



A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES AT MADHARAM DOLOMITE MINE

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ABSTRACT

At this point in time, Quality of Work Life is gaining increasing relevance on a worldwide scale. Organizations are experiencing various problems linked to human resources, one of the most significant of which is Employee Stability, and finding a solution to this issue is the top most priority. The quality of the employee's work-life balance is one of the many factors that contribute to employee retention. The concept of quality of life is multifaceted, and it has been shaped by the interaction of a great number of different factors. The present study investigated the characteristics that have an impact on the quality of life enjoyed by Madharam Dolomite personnel while they are on the job. A standardised questionnaire was utilised to obtain primary data from 174 workers, and the researcher employed a stratified random sample procedure to choose those individuals. In order to arrive at definitive findings and judgments based on the study, the data were analysed using ANOVAs included inside the SPSS 23.0 version. According to the findings of the study, there is a significant impact of quality of work life factors such as facilities of organization, job satisfaction and security, autonomy of work, and adequacy of resources had a significant impact on the employee's quality of work life at Madharam Dolomite.

KEYWORDS: *facilities of organization, job satisfaction and security, autonomy of work, adequacy of resources, quality of work life.*

1. INTRODUCTION

The phrase "quality of work life" (QWL) refers to the degree to which an employee's personal and professional requirements are met as a result of their involvement in their place of employment while also contributing to the accomplishment of the organization's objectives. This term was coined by the American Psychological Association (APA) in the 1980s. The significance of QWL in reducing employee turnover and promoting employee well-being in relation to the quality of services supplied was established by a research that was carried out by Louis and Smith (1990). Initially, the QWL concept was only used to the process of work redesigning by taking into consideration a social-technical system approach. However, over the course of time, this concept has gradually been broadened to take into account large interventions.

A focus on boosting employees' quality of work life (QWL) in order to increase their satisfaction and enjoyment may result in a number of advantages, some of which accrue to the workers while others accrue to the organisation. It is possible to raise the status of QWL in employees by successfully implementing QWL interventions such as flexible work hours, job enrichment and enlargement, and autonomous work group culture. This goal is attainable and can be accomplished. These interventions ensure that the entire potential of a worker is used by assuring a higher level of involvement on the side of the worker. This, in turn, makes the job more effective and efficient by enhancing the quality of the work being done. In addition to this, employees are provided opportunities to take an active role in the decision-making process when QWL is implemented.

The human resources of a business are one of its most precious assets; on the other hand, dissatisfied employees are

among an organization's most damaging competitors. It is essential for companies to continue educating and training their employees in order to remain competitive in today's highly competitive industry.

It is vital that workers be seen as an asset rather than a liability, and the only way to accomplish this aim is via the deployment of a humanised job design process known as quality of work life. It is essential that employees be recognised as an asset rather than a liability.

2. REVIEW OF LITERATURE

The concept of work-life balance encompasses many different factors. More and more people are paying attention to it since several studies have examined its relationship to factors like work happiness, employment security, salary, etc. Quantitative well-being also depends on a variety of other aspects, such as those of a physical, physiological, and social nature. Accordingly, efforts have been undertaken to add the aforementioned element and create a valid scale for measuring QWL.

The primary goal of this literature review is to explain the thought process that went into deciding which factors were most important. According to Feldman (1993), quality of work life refers to how satisfied workers are with their overall working conditions. According to Lau et al. (2001), a quality work life (QWL) is one that encourages and fosters happiness in the workplace by means of monetary compensation, employment stability, and advancement prospects for workers.

According to research by Mehdi Hosseini et al. (2010), the quality of work life (QWL) is one of the most intriguing strategies of building motivation and is a means to have job enrichment, alongside career accomplishment, career



happiness, and career balance. Research also shows that a company's commitment to its workers' well-being, as seen by initiatives like pay equity, career advancement chances, and regular promotions, may have a positive effect on QWL.

Fair pay and autonomy, job security, health and safety standards, reward systems, recognition of efforts, training and career advancement opportunities, participation in decision making, interesting and satisfying work, trust in senior management, work-life balance, stress at work, amount of work to be done, and occupational health and safety standards are all QWL variables identified by Nasl Saraji and Dargahi (2006).

Employees' QWL was linked to their dedication to their companies by researchers Normala and Daud (2010).

The physical setting, opportunities for personal development, opportunities for teamwork and collaboration, supervision, social significance, and compensation and benefits are the seven QWL characteristics identified.

In a study conducted by Behnam Talebi et al. (2012), the authors looked at how QWL affects productivity in service industries like banking. Seven QWL factors are used to assess workers' current levels of QWL. They include a safe and pleasant workplace, competitive pay and benefits, long-term employment, a say in one's work schedule, a solid foundation for professional growth, and a say in the future of one's profession.

Compensation, benefits, and other forms of remuneration were shown to be the most common QWL drivers by Anwar et al., (2013)'s research, followed by opportunities for professional growth, open lines of communication, and a feeling of safety and security. Important QWL factors that are often overlooked in studies include leadership commitment, work-life balance, job contentment, and employee motivation.

Two researchers from India, Nitesh Sharma and Devendra Singh Verma (2013), looked for QWLs in Indore's small-scale manufacturing sector. The Quality of Work Life (QWL) of employees can be measured across seven different dimensions, including the quality of the workplace, the likelihood of advancement, the amount of money earned, the enthusiasm of workers, the ease of communication between coworkers, and the availability of appropriate working hours. According to the research, QWL is not widely accepted inside organisations.

In 2013, Godina Krishna Mohan and Kota Neela Mani Kanta investigated the factors that significantly affect Andhra Pradesh's manufacturing companies' QWL. Working conditions, interpersonal relations, trust among employees, autonomy and freedom, participation in decision making, career advancement, training, superior support, safety conditions, top management support, conflict management, amenities, performance linked pay system, communication, implementation of organisational policies, participative management, transparency system, nature of job, rewards and recognition, and valuing were all chosen as variables for the study. Workplace conditions, team dynamics, opportunities for professional development, intrinsic motivation, and the

culture of a company were shown to have the greatest impact on quality of work life.

Working circumstances, the chance to develop human skills, and career progression opportunities are all factors that contribute to a positive Quality of Work Life for Indian industrial employees, as stated by Sangeeta Jain (2004).

Research on Canberra nurses' QWL was undertaken by Ellis and Pompli in 2002. Poor working environments, resident aggression, workload, inability to deliver preferred quality of care, work-life imbalance, shift work, lack of involvement in decision making, professional isolation, lack of recognition, poor relationships with supervisors and peers, role conflict, and lack of opportunity to learn new skills were found to be the major barriers in improving employees' QWL.

Using data from the Dadevarz Jooya Company in Iran, Ebrahim Kheradmand et al.,(2010) investigate how workers' quality of life at work correlates with their level of contentment in their jobs. Walton's theoretical framework is used in this study to assess how respondents feel about various aspects of quality of work life, including: satisfaction with fair payment; a safe and healthy working environment; opportunity for continuous growth; social relationships in the organisation; a balanced role for work; social coherent in the work organisation; regulations and rule orientation; developing human capacities.

QWL was measured using career satisfaction, career accomplishment, and career balance as exogenous variables by Alireza Bolhari et al. (2011) and Rose et al. (2006) in Malaysian managers of free trade zones for both MNCs and SMEs. Relationship with coworkers, opinion about workload, health and safety measures, satisfaction with feedback given, opinion about working hours, training programmes provided by the organisation, opinion about respect at the workplace, grievance handling procedure, and other factors were used by Subhashini and Ramani Gopal (2013) to assess the quality of women's working lives in selected garment factories in the Coimbatore district of Tamil Nadu.

In order to assess the Quality of Work Life for professors at the University of Tehran and the Sharif University of Technology, Mirkamali and Thani (2011) employed an adapted version of Walton's factors questionnaire. Included in this survey are questions about respondents' satisfaction with their overall quality of life, their ability to provide for their families, the safety and health of their workplaces, their prospects for professional advancement, their job security, the respect accorded to the Constitution in the workplace, and the social significance of their jobs.

Emoluments, safe and healthy working conditions, social integration, social relevance of work, constitutionalism, opportunities to develop human capabilities, career planning, growth and development, work with job enrichment, and organisational structure were some of the nine dimensions used by Reddy and Reddy (2014) to measure QWL in public and private banks. Good working environment, chance of development, fair remuneration, job satisfaction, employees' motivation, communication flow, and flexible or adequate working time were the seven variables utilised by Nitesh



Sharma et al., (2013) to evaluate the state of QWL in small size enterprises.

3. SIGNIFICANCE OF THE STUDY

Employees in the Madharam Dolomite Mine have a different work schedule than those in other industries. Because of the high workload, personnel are often required to labour for long periods of time. Under these conditions, the work environment cannot be appealing, pleasant, or mind-stirring. Employees must adjust to their unusual work environment and focus harder in order to provide their full efficiency. To survive and prosper in modern world dominated by the private sector, the Madharam Dolomite Mine must achieve maximum customer satisfaction and income results. Despite the fact that the work environment is completely different from that of other sectors, firms strive to provide a conducive work environment for their employees in order to improve their performance. The conducive work atmosphere encourages individuals to offer their best effort in order to boost organisational productivity. Employees at Madharam Dolomite Mine have heightened workplace stress since they work long hours. Employees must have a sense of teamwork, excellent relationships, and cooperation in order to adjust to this unusual work environment. As a result, there is a need to improve the quality of work life and work-life balance for Madharam Dolomite Mine workers in order to keep their competent workforce.

4. STATEMENT OF THE RESEARCH PROBLEM

Globalization and the drive to compete in local and worldwide markets provide a challenge to all stakeholders, including corporations, employees, and the government. This required companies to improve. All of this requires a new work culture and strong worker enthusiasm and dedication to the job and business goals. This can't be done without improving workplace quality of life. Despite evidence of the benefits of work-life balance, all partners in the organisation reject any plans or processes to improve it. Management may assume the present level of work life quality is adequate and no change is needed. Employees are reluctant to change because they assume any approach applied by management would raise productivity without incurring extra expenditures. An assessment of Indian organisations suggests that most are excessively focused on group psychology before comprehending the individual mind. This limits value-based system consolidation. Many managers think meeting deadlines by any means possible may boost corporate output. Most organisations still believe that a manager's job is to get work done via others, not understanding that when workers' skill levels rise through education, more attention must be made on managing people's skills. The new workforce has greater knowledge, social reform prospects, and economic expectations.

The free market, the removal of trade obstacles, and globalisation push today's businesses to compete in all fields. In Indian firms, performance ranks first, thus it's important to understand how various factors affect it. Employers may be more aware of workload and job expectations to improve

work life and reduce stress. Employers must consider training, communication, reward schemes, colleague relationships, and work environment. Employers may help employees reduce workplace stress.

With growing competition, people's understanding of how their contributions fit with the organization's objectives becomes more crucial. Uncertainty has heightened people's and organisations' expectations and performance standards. Globalization, technological innovation, increased competition, and growth, diversification, and acquisition affect employee work satisfaction. Employee and employer lists are comparable. Companies must use convergence to reimagine work, reduce workplace stress, increase job autonomy, provide learning and training opportunities, and enhance work life quality to attract and retain employees. High-quality work lives are needed to address such difficulties. This thesis studies the RINN/Vishakhapatnam steel factory's Madharam Dolomite Mine. This study will help us understand the importance of work-life quality in managing shifting environmental demands and employee needs to boost employee engagement and the firm's internal climate.

4. OBJECTIVE OF THE STUDY

The following research objectives have been established for the study with the purpose of providing answers to the research questions:

1. To understand the socioeconomic class of Madharam Dolomite Mine workers.
2. To determine the elements that influences the quality of life at Madharam Dolomite Mine.
3. To identify the most important criteria for enhancing work-life quality.

5. HYPOTHESES OF THE STUDY

- ✓ **H01:** There is no significant impact of facilities on the employee's quality of work life.
- ✓ **H02:** There is no significant impact of job satisfaction and job security on the employee's quality of work life.
- ✓ **H03:** There is no significant impact of autonomy of work on the employee's quality of work life.
- ✓ **H04:** There is no significant impact of adequacy of resources on the employee's quality of work life.

5. METHODOLOGY

- **Research Design:** Descriptive research
- **Sources of data:** For this study, the 174 workers who are employed in the Madharam Dolomite Mine will provide the primary data. The information will be gathered via the use of standardised questionnaires and interviews with personnel of the dolomite mine who hold a variety of positions. Secondary data is gathered from a variety of journals and periodicals, such as magazines and business newspapers, as well as from subject-specific books and websites, among other sources.
- **Data collections methods:** The information was gathered via the use of a structured questionnaire, a



survey approach, and a personal interview with customers.

- **Sampling area and size:** The sample unit for the research was drawn from the Madharam dolomite mine, and it consisted of two distinct groups: executive and non-executive workers. For this study, the 174 employees (executive and non-executive workers) who are employed in the Madharam Dolomite Mine will provide the primary data.
- **Sampling Method:** The sampling design is based on stratified random sampling approach was used for this particular research endeavour.

Stratified random sampling refers to a sampling technique in which a population is divided into discrete units (executive and non-executive workers) called strata based on similar attributes. The selection is done in a manner that represents the whole population. The sampling technique is preferred in heterogeneous populations because it minimizes selection bias and ensures that the entire population group is represented.

- **Statistical tools used:** ANOVAs, as well as multiple regression, were performed using SPSS 23.0 version for data analysis

| Cronbach's Alpha | Cronbach's Alpha Based on Standardized Items | N of Items |
|------------------|--|------------|
| .855 | .811 | 24 |

According to Table 1, the questionnaire was assessed for reliability and the findings are shown below. The constructed questionnaire has been pretested and validated via face validity by being provided to a carefully chosen group of experts, and it also has a sufficiently high reliability score. The

outcome was a value of 0.855 for the. It shows that the data has a high level of dependability and validity.

5.1 Demographic Variables: The frequency distribution of demographic variables is presented in the following table.

Table 2 Demographic Analysis

| Particulars | Classification | No of Responses | Percentage |
|----------------------------|------------------------|-----------------|------------|
| Age | Below 25 Years | 20 | 11.5 |
| | 26 years to 35 year | 78 | 44.8 |
| | 36 years to 45 years | 43 | 24.7 |
| | 46 years to 55 years | 26 | 14.9 |
| | 56 years and above | 7 | 4.0 |
| Gender | Male | 174 | 100.0 |
| | Female | 00 | 00 |
| Education | ITI | 34 | 19.5 |
| | SSC | 53 | 30.5 |
| | Intermediate | 41 | 23.6 |
| | Graduation | 32 | 18.4 |
| Monthly income (in rupees) | Below Rs.50,000 | 13 | 7.5 |
| | Rs.50,001 to Rs.60,000 | 28 | 16.1 |
| | Rs.60,001 to Rs.70,000 | 41 | 23.6 |
| | Rs.70,001 to Rs.80,000 | 51 | 29.3 |
| | Rs.80,001 and above | 41 | 23.6 |
| Experience level | 5 years below | 4 | 2.3 |
| | 6 year to 10 years | 13 | 7.5 |
| | 11 years to 15 years | 6 | 3.4 |
| | 16 years to 20 years | 73 | 42.0 |
| | 21 year and above | 78 | 44.8 |
| Total | | N= 174 | 100.0 |

5.2 ANOVA was conducted to determine the significant effect of facilities on the employee's quality of work life:

An ANOVA is used to determine whether or not facilities

have a substantial impact on the employee's quality of work life.

- **H01: There is no significant impact of facilities on the employee's quality of work life.**



Table 3 ANOVA Results

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|-----|-------------|-------|------|
| Between Groups | 13.383 | 9 | 1.487 | 2.355 | .016 |
| Within Groups | 103.540 | 164 | .631 | | |
| Total | 116.922 | 173 | | | |

It is observed that from the above table, the sum of the squares of the significant difference between means of the difference in the facilities and employee's quality of work life, and the between-groups variation 13.383 is due to interaction in samples between groups. If sample means are close to each other. The Within variation 103.540 is due to differences within individual samples. The table also lists the F statistic 2.355. The significance level of 0.016 is less than 0.05, indicating that the null the hypothesis was rejected and the

alternative hypothesis accepted; thus, there is a significant impact of facilities on the employee's quality of work life.

5.3 ANOVA was conducted to determine the significant effect of job satisfaction and job security on the employee's quality of work life: An ANOVA is used to determine whether or not job satisfaction and job security has a substantial impact on the employee's quality of work life.

- *H02: There is no significant impact of job satisfaction and job security on the employee's quality of work life.*

Table 4 ANOVA Results

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|-----|-------------|------|------|
| Between Groups | 3.009 | 7 | .430 | .626 | .034 |
| Within Groups | 113.913 | 166 | .686 | | |
| Total | 116.922 | 173 | | | |

It is observed that from the above table, the sum of the squares of the significant difference between means of the difference in the job satisfaction and job security and employee's quality of work life, and the between-groups variation 3.009 is due to interaction in samples between groups. If sample means are close to each other. The Within variation 113.913 is due to differences within individual samples. The table also lists the F statistic .626. The significance level of .034 is less than 0.05, indicating that the null the hypothesis was rejected and the alternative hypothesis accepted; thus, there is a significant

impact of job satisfaction and job security on the employee's quality of work life.

5.4 ANOVA was conducted to determine the significant effect of autonomy of work on the employee's quality of work life: An ANOVA is used to determine whether or not autonomy of work has a substantial impact on the employee's quality of work life.

- *H03: There is no significant impact of autonomy of work on the employee's quality of work life.*

Table 5 ANOVA Results

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|-----|-------------|------|------|
| Between Groups | 6.296 | 16 | .394 | .528 | .029 |
| Within Groups | 116.945 | 157 | .745 | | |
| Total | 123.241 | 173 | | | |

It is observed that from the above table, the sum of the squares of the significant difference between means of the difference in the autonomy of work and employee's quality of work life, and the between-groups variation 6.296 is due to interaction in samples between groups. If sample means are close to each other. The Within variation 116.945 is due to differences within individual samples. The table also lists the F statistic .528. The significance level of 0.029 is less than 0.05, indicating that the null the hypothesis was rejected and the alternative hypothesis accepted; thus, there is a significant impact of autonomy of work on the employee's quality of work life.

5.5 ANOVA was conducted to determine the significant effect of adequacy of resources on the employee's quality of work life: An ANOVA is used to determine whether or not adequacy of resources has a substantial impact on the employee's quality of work life.

- *H04: There is no significant impact of adequacy of resources on the employee's quality of work life.*



Table 6 ANOVA Results

| | Sum of Squares | df | Mean Square | F | Sig. |
|----------------|----------------|-----|-------------|-------|------|
| Between Groups | 33.850 | 16 | 2.116 | 4.073 | .000 |
| Within Groups | 81.558 | 157 | .519 | | |
| Total | 115.408 | 173 | | | |

It is observed that from the above table, the sum of the squares of the significant difference between means of the difference in the adequacy of resources and employee's quality of work life, and the between-groups variation 33.850 is due to interaction in samples between groups. If sample means are close to each other. The Within variation 81.558 is due to differences within individual samples. The table also lists the F statistic 4.073. The significance level of 0.000 is less than 0.05, indicating that the null the hypothesis was rejected and the alternative hypothesis accepted; thus, there is a significant impact of adequacy of resources on the employee's quality of work life.

7. LIMITATIONS OF THE STUDY

- Since the sample at Madharam Dolomite Mine, Telanagna was drawn from a cross-section of the mine rather than the complete population, it is probable that the results may not reflect those of the population as a whole. These factors would likewise limit the statement's generality.
- 174 respondents were picked from the Madharam Dolomite Mine in Telanagna state to account for possible limitations such as those linked to the universe, respondent bias, a lack of published / unpublished stress literature and coping techniques, and time restrictions.
- Finally, the study looked at the working conditions at Madharam Dolomite Mine in Khammam, Telangana.
- Respondents' personal biases likely impacted the findings in some way, despite the fact that many quantitative and qualitative methodologies were used to verify the results; respondents' perspectives may vary across sectors, but are generally positive in the private and public sectors.

8. RESULTS

This study looked at life at the Madharam Dolomite Mine in Telanagna in great detail. According to the results of this research, it's not enough to look at ways to improve workers' quality of life on the job. Instead, the working conditions and the difficulty and stress of the environments in which workers are expected to perform might negatively affect their quality of life on the job. However, when quality of work life efforts helps address employee desires for work life balance and promote the capacity to engage and establish relationships with colleagues, they may provide positive experiences for workers. Therefore, such initiatives need to be carried out on a consistent basis. Employees may gain

confidence in themselves and feel more enthusiastic about the service they give to commuters when they experience the positive effects of quality of work life, which may be delivered via quality of work life initiatives. Professionalism's focus on employees' needs is an important consideration when looking at how job satisfaction relates to customer satisfaction. The negative demands on work life and service quality may be mitigated by professionalism. A person's physical and mental health is inextricably linked to the manner in which they conduct their daily lives at home and at work at Madharam Dolomite Mine. Workers will have a tougher time of it because of rising health risks, such as greater traffic and tighter operational hours brought on by commercial pressure. Such an attitude is neither beneficial nor ethical, since the vast majority of Madharam Dolomite Mine's workers are pleased with their jobs and the time they spend at work. Companies should partner with researchers, labour leaders, government officials, and employees to create stress-prevention and wellbeing-in-the-workplace initiatives.

The study results illustrated that, there is a significant impact of quality of work life factors such as facilities of organization, job satisfaction and security, autonomy of work, and adequacy of resources had a significant impact on the employee's quality of work life at Madharam Dolomite. This study focused entirely on the subjective aspects of the various factors that contribute to employees' quality of life in the Madharam Dolomite Mine. In any case, it is hoped that the current results will serve as a starting point towards a greater understanding of the current scenario that the employees of the Madharam Dolomite Mine are facing in order to bring about an improvement.

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