



## A Study on Quality of work life At Indian Railways, Secunderabad

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**Abstract:** QWL refers to the level of satisfaction, motivation, involvement and commitment individuals experience with respect to their line at work. QWL is the degree of excellence brought about work and working conditions which contribute to the overall satisfaction and performance primarily at the individual level but finally at the organizational level.

**Key words:** supervision, QWL efforts, workers

### Introduction

QWL 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 organisation. 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 labour-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 employees 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 organisation to give workers greater opportunities to affect their jobs and their contributions to the organisation'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.

### Need and Importance of the Study

Quality of work life covers various aspects under the general umbrella of supportive organizational behavior. Thus, the QWL should be broad in its scope. It must be evaluate the attitude of the employees towards the personnel policies. The research will be helpful in understanding the current position of the respective company. And provide some strategies to extent the employees' satisfaction with little modification which 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. This study also helps in manipulating the basic exception of the employees.

#### **Objectives of Study**

- ❖ To know the work life balance of Indian railway employees.
- ❖ To study about the quality of work life of Indian railway employees.
- ❖ To reveal the drawbacks if any with regard to QWL and recommend and communicate same to the management on behalf of the employees.
- ❖ To gain deeper insight into QWL in Indian railways.
- ❖ To understand the role of QWL in development of organization.

#### **Research methodology**

##### **Sampling size:**

The sample size selected for the study was 100 employees of "INDIAN RAILWAYS".

##### **Construction of the tool:**

To measure the effectiveness of QWL. Questionnaire method is used.

The questionnaire consists of 20 Questions which deal with QWL. In this study, structured questionnaire means "a set of questions (statements) which is administered to the respondents. To assess their attributes opinion, information which is needed for the project.

##### **Theoretical review:**

##### **Definition**

Quality of work life means "the degree to which members of a work

organization are able to satisfy important personal needs through their experience in the organization"

QWL could be defined as "the Quality of the relationship between the man and task.

##### **MEANING**

Quality of work life has gained deserved prominence in the Organizational Behavior as an indicator of the overall of human experience in the work place. It expresses a special way of thinking about people their work, and the organizational in which careers are fulfilled.

QWL refers to the relationship between a worker and his environment, adding the human dimension to the technical and economic dimensions within which the work is normally viewed and designed. QWL focus on the problem of creating a human working environment where employees work co-operatively and achieve results collectively. It also includes.

- The programme seeks to promote human dignity and growth
- Employees work collaboratively They determine work change participate
- The programmes assume compatibility of people and organization

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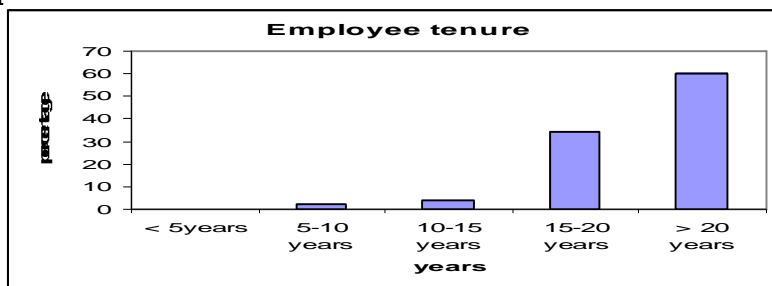
**ANALYSIS AND INTERPRETATION:** tools used are Percentage analysis, weighted average method and Chi - square test.  
 The data collected are classified, analyzed and calculated. The statistical tools are applied for the analysis of the data. The

**1. EMPLOYEE TENURE IN ORGANISATION**

**Table:1**

Years	< 5years	5-10 years	10-15 years	15-20 years	> 20 years
Percentage	0	2	4	34	60

**Graph:1**



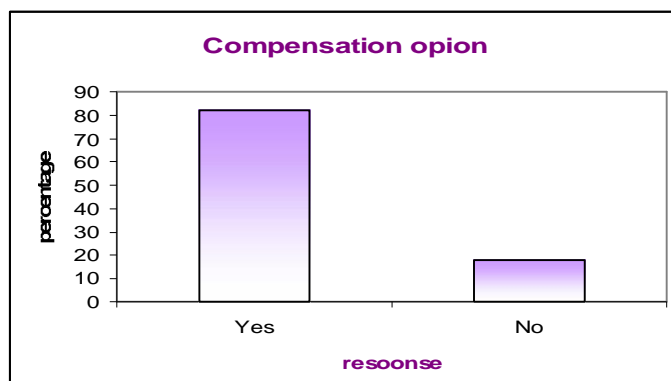
**Analysis:** From the above graph we can see that most of the employees are well experienced i, e. more than 90% of the employees who are working have more than 15 years of experience and 10% of employees are having < 15 yrs experience.

**2. OPINION ON COMPENSATION**

**Table:2**

Options	Yes	No
Response	82	18

**Graph:2**





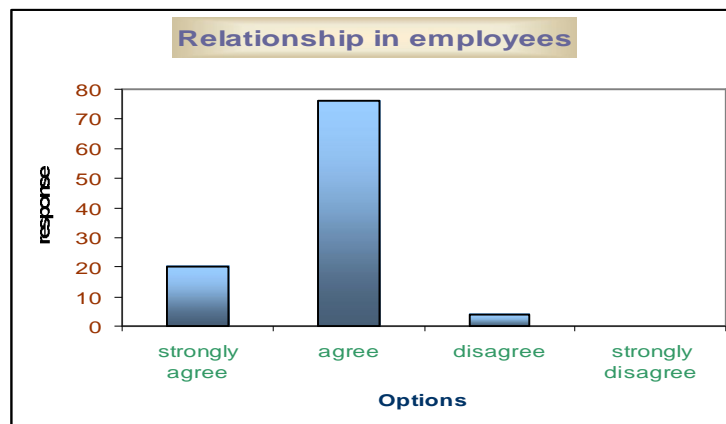
**Analysis:** The above graph shows us that 82% of the employees of the organization are getting satisfied with the wages given to them and 18% of the employees are not satisfied with the wages.

### 3. OPINION ON RELATIONSHIP WITH COLLEAGUES

**Table:3**

Options	Strongly Agree	Agree	Disagree	Strongly Disagree
Response	20	76	4	0

**Graph:3**



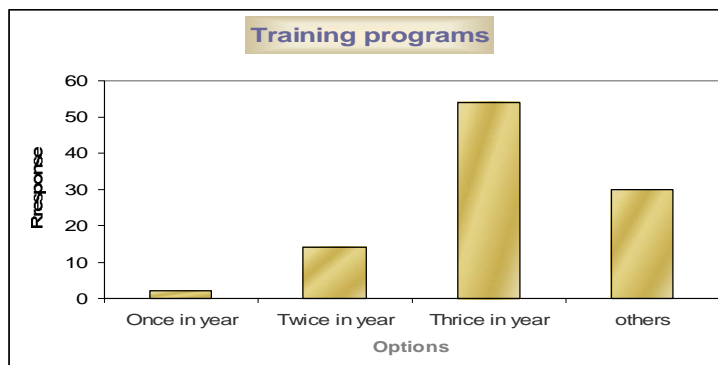
**Analysis:** In the above graph we can see that only 4% of the employees disagree that there is a harmonious relationship between them, and 76% of the employees agree that there is a harmonious relationship between them and 20% of the employees strongly agree about the relationship existing between them.

### 4. TRAINING PROGRAMS IN A YEAR

**Table:4**

options	Once in year	Twice in year	Thrice in year	others
Response	2	14	54	30

**Graph:4**





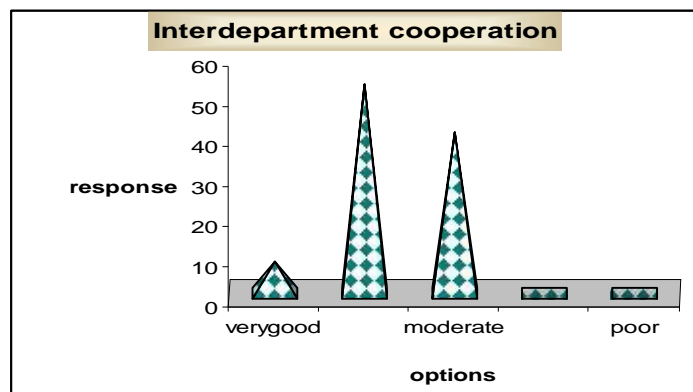
**Analysis:** From the above graph we can see that 2% of the employees says that the training is given once in a year and 14% of the employees says that they are given training twice in a year 54% of the employees says that training is provided thrice in a year. The another 30% have mentioned that the training is given at required times.

**5. INTER DEPARTMENT CO-OPERATION**

**Table:5**

Options	Very good	good	Moderate	below average	poor
Response	8	52	40	0	0

**Graph:5**



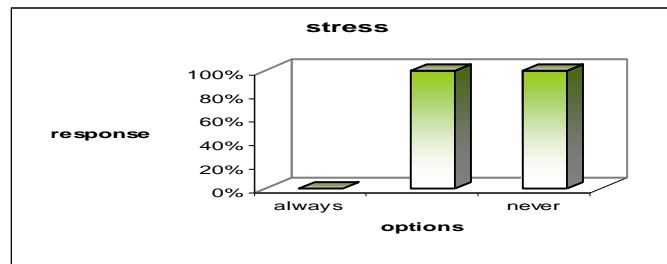
**Analysis:** From the above graph we can see that 52% of the employees in the organization feel that the Inter-department cooperation in railways is good and 40% of employees feels It is moderate and 8% feels it is very good and no one feels that the compensation is below average or poor.

**6. STRESS AT WORK**

**Table: 6**

Options	Always	Sometimes	never
Response	0	78	22

**Graph: 6**



**Analysis:** The above graph shows us that 78% of the employees feel that the present job is stressful sometimes and 22% of the employees never feel job is stressful.

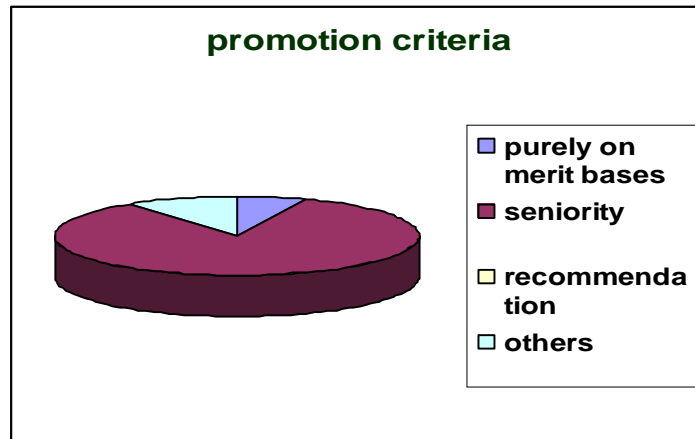


**7. CRITERIA FOR PROMOTION**

**Table: 7**

options	purely on merit bases	seniority	recommendation	others
response	6	84	0	10

**Graph: 7**



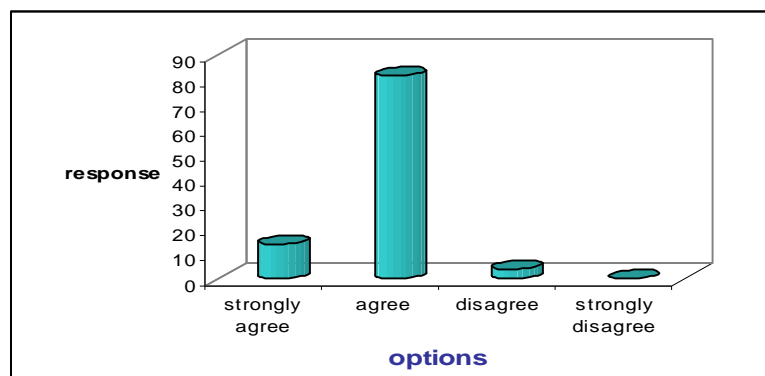
**Analysis:** From the above graph we can see that 84% of the employees says that the promotion is given purely on seniority basis and 6% feels that It is purely on merit basis and 10% opined the other ways of promotion criteria's.

**8. BALANCE BETWEEN TASKS GIVEN AND RESOURCE PROVIDED**

**Table:8**

options	strongly agree	agree	disagree	strongly disagree
response	14	82	4	0

**Graph:8**



**Analysis:** from the above graph we can see that 82% of employees in organization agree that there is a balance between stated objectives and resources provided to them 14% of employees strongly agree with the above point and 4% of employees disagree with this.

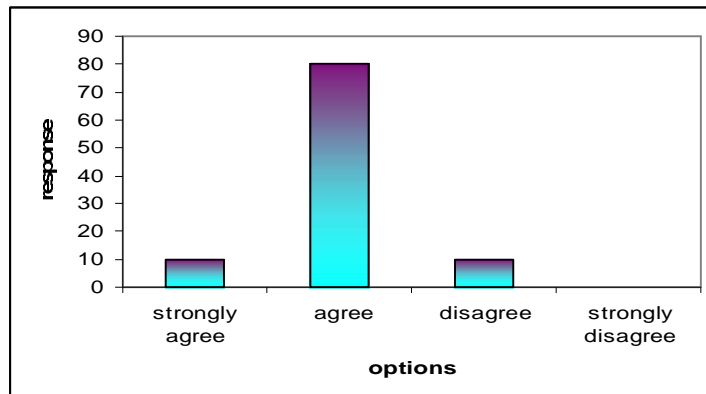


**9. USAGE OF EMPLOYEE SKILLS AND ABILITIES**

**Table: 9**

Options	strongly agree	agree	disagree	strongly disagree
response	10	80	10	0

**Graph: 9**



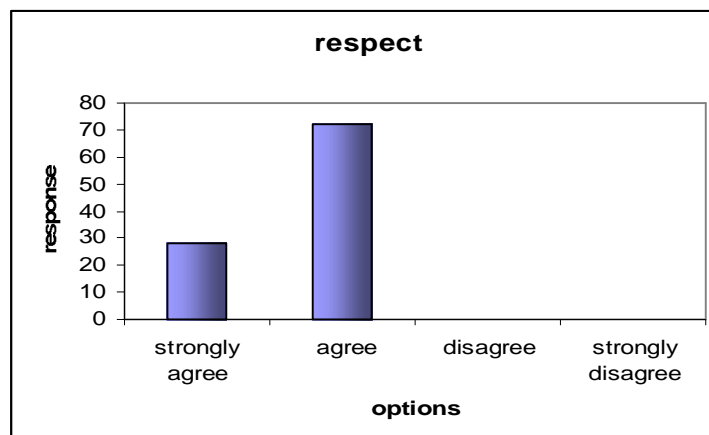
**Analysis:** From the above graph we can see that their job allow them to use their skills and abilities to maximum level and 10% employees disagree with the above statement.

**10.TREATMENT WITH RESPECT**

**Table: 10**

options	strongly agree	agree	disagree	strongly disagree
response	28	72	0	0

**Graph:10**



**Analysis:** From the above graph we can see that 72% of employees in organization strongly agree that they are treated with respect in workplace and 28% of employees strongly agree with the statement. No one has negative opinion on this.

**11. JOB LINKING BETWEEN REWARDS AND PERFORMANCE**

**Table: 11**



Options	strongly agree	agree	disagree	strongly disagree
Response	24	72	4	0

Graph:11



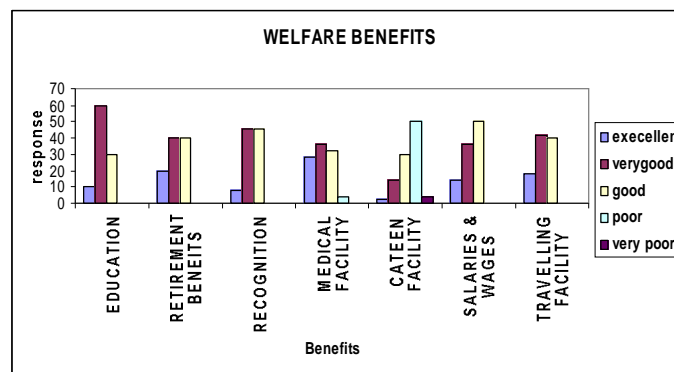
**Analysis:** From the above graph we see that 24% of employees of the organization strongly agree that the organization does a good job of linking rewards to job performance and 72% of employees agree with above statement and only 4% of employees disagree with this.

## 12. RATING OF WELFARE MEASURES

Table: 12

WELFARE BENEFITS	Excellent	Very good	Good	Poor	Very poor
EDUCATION	10	60	30	0	0
RETIREMENT BENEFITS	20	40	40	0	0
RECOGNITION	8	46	46	0	0
MEDICAL FACILITY	28	36	32	4	0
CATEEN FACILITY	2	14	30	50	4
SALARIES & WAGES	14	36	50	0	0
TRAVELLING FACILITY	18	42	40	0	0

Graph:12



**Analysis:** The above graph shows that all the welfare measures provided by the Indian Railways such as Education, Retirement Benefits, Recognition, Medical Facility, Salaries and Wages and traveling facilities 50% seem to be good except canteen facility.

## CONCLUSION

Under taking the project on QWL at Indian railways was a very good





experience where there was a scope of learning many things. In spite of having expressed some of the negatives responses by the employees they still feel proud to be employees of the Indian railways. Management's ultimate goal should be satisfy their internal customer satisfaction along with the external customer satisfaction. If the management can make the employees happy and help them to maintain their work-life balance there will be definitely increase in the productivity. Hence I conclude in order to have a quality of work life the organization should concentrate on taking personal opinions and feedback of the employees and ensure all the parameters which are given by various experts such as adequate and fair compensation, safe and healthy working environment, growth and security social integration, social relevance etc. should be provided.

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