**A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES AND ITS IMPORTANCE WITH REFERENCE TO THE RASHTRIYA ISPAT NIGAM LIMITED, VISIKHAPATNAM-AP**

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**ABSTRACT**

In order to accomplish its goals, every business must employ a staff that is both capable and experienced. The degree of expertise required in the workplace must rise, as must workers' adaptability and flexibility. Investment in employee “ Quality of work life of employees and its importance” is not just a good idea, but a must for any company that wants to keep its workforce competitive and well-informed. The purpose of the research was to determine how successful the employees work life quality and its importance are in improving the knowledge and skills of staff members at the Rastriya ispat nizam limited .The information was gathered from 100 workers who were chosen at random. Currently Working at the Rastriya ispat nizam limited company . The goal of this effort has been to compile a body of information on financial performance that may be used as a resource by anyone doing.

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**KEYWORDS:** work life, employee importance, Organization, Effectiveness.

**INTRODUCTION**

Human Resource Management (HRM) is a relatively new approach to managing people in any organization. People are considered the key resource in this approach. it is concerned with the people dimension in management of an organization. Since an organization is a body of people, their acquisition, development of skills, motivation for higher levels of attainments, as well as ensuring maintenance of their level of commitment are all significant activities. These activities fall in the domain of HRM. Human Resource Management is a process, which consists of four main activities, namely, acquisition, development, motivation, as well as maintenance of human resources.

**Scenario of Automobile Industry:**

**A steel plant** (or steel mill) is a large industrial facility where raw materials are processed to produce steel, a crucial material used in construction, manufacturing, transportation, and many other sectors. The process of making steel from raw materials involves various complex procedures that take place in different stages, each with specialized equipment and technologies.

Government of India has decided to set up an integrated Steel Plant at Visakhapatnam to meet the growing domestic needs of steel. Visakhapatnam Steel Plant was the effect of the persistent demands and mass movements. It is another step towards increasing the country's steel production. The decision of the Government to set up an integrated steel plant was taken by the then Prime Minister Smt. Indira Gandhi. The Prime Minister laid the foundation stone on 20th January 1971.

## PROFILE OF VISAKHAPATNAM STEEL PLANT:

The Government of India has decided to set up an integrates Steel Plant at Visakhapatnam to meet the growing domestic needs of steel. Visakhapatnam Steel Plant was the effect of the persistent demands and mass movements. It is another step towards increasing the country's steel production. An agreement was signed between Government of India and the erstwhile le USSR for setting up of an Integrated Steel Plant of produce structural & long products on the basis of detailed project report prepared by Dr. M. N. Duster & Company, In view of the critical fund situation and need to check further increase in the plant costs, a rationalized concept was approved which was to crores Rs. 6849 crores based on 4th quarter of

1988.

**LITERATURE AND REVIEW:**

According to Walton (1973), QWL can be assessed using eight dimensions: adequate and fair compensation, safe and healthy working conditions, growth and security, social integration, constitutionalism, work-life balance, and the social relevance of work. Walton's framework has been foundational in understanding QWL's multifaceted nature.

**Hackman and Oldham (1980)** extended this by introducing the *Job Characteristics Model*, which links QWL to job design and employee motivation. Their study highlights that jobs enriched with autonomy, skill variety, and meaningfulness significantly enhance QWL.

**Lawler and Ledford (1981)** argued that the physical and psychological environment of a workplace directly impacts QWL. Their research emphasized ergonomic factors and participatory decision-making as key drivers of employee well-being.

**Sirgy et al. (2001)** examined the role of organizational culture and leadership in shaping QWL. Their findings suggest that transformational leadership and supportive cultures improve job satisfaction, reduce stress, and enhance overall QWL.

**Greenhaus and Beutell (1985)** identified the conflict between work and family roles as a significant determinant of QWL. Their study underscored the importance of policies like flexible working hours and telecommuting to reduce work-life conflicts.

**NEED FOR THE STUDY**

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. The review of literature on the QWL shows that different researchers examined on focus on different dimensions like management of the organizations(i.e. private sector, public sector), industrial democracy, technology, organization excellence, participative management, grievance handling system, industrial safety, collective bargaining, learning and growth opportunities , quality circles, image of the organization in the society, social relevance of work-life, career growth and development, group effort, promotion of human dignity, collaborative work, autonomy and opportunity to show their ability/talent, flexible work schedule, absenteeism, job security, working conditions and work environment, welfare facilities etc. these researchers concentrated on one or a few dimensions of QWL.

**OBJECTIVES OF THE STUDY**

1. To study the Quality of Work life among workers in RINL.
2. To examine the level of satisfaction of the employee in the organization with respect to Quality of work life.
3. To assess the Work-life Balance among workers.
4. To Identify problems of employees regarding the working environment.
5. To find out satisfaction level of the respondents towards health and safety measures.

**METHODOLOGY OF THE STUDY**

A methodology is a systematic procedure of collecting information in order to analyze and verify a phenomenon. The collection of information has been through two principal sources,

PRIMARY DATA:

The primary data has been obtained from the employees of Visakhapatnam steel plant through the circulation of the structured non-disguised questionnaire.

SECONDARY DATA:

The data that has been already collected by someone other than the user and readily available from the sources is called Secondary Data.

**RESULTS DISCUSSION**

**Table 5.1**

**ARE YOU SATISFIED WITH THE WORKING ENVIRONMENT AT YOUR WORKPLACE**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.no** | **Responses** | **Respondents** | **Percentage %** |
| 1 | Completely Satisfied | 35 | 35 |
| 2 | Satisfied | 50 | 50 |
| 3 | Neutral | 6 | 6 |
| 4 | Dissatisfied | 2 | 2 |
| 5 | Completely Dissatisfied | 7 | 7 |

Source : primary data

**GRAPH – 1**

Table 5.1 observed that 83.3% of the respondents responded that they are completely satisfied with the working environment at work place, 14.7% responded that they are satisfied with the working environment at work place, 1.3% respondents were dissatisfied with the working environment at work place, and 0.7% respondents are completely dissatisfied with the working environment at work place.

**TABLE – 5.2**

**THE WORKING ENVIRONMENT MOTIVATING**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.no** | **Responses** | **Respondents** | **Percentage %** |
| 1 | Strongly agree | 5 | 5 |
| 2 | Agree | 30 | 30 |
| 3 | Neutral | 25 | 25 |
| 4 | Disagree | 16 | 16 |
| 5 | Strongly disagree | 24 | 24 |

Source : primary data

**GRAPH – 2**

Table 5.2 observed that 73.3% of respondents strongly agreed that the working environment is motivating, 20.7% respondents agreed that the working environment is motivating, 0.7% respondents stood neutral, 3.3% respondents disagreed that the working environment is motivating and 2% respondents strongly disagreed on that the working environment is motivating.

**Table 5.3**

**AVAILABLE DURING WORK AT YOUR WORKPLACE**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.no** | **Responses** | **Respondents** | **Percentage %** |
| 1 | Strongly agree | 2 | 2 |
| 2 | Agree | 18 | 18 |
| 3 | Neutral | 00 | 00 |
| 4 | Disagree | 45 | 45 |
| 5 | Strongly disagree | 35 | 35 |

Source : primary data

**GRAPH – 5.3**

Table 5.3 observed that, 74% of the respondents strongly agreed on that supervisor is completely available during work at workplace, 18.7% of the respondents agreed on that supervisor is available during work at workplace, 6% of the respondents disagreed on that supervisor is not available sometimes during work at workplace, 1.3% of the respondents strongly disagreed on that supervisor is completely not available during work at workplace.

**Table 5.4**

**TO OFFER COMMENTS AND SUGGESTIONS AT YOUR WORKPLACE**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.no** | **Responses** | **Respondents** | **Percentage %** |
| 1 | Strongly agree | 83 | 83 |
| 2 | Agree | 12 | 12 |
| 3 | Neutral | 03 | 03 |
| 4 | Disagree | 01 | 01 |
| 5 | Strongly disagree | 01 | 01 |

Source : primary data

**GRAPH – 4**

Table 5.4 observed that, 71.3% of respondents strongly agreed that they feel free to offer comments and suggestions at your workplace, 22.7% of respondents agreed that they feel free to offer comments and suggestions at your workplace, 2% of respondents stood neutral, 2.7% respondents disagreed that they feel free to offer comments and suggestions at your workplace and 1.3% strongly disagreed that they feel free to offer comments and suggestions at your workplace.

**Table 5.5**

**RESPECT AT YOUR WORKPLACE**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.no** | **Responses** | **Respondents** | **Percentage %** |
| 1 | Strongly agree | 82 | 82 |
| 2 | Agree | 17 | 17 |
| 3 | Neutral | 01 | 01 |
| 4 | Disagree | 0 | 0 |
| 5 | Strongly disagree | 0 | 0 |

Source : primary data

**GRAPH - 5**

Table 5.5 observed that, 64% of the respondents strongly agreed on that they were treated with respect at their workplace, 31.1% of the respondents agreed on that they were treated with respect at their workplace, 0.7% of respondents stood neutral, 2.7% of the respondents disagreed on that they were treated with respect at their workplace and 1.3% of respondents strongly disagreed on that they were treated with respect at their workplace.

**FINDINGS**

• 73.3% of the employees agreed that the working environment is motivating.

• Majority of the employees i.e., 74% have strongly agreed that the supervisor is available during work in the workplace.

• Majority of the employees i.e., 71.3% have strongly agreed that they feel free to offer comments and suggestions at workplace.

• 64% of the employees strongly agreed that they are treated with respect at workplace.

• Majority of the employees i.e., 68% have strongly agreed on that their relationship with colleagues is harmonious in the company.

**SUGGESTIONS:**

• A management should give high degree of autonomy to the workers to carry out the work and freedom in decision making which gives him immense satisfaction, increasing his responsibility in the job will be more.

• Most of the employee’s performance and productivity will increase if they have good working conditions and environment.

• The organization must provide proper PPE to the employees.

• They have to provide effective arrangements to the workers for communicating their health and safety matters.

• The firm should give the employees good career prospects by giving them promotions, increase in salary and other incentives otherwise it will affect the productivity of the employees.

**CONCLUSION**

Quality of life and quality of work life are interrelated. In the review on QWL, these dimensions are considered for evaluating the working conditions, safety and health and work-life balance of the employees of the organizations. Most of the characteristics studied and analyzed were amenities at work, participation in decision making, policies, working conditions, supervision and management, communication, job safety and security, Interpersonal relations and motivation.

In a few aspects it was found that the employees were satisfied with the working conditions and learning and development, nature of work and benefits, pay, and contingent rewards. Many dimensions on job satisfaction of employees significantly varied in organization with reference to the employee variables of experience, education, position title, union representation and other relevant factors.

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