

A study on quality of work life of employees of power sector with special reference to working conditions

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Abstract

Quality of Work Life is a very important aspect of every employee irrespective of the sector. It is no more an exception to the employees in Power sector. The employees of Power Sector have to work hard to solve the problems of the public. In this process they are unable to manage their work life balance. It is in this context the present study assumes significance. In this paper an attempt is made to present the various aspects of the quality of work life of employees of power sector with special reference to improve working conditions.

Introduction

Power or electricity is very essential constituent of infrastructure affecting economic growth and welfare of the country. Currently, the power sector is at a crucial juncture of its evolution, with many private producers and domestic manufacturers also playing a significant role in various capacities, and greater reliance on markets, subject to regulation. Developers of Power Plants have been facing numerous constraints like coal/gas allocation, environment clearance, land acquisition, financing and funds tie-ups, etc. for last about 4 years. This has resulted in only very few new projects coming up.

Today's power utilities market is facing major disruption. The magnitude of near and mid-term challenges is immense. Power companies are pulling the plug on conventional generation. Utility commodity businesses face continued strong headwinds. Carbon markets are not functioning. Regulation is often failing to produce the outcomes intended and is adding to uncertainty. The traditional utility business model is coming into question

Review of Literature

T. Ayesha *et al.* (2011) ^[1] 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 employees 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 males perception more positive compared females employees except in the terms of socialization.

B.Alireza *et al.* (2011) ^[2] 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.

D. Chitra *et al.* (2012) [3] focused on Employees' Perception on Quality of Work Life and Job Satisfaction in manufacturing organization – an Empirical study. The objective was to find the perception of employees impact on Job satisfaction. Convenience sampling method used for the data collection and questionnaire received 251 employees out of 460 employees Three variables of QWL were used such as meaningfulness, pessimism about organizational change and self-determination and job satisfaction. Test used for data analysis were factor analysis, Bartlett test and Kaiser-Meyer-olkin. The Findings showed that three QWL variables are significantly related to job-satisfaction and perception of employees towards QWL also directly related to Job satisfaction. There is no satisfaction towards other job related aspects such as health care benefits, working environment, flexible work, relationship with peers and superiors.

Chandranshu Sinha (2012) [4], 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 analysed through Kaiser Meyer Olkin which determine the sufficiency of the sample size and Bartlett test of sphericity was calculate the meaningfulness of the correlation matrix and factor analysis. According to this research paper comes on conclusion that profit of successful organization is not achieved at the expense incurred to the employee by organization.

R. Indumathy *et al.* (2012) [5] studied on quality of work life among workers with special reference to textile industry in Tripura district – a textile hub to find out the measurement adopted by the organisation to improve the QWL. The research design was chosen as descriptive in nature. The sample size taken to conduct the research was 60 workers out of the 600 workers. For this study, the sampling technique was convenient sampling. Structured interview schedule was used for primary data collection and chi-square analysis, weighted average score and simple %age used for the data analysis. The result showed that there is no significant relationship between Total work experience and Salary, Gender and Overall job satisfaction. There is significant relationship between Total work experience and Overall job satisfaction and between Educational qualification and Salary.

Ayesha T. (2012) [6] 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.

Significance of the study

The regional economy of Tamil Nadu is internationally famous for its unique development experience. The uniqueness of our state is the very high standard of living, co-existence, developed economies. Power companies were chosen as the field of study as it was felt that this would support an argument for typicality. More importantly than

typicality in the case selection was the concern for purposive attributes. As this study concerns itself with the minutiae of quality of work life of the employees, a study site rich in various aspects of QWL of the drivers in India was deemed to be important.

The findings in this study are significant in that they provide insight into the complexity of work in power industry and their employees' work life. Furthermore, they show that there

are many factors that can potentially impact the quality of work life of the employees. This study also supports the idea that the well-being of the employees merits serious consideration by the decision makers of both the power companies' managements.

Scope of the Study

The scope of the present study is restricted to the quality of work life in APEPDCL, Eluru Circle. The measurement of the Quality of Work Life is done on the basis of five determinants namely working conditions, compensation & benefits, human relations, stress management and employee empowerment.

Comparative study is made on the basis of employees' responses from APEPDCL, Eluru Circle. It is hoped that this study will be helpful in understanding the current position of the respective company and to provide some strategy to extend the employee satisfaction with modification. This is based on the internal facilities of the company. This research can be further used to evaluate the facilities provided by the management towards the employees and also helps in manipulating the basic expectations of the employees.

Objectives of the Study

The broad objective of the study is to examine the quality of work life in APEPDCL, Eluru Circle selected for study. Keeping this in view, the following specific objectives are set for the study.

1. To analyse the profiles of employees ARYA HI-TECH ENERGIES PVT.LTD, 76,Patel Road, Ramnagar, Coimbatore – 641 009, Tamilnadu, India.
2. To study the service conditions of the employees
3. To analyse the working environment and factors affecting Quality of Work Life of employees.
4. To ascertain the views of employees on various aspects of Quality of Work Life.
5. To study the stress management practices and work life balance among employees.
6. To examine the career growth opportunities and incentives provided by the ARYA HI-TECH ENERGIES PVT.LTD, 76, Patel Road, Ramnagar, Coimbatore – 641 009, Tamilnadu, India..
7. To make appropriate suggestions for improving Quality of Work Life of the employees ARYA HI-TECH ENERGIES PVT.LTD, 76, Patel Road, Ramnagar, Coimbatore – 641 009, Tamilnadu, India.

Hypothesis for the study

In line with the objectives stated above, the following hypotheses were formulated and tested for the purpose of this study.

1. The various factors considered for the measurement of quality of work life viz.
 - a) adequate and fair compensation
 - b) safe and healthy working conditions
 - c) immediate opportunity to use and develop human capacities,
 - d) opportunity for continued growth and security,
 - e) social integration in the work organization (Human Relations),

- f) constitutionalism in the work organization
- g) work and total life space, and
- h) the social relevance of the work life, do not significantly differ when employees are classified on the basis of their personal profiles like gender, age and education

2.The factors of quality of work life are not depending on employees' job related profiles such as terms of employment, nature of job, length of experience, employee involvement and income

3.Quality of work life is not significantly influenced by employees job related profiles

4.Profiles OF ARYA HI-TECH ENERGIESPVT.LTD, 76, Patel Road, Ramnagar, Coimbatore – 641 009, Tamilnadu, India.in which employees work have no significant influence in the level of quality of work life.

Methodology of the Study

In pursuance of the above mentioned objectives and hypotheses, the following methodology was adopted for the study. It is an empirical method based on both primary and secondary data. The first objective of the study was pursued by the collection and analysis of data from secondary sources whereas all the other objectives have been achieved by collection and analysis of primary data.

Secondary Data

The secondary data has been drawn from various publications and also from personal discussion with the officials of various agencies. Various studies and publications from which secondary data have been drawn are:

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WWW.ARRYA.NET

Collection of Data

The Secondary data was collected from various journals and magazines with the help of companies websites of ARYA HI-TECH ENERGIESPVT.LTD .The schedule consisted of 67 variables under the five main factors pertaining to quality of work life.

The researcher had developed a five point rating scale namely 'strongly disagree', 'disagree', 'neutral', 'agree' and 'strongly agree' for rating the answers to the questions. The respondents were asked to give information on the five point rating scale. In this rating scale 5 points were given for strongly agreement, 1 point for strongly disagree and in between points 4, 3 and 2 were given in the order of rating.

Before the commencement of interview, a sample schedule was given to each respondent and a brief explanation regarding the study was given to them. Each question/item in the schedule was asked by the interviewer to the respondent employees. Care was taken to give sufficient time to the employees to think over and answer the questions. The respondents were encouraged to express their opinions and suggestions freely and frankly. Before the interview, the respondents were given an assurance that it was an independent and unbiased study and that their responses and opinions would not be disclosed to anyone so as to enable them to be frank, lucid and fearless in expressing opinions. The respondents were interviewed taking into account their time and availability and after obtaining permission from their employers.

Findings

1. The socio-economic profile indicates that there are significant differences which are found in case of age and educational qualification and income of respondents of both technical and non-technical categories.
2. In case of marital status and gender, there are no significant differences in case of respondents of both technical and non-technical categories.
3. In case of experience also, there are significant differences which are observed in case of both technical and non-technical categories of respondents.
4. The work environment is observed to be motivating as opined by majority of respondents of both technical and non-technical categories.
5. Adequate physical working conditions are also satisfactory to majority of respondents of both technical and non-technical categories of respondents.
6. The drinking water facility has been satisfactory to a majority of respondents of both technical and non-technical categories of respondents in the organization.
7. The canteen facility was not satisfactory to majority of respondents of both technical and non-technical categories of respondents in the organization.
8. Transport, lunch rooms and duration for rest period were also rated as not satisfactory and nil extent was the response given by majority of respondents.
9. Most of the employees are working in the present cadre for a long period as observed.
10. Working for extra hours is mandatory to majority of respondents of both technical and non-technical categories.

Suggestions

The following suggestions will go a long way in improving the Quality of Work Life of employees of APEPDCL, Eluru Circle, West Godavari District

1. There is a need to create more motivating environment in order to motivate both technical and non-technical employees.
2. As it was observed that there was no transport facility provided, it is suggested to provide a mini-transport vehicle to cater to the employees.
3. Few more vehicles are to be provided for carrying the material in the sub-divisions and sections.
4. A good lunch room and canteen are the pre-requisites for improving the Quality of Work Life of the employees.

5. The management should concentrate on to reduce long working hours without specific timings and providing rest hours /relief as this company is power supply organization to serve the public in all the unforeseen natural calamity conditions.
6. It may be suggested to provide extra allowances and benefits to motivate the employees to work for extra hours.
7. As the employees complained that they do not have enough sleep, exercise and healthy and timely food, it is suggested to reduce the working hours so that the employees would enjoy the sleep, exercise, healthy and timely food.
8. Since work load has become a common factor which is disturbing the employees in all issues, a decrease in the work load would enable the employees to spend enough time with their loved ones.
9. Since stress and strain has become the order of the day, the management has to provide periodical health checkup and health insurance plans to improve the Quality of Work Life of the employees.
10. It is also suggested that the management should seek the views and suggestions of employees on changes that are likely to be made in the daily routine work.

Conclusion

Quality of work life assumes significance in the recent past as stress and strain has become a part of everybody's life. Irrespective of the ownership, nature, size of the organisation, the quality of work life has become an important aspect of International Journal of Multidisciplinary Research and Development organisational culture. Today, the Government organisation even have been focusing on improvement in the quality of work life of their employees. They have been formulating the quality of work life of their employees. The present study has been organised in an AP. State Government owned company, the APEPDCL, Eluru circle, which was formally called as "AP State Electricity Board". The findings and suggestions will go a long way in improving the quality of work life of such state owned enterprises.