond any doubt.

Chemical fertilizer have played a vertical role in the success of India's green revolution and consequent self reliance in food conception has contribute significantly to sustainable production of food grain in the country. The government of India has been consistently pursuing policies contacted to increase availability and conception of fertilizer in the country. The production of nitrogen (N) and phosphate (P) fertilizer together has increased from mere 0.3 lakh million tones in 1950-1991 to about 147 million tones in nutrient term in 2001-2002. Since there are no commercially viable source oh potash (K) in the country. Its entire requirement is met trough import. The overall concept of fertilizer in nutrient term (NP &K) currently in about 175 lakh million tone per annum.

As at now the country has achieved near self-sufficiency in production capacity of Urea and DAP with the result has India has could manage its requirement of these fertilizer from indigenus industry and imports of all fertilizer except MOP has presently been nominal.

The fertilizer industry has to play a key role in the overall economic development of the country and achieving the self sufficiency in food grains to feed a rapidly growing population. The fertilizer industry in India started in first manufacturing unit of Single Super Phosphate (SSP) in ranipath near to Chennai, with a capacity of 6000 million tones per year. India green revolution in late sixties gave a positive boost to the sector. The sector experiences a faster growth rate and presently India is the third largest fertilizer producer in the world. Presently there are 57 large fertilizer plants in the country producing Urea, DAP, Complex Fertilizer, Ammonium Nitrate. In India there are following fertilizers manufacturing company in public sector, cooperative sector, public sector.

## ORGANIZATION STRUCTURE



## REVIEW OF LITERATURE

QWL Factors from previous research		
Study	Factors Identified	
	Work Environment	Employee Welfare

<b>QWL Factors from previous research</b>		
<b>Study</b>	<b>Factors Identified</b>	
	<b>Work Environment</b>	<b>Employee Welfare</b>
Cooper (1980)	democracy	Security equity individuation
Delamotte & Takezawa (1984)	Challenging work content traditional goals influence on decisions	Fair treatment; work as part of life cycle
Davis (1983)		equitable pay
Kahn (1981)	Task content; supervision Resources; promotion; work conditions; organizational context	Autonomy & control; relations with co-workers; wages
Kaira & Chosh (1984)	Safe & healthy working conditions; physical environment; absence undue work stress	Employee welfare; job security
Kirkman (1981)	Job mobility quantity & quality of leisure time created by job	Pay
Lippitt & Rumley (1977)	Organizational environment physical environment features of job itself	Healthy social relations
Macarov (1951)	chance to advance	Seniority
Meta (1982)		job security
Mirvis & Lawler (1980)	work environment	employee welfare
Walton (1974)	Safe healthy working conditions opportunity to use abilities future growth opportunity constitutionalism work relevance to society	adequate & compensation social integration

### **SCOPE OF THE STUDY**

This study was conducted to assess the employee's perception of quality of work life at Fertilizer And Chemicals Travancore Limited (FACT Ltd). The organizations are required to adopt a strategy to improve the employee's Quality of work life (QWL) to satisfy both the organizational objectives and employee needs. Qualities of work life programmer are

activities undertaken by organization to improve working condition as well as productivity. Its aims at finding the existing work life situation prevailing in the company through analyzing the attitude of employees on the parameter like reward, respect, recognition security and growth opportunity and working condition. This study by its practical and theoretical sense will help the management to assess and improve the Quality of Work Life of the workers at FACT Ltd

## **RESEARCH METHODOLOGY**

The research design is primarily Descriptive and it follows analytical approach in bringing out the solution for the problem and is purely the frame work or plan for a study that guides in the collection of the analysis of the data. It may be a worth while to mention here that a research design is essentially the frame work for the study, which ensures that.

1. The study will be relevant to the subject and the topics discussed.
2. The data collected will be accurate.

## **RESEARCH DESIGN**

**Descriptive** Research Design is used to find solution for research problems. It is rigid or formal. Descriptive study provides clear specification for who, what, when, where, why, & how aspects of the research. It also involves more specific hypothesis & testing of them through statistical inference techniques. Two basic types of Research Design used in descriptive research are case research design and statistical research design.

## **SAMPLING TECHNIQUE**

The sampling technique applied is Simple Random sampling.

### **SIMPLE RANDOM SAMPLING**

A **simple random sample** is one in which each and every unit of the population has an equal chance of being selected into the sample. The item that gets selected is purely a matter of chance and the personal bias of the investigator does not influence the selection.

## **SAMPLING ERROR**

There is a possibility of sampling error, due to the sample size being limited. The uniform difference between the value obtained from the sample mean.

## **FIELD WORK**

The study has been carried out for the period of four months. It has been started from of which the first month have been utilized in objective setting and regarding which is followed in the analysis and interpretation of results with generation in the remaining period.

## **PILOT SURVEY**

The designed questionnaire initially was pre-tested on a sample size of 10 respondents before arriving at the current form given in the appendix. A few questions were changed and the order of questions was also altered as there was some difficulty found by the respondents while answering the questions.

## **SAMPLE SIZE**

The sample size for this project is 150 employees.

## **DATA COLLECTION METHOD**

The work does not end by framing is design; it is necessary to acquire the various details. The collected information is aimed at getting a truthful and clear result. The results can be further analyzed to get the necessary input and is a tough task to undertake. Hence the selection of best possible method for collecting data becomes very vital for this type of study.

Data is basically collected in two methods. They are classified in to two

1. Primary data
2. Secondary data

### **PRIMARY DATA**

There are different methods available in collection of primary data

Questionnaire

Observation

## SECONDARY DATA

This is data, which were already collected and available for the other purposes than for solving the problem that is under taken. The data collected appraisal falls under the data only.

## FINDINGS

- 44% of the respondents are satisfied with the incentives/increment of the company.
- 54.66% of the respondents are agree with the superior-subordinate relationship.
- 51.33% of the respondents are saying very good about their working condition.
- 46% of the respondents are satisfied with the present position in the company.
- 39.33% of the respondents are satisfied with the team-sprit in work environment.
- 44.66% of the respondents are satisfied with the overall job security.
- 54.66% of the respondents are saying very good about safety measures.
- 48.66% of the respondents are satisfied with the welfare facilities.
- 45.33% of the respondents are satisfied with the present pay package.
- 44% of the respondents are agree with the performance appraisal method.
- 44% of the respondents are agree with the leave schedule.
- 49.33% of the respondents are satisfied with the training and development activity.
- 50% of the respondents are satisfied with supervisors participation in decision making.
- 46% of the respondents are saying very good about promotion policy.
- 54.66% of the respondents are satisfied with trade union/officers forum activities.
- 44% of the respondents are satisfied with approach of supervisors in grievance redressal.
- 51.33% of the respondents are agree with shift work schedule.
- 48% of the respondents are satisfied with career counseling program.
- 55.33% of the respondents are satisfied with health insurance plan.
- 44% of the respondents are satisfied with job description given by the management.
- 49.33% of the respondents are satisfied with the communication channel of the company.
- 46% of the respondents are satisfied with the housing facility provided by the company.
- 54.66% of the respondents are satisfied with the canteen facility.
- 50% of the respondents are satisfied with the provision of drinking water.
- 44.66% of the respondents are satisfied with the transportation facility.



- From chi- square table it was found that, there is no significant difference between the Work experience and the Team spirit within the company.
- From ANOVA two way analysis it was found that, there is no significant difference between columns and between rows.

## **SUGGESTIONS**

- Employee freedom in work should be ensured.
- Career development program should be conducted to contribute for personnel development.
- Employee training should be improved.
- Employee participation in decision making should be considered.
- Improve compensation package according to their work.
- More focus on welfare activities.

## **CONCLUSION**

The study mainly focused on the employee's perception towards their Quality of work life in FACT Ltd, Kochi. An attempt was made to identify the factors influencing Quality of work life. From the analysis, it is clear that personal factors like age, experience, educational qualification etc bear no relation to Quality of work life. However, factors like job satisfaction and job perception in terms of suitability and challenges were directly related to QWL. The organization maintains smooth relationship between workers and management which leads to the attainment of organizational objectives. This study also indicates that the working conditions, relationship between superiors and co-workers, role of trade union. Welfare measures, health and safety measures also contributes towards the Quality of work life. The organization, by taking into consideration all these attributes, should take necessary action which will benefit the organization in all manner.

## **WEBSITE:**

1. <https://www.inderscience.com>
2. <https://www.sgsrjournals.co.in>
3. <https://www.researchgate.net>
4. <https://www.ijbmi.org>