

Quality of Work Life of Employees in Pharmaceutical Industry in Ernakulam District

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ABSTRACT

This quantitative study evaluates the quality of work life of employees, working in Pharmaceutical Industry. Using convenient sampling, 40 samples were collected for the study from Pharmaceutical Industry in Ernakulam District. This study followed all the ethical considerations and data are used only for the study purpose. Evaluating different dimensions from the study pointed out that, quality of work life of employees is good, but need to improve many of the evaluated factors. Most of the industry are employee friendly and stress free. So, the employees can give their 100%.

KEYWORDS: Quality of work life, Employees, Pharmaceutical industry

I. INTRODUCTION

Quality of work life (QWL) refers to the favorableness or unavoidableness of a job environment for the people working in an organization or industry. The period of scientific management which focused solely on specialization and efficiency, has undergone a revolutionary change. The traditional management (like scientific management) gave inadequate attention to human values. In the present scenario, needs and aspirations of the employees are changing. Employers are now redesigning jobs for better QWL. Dissatisfaction with working life affects the workers some time or another, regardless of position or status. The frustration, boredom and anger common to employees can be costly to both individuals and organizations. Managers seek to reduce job dissatisfaction at all organizational levels, including their own. This is a complex problem, however, because it is difficult to isolate and identify the attributes which affect the quality of working life. Profitability of a company is linked to satisfaction of its work force. A company that does not measure and improve employee satisfaction may face increasing turnover, declining productivity and limited ability to attract and retain qualified replacements. Employee satisfaction and quality of work life directly affect company's ability to serve its customers. Efforts towards QWL measurement help in efficient and effective allocation of resources to enhance productivity and stability of the workforce.

It leads to:

- Positive employee attitudes toward their work and the company
- Increased productivity and intrinsic motivation
- Enhanced organizational effectiveness and competitive advantage

Quality of work life involves three major parts:

1. **Occupational health care:** Safe work environment provides the basis for people to enjoy his work. The work should not pose health hazards for the employees.
2. **Suitable working time:** Companies should observe the number of working hours and the standard limits on overtime, time of vacation and taking free days before national holidays.
3. **Appropriate salary:** The employee and the employer agree upon appropriate salary. The Government establishes the rate of minimum salary; the employer should not pay less than that to the employee. Work

represents a role which a person has designated to himself. On the one hand, work earns one's living for the family, on the other hand, it is a self-realization that provides enjoyment and satisfaction. Work Life Quality defined, as the balance between an employee's work demands and outside interests or pressures is a long-standing but ever-evolving area of corporate social responsibility. Some organizations view QWL as important, but do not formally link it to their strategic or business plans.

Statement of the Problem

The present study attempts to find answer to the following research questions:

1. What is the general attitude of Pharmaceutical Industry towards employees?
2. Which are the problems faced by employees in the Pharmaceutical Industry?
3. What are the opinions of employees about working condition, pay and benefit?
4. Which factors must be measured in ascertaining job satisfaction level?
5. What are the steps taken by Pharmaceutical Industry in achieving employee's satisfaction?

Relevance of the Study

Quality of work life is so significant for a Pharmaceutical Industry. Quality of work life is important in maintaining employees of an organization. Quality of work life is significant as it helps in:

1. Decrease absenteeism and increase turnover,
2. Less number of accidents,
3. Improved labor relations,
4. Employee personification,
5. Positive employee attitudes toward their work and the company,
6. Increased productivity and intrinsic motivation,
7. Enhanced organizational effectiveness and competitive advantage, and
8. Employees gain a high sense of control over their work.

Pharmaceutical industry is growing day by day, so the competition in the industry is also increasing. The employees in the industry must be well trained and supported to meet the needs of the changing market. The employees in an industry must have a good relationship with the organization, and then only the employees can work for the organization with full heart. We can mainly determine the employee's satisfaction by valuing the labor turnover of an organization. The employee well satisfied in an organization will remain in the organization and work for the well-being of an organization. This study is to understand the main factors that improve quality of work life and also find the problems faced by employees in pharmaceutical industry in Ernakulam district. This study also helps us in understanding the steps taken by an organization in developing employee satisfaction. This study analyses the impact of employee satisfaction in an organization.

Objectives

1. To assess the general attitude of Pharmaceutical Industry towards employees
2. To identify the problems faced by employee in the pharmaceutical industry
3. To know the employee's opinion about working condition, pay and benefit
4. To measure various factors affecting the job satisfaction level
5. To understand steps taken by pharmaceutical industry in achieving employee's satisfaction

Hypothesis Formulated for the Study

- H01 There is no significant difference in the awareness level regarding line of activity among different educational groups.

- H02 There is no association between total service in the company and participation in decision making process of company.

II. METHODOLOGY

This quantitative study is descriptive and analytical in nature and has adopted the following methodology. The research serves as a strong study of the employee's satisfaction in Pharmaceutical Industry and how an organization achieves employee satisfaction in a Pharmaceutical Industry. The data will be collected through well-structured questionnaire. Weights will be given based on ranks. The sample size of the employees will be 40. Convenient sampling was used as sampling technique. Data will be presented in form of tables. Questionnaire consisted of 33 closed end questions framed for collecting primary data on different basis like gender, education, occupation etc. the tools used for analysis are Percentage analysis. Percentages are often used in presenting data for they simply numbers, reducing all of them to a 0-100 range. Though the use of percentages these data can be reduced into the standard form with the base equal to 100, which facilitates relative comparison.

Percentage= Number of respondents/Total number of respondents*100

Analysis and Findings : Quality of work life is an important factor in the development of an organization in industry. Employees must be well motivated to do their work. The motivation in an organization makes the employee to work better. When the employees are well satisfied in an organization, they do their work in a better way. Employee satisfaction in an organization is determined by various factors such as salaries provided, work time, work load, relation with employers, relation with officers etc.

The summary of demographic profile and major findings are as follows:

- This study reveals that most of the employees (40%) belong to the age group 31-40
- This study shows that all of the employees in the organization were male
- The analysis of data reveals that all the employees (100%) in the organization have received training
- As regarding most of respondents (62.5%) opined that quality of training was excellent
- As regarding many of the respondents (97.5%) are having savings
- As regarding banks were the main source (50%) of investing savings
- As regarding the organization sometimes provide (52.5%) a chance of advancement in the job to its employees
- With respect to the study one of the finding was that most of the respondents (52.5%) have opined that level of appreciation is average
- As regarding employees (85%) have an average workload
- As regarding most of the respondents (47.5%) have average stress over job
- As regarding major portion of the respondents (92.5%) were having excellent relationship with co-workers
- As regarding, in formal hours, Majority of the respondents (85%) said that the attitude of managers was formal
- As regarding, in informal hours, Majority of the respondents (37.5%) said that the managers were having an informal attitude towards employees
- As per the study the employees (95%) are satisfied over their job
- According to study majority of respondents (65%) were aware about the labor act
- As regarding majority of the respondents (67.5%) were fully aware about the information technology
- As regarding most of the respondents (60%) were fully aware about the rules and regulations
- As regarding most of the respondents (57.5%) were aware about latest development in the line of activity
- As regarding majority of the respondents (52.5%) were aware about the welfare/insurance schemes

Testing of Hypothesis : Various tests are being conducted and results are drawn for study. The hypothesis is tested by using One-way Anova and chi-square test.

H0: There is no significant difference in the awareness level regarding line of activity among different educational groups.

One-way Anova

Group	Mean	SD	F-Value	P-value
Under graduate	2.30	0.435	1.366	0.250
Post graduate	2.08	0.361		

Since P Value is greater than the table value, we accept the null hypothesis, hence concluded that there is no significant difference between the awareness level among difference educational groups. Based on the mean score it is clear that respondents under graduates (13.00) have fully aware among difference educational groups.

H0: There is no association between total service in the company and participation in decision making process of company.

Chi square test

Variable	Value	Df	P value
Service Period	17.439a	14	.234

Since p value is more than 0.01, we accept the null hypothesis at 1% significance level which means there is no significant association between total service in the company and participation in decision making.

Suggestions

1. Quality of Work life must be improved.
2. Employees must be considered as an important asset.
3. Employees must maintain a balance between work life a real life.
4. Fair and equitable compensation must be provided.
5. Employees must play a crucial role in decision making. 6. Employers must provide safety working conditions to employees.

III. CONCLUSION

The topic selected for this work was Quality of work life. The primary data collection helps us to assess the quality of work life of employees in a Pharmaceutical industry. This work shows the significance of study in this area and made a proper assessment of quality of work life of employees and discusses ways which can improve quality of work life. This study will be real support for future research in this area.

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