

## **A STUDY ON QUALITY OF WORK LIFE OF EMPLOYEES AT L. M. VAN MOPPES DIAMOND TOOLS INDIA PVT. LTD, CHENNAI**

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**Abstract:** The main focus of the study is to measure the Quality of work life at L.M Van Moppes Diamond Tools India Pvt Ltd. The present study will be conducted to examine the work related factors and demographic factors having relationship with the quality of work life and to explore the relationship between quality of work and quality of life. This project emphasizes the importance of Quality of work life among the work force in achieving gains in human performance and productivity.

Primary data collection was done through structured questionnaire. Secondary data was collected from company records and internet. Research design used in this study was descriptive research study. Convenience sampling method was followed. Conclusions were drawn based on the analysis of data collected from the employees in various grades.

Statistical tools applied are simple percentage, chi-square and weighted average. Recommendations were provided for enhancing the quality of the processes and personnel policies of the organization.

**Keywords:** Work life Balance, Health and Safety, Stress management, Peer relationship

### **INTRODUCTION**

#### **QUALITY OF WORK LIFE**

Quality of work life is defined as any activity which takes place at every level of an organization, which seeks greater organizational effectiveness through the enhancement of human dignity and growth, a process through which the stockholders in the organization management, unions and employees learn how to work together better to determine for themselves what actions, changes and improvements are desirable and workable in order to achieve the twin and simultaneous goals of an improved quality of life at work for all members of the organization and greater effectiveness for both the company and the unions.

It is focused strongly on providing a work environment conducive to satisfy individual needs. It is assumed that if employees have more positive attitude about the organization, their productivity increases, everything else being equal, the organization should be more effective.

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 organization.

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The elements in a QWL program include open communications, equitable reward systems, a concern for employee job security and satisfying careers and participation in decision making.

### DEFINITIONS

Davis and Newstrom define QWL as “the favorableness or unfavourableness of a job environment for people”.

J. Richard and J. Loy define QWL as “the degree to which members of a work organization are able to satisfy important personnel needs through their experience in the organization”.

Quality of work life is the extent of relationships between individuals and organizational factors that exists in the working environment.

### FACTORS THAT INFLUENCE QWL

Richard E. Walton explains quality of work life in terms of eight broad conditions of employment that constitute desirable quality of work life. Those criteria include:

**(i) Adequate and Fair Compensation:** There should be a just and equitable balance between effort and reward. The compensation should help the employee in maintaining a socially desirable standard of living and should be comparable to the pay for similar work elsewhere.

**(ii) Safe and Healthy Working Conditions:** Quality of work life cannot be high unless the work environment is free from all hazards detrimental to the health and safety of employees. Reasonable hours of work, cleanliness & pollution free atmosphere etc are the main elements for a good physical environment for work.

**(iii) Opportunity to Use and Develop Human Capacities:** The job should contain sufficient variety of tasks to provide challenge and to ensure the utilization of talents. Today work has become repetitive and mechanical so that the worker has little control on it.

**(iv) Opportunity for Career Growth:** The work should provide career opportunities for development of new abilities and expansion of existing skills on a continuous basis.

**(v) Social Integration in the Work Force:** The worker should be made to feel a sense of identify with the organization and develop a feeling of shall esteem, openness, trust, sense of community feeling, scope for upward mobility and equitable treatment is essential for this purpose.

**(vi) Constitutionalism in the Work Organization:** QWL provide constitutional protection to the employees. Management action can be challenged. Constitutional protection is provided to employees on such matters as free speech, equity and due process.

**(vii) Work and Quality of Life:** There should be proper balance between work life and personal life of employees. The demands of work such as late hours, frequent travel, quick transfers are both psychologically and socially very costly and detrimental to quality of work life.

**(viii) Social Relevance of Work:** Work should not only be a source of material and psychological satisfaction but means of social welfare. An organization that has greater concern for social causes like pollution, consumer protection, national integration, employment etc can improve the quality of work life

#### **RESULTS OF HIGH QWL**

- High Productivity & high morale
- Increase organizational effectiveness
- High employee satisfaction & employment involvement
- Reduce the absenteeism and labour turn over.

#### **NEED OF THE STUDY**

The study is being done to analyze the Quality of work life of employees with the aim of reducing employee turnover and absenteeism and thereby increasing overall productivity. The research will be helpful in understanding the current position of the company and provide some strategies to extent the employee's satisfaction which is based on the internal facilities of the company.

#### **SCOPE OF THE STUDY**

Quality of work life covers various aspects under the general umbrella of organizational behavior. Thus, the QWL is broad in its scope. This study is helpful to the organization for identifying the areas that affect the quality of work life among the employees and helps the management in making correct decision.

This research can be further used to evaluate the facilities provided by the management towards the employees and also helps in manipulating the basic expectation of the employees. This study is helpful to the organisation for conducting further research.

#### **OBJECTIVES OF THE STUDY**

##### **Primary Objective**

To measure the quality of work life (QWL) of employees in L.M.Van Moppes Diamond Tools India Pvt Ltd.

##### **Secondary Objective**

- To find out how quality of work life leads to high satisfaction
- To identify whether the existing working conditions, safety and welfare measures help to improve the quality of work life.
- To study the extent of workers participation in L.M. Van Moppes Diamond Tools India Pvt Ltd
- To examine how the training and development programs and compensation and benefits helps to improve the quality of work life.

## RESEARCH METHODOLOGY

### Research Design

For the present study descriptive research design is adopted. .

### Sources of Data

Data was collected from both primary and secondary source.

### Primary Data

The primary data is the first hand source and collected through structured questionnaire.

### Secondary Data

The secondary sources of data collection were information obtained from books, magazines, websites and articles on the topic etc. In the study, the researcher would use the secondary data to supplement the primary data

## SAMPLING SIZE AND TECHNIQUES

### Sample Size

The sample size of 120 respondents were selected for the study from the total population of 300.

### Sampling Technique

Convenience sampling method

## RESEARCH TOOLS

The statistical tools used for analyzing the data collected are:

- Percentage Analysis
- Weighted Average Analysis
- Chi Square Test

## DATA ANALYSIS AND INTERPRETATION

### Percentage Analysis

**Table 1**  
**Table showing Does the Organization provides Good Infrastructure**

<i>Good Infrastructure</i>	<i>Yes</i>	<i>No</i>	<i>Total</i>
Respondents	102	18	120
Percentage	85%	15%	100%

**Inference**

The above table reveals that 85% of the respondents say that the infrastructure facilities provided by the organization is good and 15% of the respondents say that the infrastructure facilities provided by the organization is not good.

**Table 2**  
**Table Showing Employees Opinion Regarding Superiors Helpful in doing the Job**

<i>Superiors Helpful</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	26	62	20	10	2	120
Percentage	22%	52%	17%	8%	1%	100%

**Inference**

The above table reveals that 22% of the respondents strongly agree that the superiors are helpful in getting the job done, 52% agree, 17% neutral, 8% disagree and 1 % strongly disagree that the superiors are helpful in getting the job done.

**Table 3**  
**Table showing Employees response towards whether they are treated with respect by both Management and Colleagues**

<i>Treated with respect</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	40	55	17	8	0	120
Percentage	33%	46%	14%	7%	0%	100%

**Inference**

The above table reveals that 33% of the respondents strongly agree that they are treated with respect by both management and colleagues, 46% agree, 13% neutral, 7% disagree and 1 % strongly disagree that they are treated with respect by both management and colleagues.

**Table 4**  
**Table showing whether Organization is providing high quality tools and techniques to do the job**

<i>Provides high quality tools and techniques</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	20	60	24	13	3	120
Percentage	17%	50%	20%	11%	2%	100%

**Inference**

The above table reveals that 17% of the respondents strongly agree that the organization provides high quality tools and techniques to do the job, 50% agree, 20% neutral, 11% disagree and 1 % strongly disagree that the organization provides high quality tools and techniques to do the job.

**Table 5**  
**Table showing How far do Training programs helps to achieve required skill**

<i>Training helps to achieve required skill</i>	<i>To Great Extent</i>	<i>To Some Extent</i>	<i>Rarely</i>	<i>Total</i>
Respondents	30	70	20	120
Percentage	25%	58%	17%	100%

### **Inference**

The above table reveals that 25% of the respondents say that the training programs helps to achieve the required skill to great extent, 58% of respondents say to some extent, 17% of the respondents say rarely.

**Table 6**  
**Table showing Employees response towards frequency of training**

<i>Frequency of training</i>	<i>Annually</i>	<i>Half Yearly</i>	<i>Quarterly</i>	<i>Launch of New Technology</i>	<i>Total</i>
Respondents	11	16	32	61	120
Percentage	9%	13%	27%	51%	100%

### **Inference**

The above table reveals that 9% of the respondents say annually they were sent for training, 13% say half yearly, 27% say quarterly and 51% say they are sent for training only during the launch of new technology.

**Table 7**  
**Table showing Employees opinion regarding organization provides enough instruction to do the job**

<i>Provides enough instruction</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	57	45	6	11	1	120
Percentage	47%	37%	5%	9%	1%	100%

### **Inference**

The above table reveals that 47% of the respondents strongly agree that the organization provides enough instruction to do the job, 37% agree, 5% neutral, 9% disagree and 1 % strongly disagree that the organization provides enough instruction to do the job.

**Table 8**  
**Table showing Employees response towards organization provides opportunity to develop one's own abilities**

<i>Opportunities to develop abilities</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	16	67	6	26	5	120
Percentage	13%	56%	5%	22%	4%	100%

**Inference**

The above table reveals that 13% of the respondents strongly agree that the organization provides opportunities to develop one’s own abilities, 56% agree, 5% neutral, 22% disagree and 4 % strongly disagree that the organization provides opportunities to develop one’s own abilities.

**Table 9**  
**Table showing Employees opinion regarding adequate and fair compensation**

<i>Fair compensation</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	9	57	32	18	4	120
Percentage	8%	47%	27%	15%	3%	100%

**Inference**

The above table reveals that 7% of the respondents strongly agree that they get adequate and fair compensation, 39% agree, 27% neutral, 20% disagree and 7% of respondents strongly disagree that they get adequate and fair compensation

**Table 10**  
**Table showing Employees opinion regarding bonus or incentive plan**

<i>Bonus or incentive plan</i>	<i>Yes</i>	<i>No</i>	<i>Total</i>
Respondents	99	21	120
Percentage	82%	18%	100%

**Inference**

The above table reveals that 82% of the respondents are satisfied with the bonus or incentive plan and 18% of the respondents are not satisfied with the bonus or incentive plan.

**Table 11**  
**Table showing Employees opinion regarding rewards and recognition for outstanding work**

<i>Rewards and Recognition</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	5	80	20	10	5	120
Percentage	4%	67%	17%	8%	4%	100%

**Inference**

The above table reveals that 13% of the respondents strongly agree that they are rewarded and recognized for their outstanding work, 56% agree, 5% neutral, 22% disagree and 4 % strongly disagree that the organization rewards and recognizes for outstanding work.

**Table 12**  
**Table showing Employees are considered for reward and recognition mostly**

<i>Reward and Recognition</i>	<i>Creativity</i>	<i>Increased Productivity</i>	<i>Customer Satisfaction</i>	<i>All The Above</i>	<i>Total</i>
Respondents	2	49	15	54	120
Percentage	2%	41%	12%	45%	100%

### **Inference**

The above table reveals that 2% of the respondents say rewards and recognition are considered mostly for creativity, 41% say as increased productivity, 12% say as customer satisfaction and 45% say rewards and recognition are considered on all the above.

**Table 13**  
**Table showing Employees opinion regarding job satisfaction**

<i>Job satisfaction</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	13	76	8	20	3	120
Percentage	10%	63%	7%	17%	3%	100%

### **Inference**

The above table reveals that 13% of the respondents strongly agree that they are satisfied with their job, 63% agree, 7% neutral, 17% disagree and 3% strongly disagree that they are satisfied with their job.

**Table 14**  
**Table showing Employees response towards stress in job**

<i>Stress in Job</i>	<i>Always</i>	<i>Often</i>	<i>Sometimes</i>	<i>Never</i>	<i>Total</i>
Respondents	5	27	70	18	120
Percentage	4%	23%	58%	15%	100%

### **Inference**

The above table reveals that 4% of the respondents feel that their job is always stressful, 23% say often their job is stressful, 58% say sometimes their job is stressful, 15% never found their job as stressful.

**Table 15**  
**Table showing Employees opinion regarding job security**

<i>Job Security</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	66	26	8	19	1	120
Percentage	55%	21%	7%	16%	1%	100%



**Inference**

The above table reveals that 55% of the respondents strongly agree that their job is secured, 21% agree, 7% neutral, 16% disagree and 1% strongly disagree that the job is secured.

**Table 16**  
**Table showing Employees opinion regarding opportunities for promotion**

<i>Opportunities for Promotion</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Total</i>
Respondents	36	48	16	18	2	120
Percentage	30%	40%	13%	15%	2%	100%

**Inference**

The above table reveals that 17% of the respondents strongly agree that the opportunities for promotion is good, 48% agree, 13% neutral, 20% disagree and 2 % strongly disagree that the opportunities for promotion is good.

**WEIGHTED AVERAGE ANALYSIS**

**Table 23**  
**To find the Employee’s perception on motivational insights**

<i>Motivational Insights</i>	<i>Rank (1-5)</i>					<i>Total</i>
	<i>5</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	
Interesting work	47	52	15	4	2	120
Recognition	6	17	54	20	23	120
Awards and Rewards	16	7	21	41	35	120
Compensation	2	4	12	45	57	120
Friendly Co-workers	49	40	18	10	3	120

Weighted average method =  $(X1W1 + X2W2 + X3W3 + \dots) / N$

Interesting Work =  $(47*5 + 52*4 + 15*3 + 4*2 + 2*1) / 120$   
 =  $480 / 120 = 4$

Recognition =  $(6*5 + 17*4 + 54*3 + 20*2 + 23*1) / 120$   
 =  $360 / 120 = 3$

Awards and Rewards =  $(16*5 + 7*4 + 21*3 + 41*2 + 35*1) / 120$   
 =  $287 / 120 = 2.39$

Compensation =  $(2*5 + 4*4 + 12*3 + 45*2 + 57*1) / 120$   
 =  $209 / 120 = 1.74$

Friendly Co-workers =  $(49*5 + 40*4 + 18*3 + 10*2 + 3*1) / 120$   
 =  $464 / 120 = 3.86$

**Rank Weighted Average Score**

<i>Rank</i>	<i>Weighted Average</i>	<i>Attributes</i>
I	4	Interest in work
II	3.86	Friendly Co-workers
III	3	Recognition
VI	2.39	Awards and Rewards
V	1.74	Compensation

**Inference**

From the above table it is clear that among the motivational insights factors interesting work ranks the top with 480 points resulting an average of 4, followed by friendly co-workers with 464 points weighing an average of 3.86, which is then followed by recognition with 360 points resulting an average of 3. It reveals that both the management and the workers are in mutual understanding as the interest in the work is high, friendliness with their co-workers and the recognition of the workers ability and skill by the management are also at high level.

The motivational factors like awards and rewards and compensation rank less than the general average of 3. It envisages that the management needs concentration on awarding rewards and in paying compensation to make the work life a quality one.

**Table 24**  
To find the Employee's perception towards stress in job

<i>Options</i>	<i>Respondents(Xi)</i>	<i>Weightage(Wi)</i>	<i>Wixi</i>	<i>Mean Score</i>
Always	4	4	16	2.125
Often	27	3	81	
Sometimes	70	2	140	
Never	18	1	18	
Total	120	10	255	

$$\text{Mean Score} = \frac{\text{Total score}}{\text{No. of Respondents}} = 2.125$$

**Inference**

The above table reveals that the employees have given first preference to the option sometimes, second to the option often, third to never and fourth preference to the option always with respect to stress in job.

**CHI SQUARE****CHI-SQUARE TEST 1****Table 25**

To determine whether there is significant relationship between promotions and experience of workers

**H0:** There is no significant difference among the respondents between promotion and experience of employees.

**H1:** There is significant difference among the respondents between promotion and experience of employees.

<b>Observed Frequency</b>						
<i>Promotion Experience</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Total</i>
0-1yr	7	14	3	6	0	30
2-5yrs	15	13	2	3	2	35
6-10yrs	8	10	7	7	0	32
Above 10yrs	6	11	4	2	0	23
Total	36	48	16	18	2	120

<b>Expected Frequency</b>						
<i>Promotion Experience</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Total</i>
0-1yr	9	12	4	4.5	0.5	30
2-5yrs	10.5	14	4.66	5.25	0.58	35
6-10yrs	10.2	13.6	4.5	5.1	0.56	32
Above 10yrs	6.3	8.4	2.8	3.15	0.35	23
Total	36	48	16	18	2	120

Degree of freedom = (r-1) (c-1)  
 = (4-1)(5-1)  
 = 12

Calculated value = 16.1743

Table value = 21.026

Calculated value < table value, Therefore null hypothesis is accepted.

**Inference**

Since the calculated value is less than the table value. The Null hypothesis is accepted. Hence, there is no significant relationship between promotion and experience of employees.

**CHI-SQUARE TEST 2**

**Table - 24**

**To determine whether there is significant relationship between compensation and the income level of employees**

**H0:** There is no significant difference among the respondents between amount of satisfaction with respect to compensation and the income of employees.

**H1:** There is significant difference among the respondents between amount of satisfaction with respect to compensation and the income of employees.

Compensation Income	Observed Frequency					Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
<10000	1	21	7	5	1	35
10,000-20,000	5	25	13	9	3	55
>20,000-30,000	2	7	8	4	0	21
Above 30,000	1	4	4	0	0	9
Total	9	57	32	18	4	120

Compensation Income	Expected Frequency					Total
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	
<10000	2.63	16.63	9.3	5.23	1.16	35
10,000-20,000	4.13	26.12	14.6	8.25	1.83	55
>20,000-30,000	1.57	9.97	5.6	3.15	0.7	21
Above 30,000	0.675	4.27	2.4	1.35	0.3	9
Total	9	57	32	18	4	120

$$\begin{aligned} \text{Degree of freedom} &= (r-1) (c-1) \\ &= (4-1)(5-1) \\ &= 12 \end{aligned}$$

$$\text{Calculated value} = 9.833$$

$$\text{Table value} = 21.026$$

Calculated value < table value, Therefore null hypothesis is accepted.

### Inference

Since the calculated value is less than the table value. The Null hypothesis is accepted. Hence, there is no significant relationship between amount of satisfaction with respect to compensation and the income of employees.

### CHI-SQUARE TEST 3

**Table 25**

To determine whether there is significant relationship between respect given to employees by both management and colleagues and the age of employees

**H0:** There is no significant difference among the respondents between respect given to employees by both management and colleagues and the age of employees.

**H1:** There is significant difference among the respondents respect given to employees by both management and colleagues and the age of employees.

<b>Observed Frequency</b>						
<i>Respect</i>						
<i>Age</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Total</i>
20-30yrs	25	26	6	3	0	60
>30-40yrs	5	13	9	5	0	32
>40-50yrs	7	14	2	0	0	23
Above 50yrs	3	2	0	0	0	5
Total	40	55	17	8	0	120

<b>Expected Frequency</b>						
<i>Respect</i>						
<i>Age</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Total</i>
20-30yrs	20	27.5	8.5	4	0	60
>30-40yrs	10.66	14.66	4.53	2.13	0	32
>40-50yrs	7.66	10.54	3.258	1.53	0	23
Above 50yrs	1.66	2.29	0.71	0.33	0	5
Total	40	55	17	8	0	120

Degree of freedom = (r-1) (c-1)  
 = (4-1)(5-1)  
 = 12

Calculated value = 16.1136

Table value = 21.026

Calculated value < table value, Therefore null hypothesis is accepted.

### **Inference**

Since the calculated value is less than the table value. The Null hypothesis is accepted. Hence, there is no significant relationship between respect given to employees by both management and colleagues and the age of employees.

### **FINDINGS**

- From the table 2.1.1, it is found that 50% of the respondents are between the age group of 20 to 30 years, 27% of the respondents are between the age group of 31 to 40 years and 4% of the respondents are above 50 yrs.
- From the table 2.1.2, it is found that 86% of the respondents are male and 14% of the respondents are female.
- From the table 2.1.3, it is found that 17% of the respondents have 0 to 1 year of experience, 42% of the respondents have greater than 1 and less than or equal to 5 years of experience and 17% of the respondents have above 10 yrs of experience.
- From the table 2.1.4, it is found that 29% of the respondents gets income less than 10000 per month, 37% of the respondents gets 10000 to 20000 and 16% of the respondents gets an income of greater than 30000.

- From the table 2.1.5, it is found that 85% of the respondents say that the infrastructure facilities provided by the organization is good and 15% of the respondents say it as not good.
- From the table 2.1.6, it is found that 52% of the respondents agree that the superiors are helpful in getting the job done and 8% disagree
- From the table 2.1.7, it is found that 46% of the respondents agree that they are treated with respect by both management and colleagues and 7% disagree
- From the table 2.1.8, it is found that 50% of the respondents agree that the organization provides high quality tools and techniques to do the job and 11% disagree
- From the table 2.1.9, it is found that 25% of the respondents say that the training programs helps to achieve the required skill to great extent, 58% of respondents say to some extent, 17% of the respondents say rarely.
- From the table 2.1.10, it is found that 9% of the respondents say annually they were sent for training, 51% say they are sent for training only during the launch of new technology.
- From the table 2.1.11, it is found that 37% of the respondents agree that the organization provides enough instruction to do the job and 9% disagree
- From the table 2.1.12, it is found that 56% of the respondents agree that the organization provides opportunities to develop one's own abilities and 22% disagree
- From the table 2.1.13, it is found that 39% of the respondents agree that they get adequate and fair compensation and 20% disagree
- From the table 2.1.14, it is found that 82% of the respondents are satisfied with the bonus or incentive plan and 18% of the respondents are not satisfied.
- From the table 2.1.15, it is found that 56% of the respondents agree that they are rewarded and recognized for their outstanding work and 22% disagree
- From the table 2.1.16, it is found that 2% of the respondents say rewards and recognition are considered mostly for creativity, 41% say as increased productivity, and 45% say rewards and recognition are considered on all the above
- From the table 2.1.17, it is found that 56% of the respondents agree that they are satisfied with their job and 22% disagree

## **SUGGESTIONS**

- ❖ Employee's expects the quality of work to be measured periodically be the company.
- ❖ Employee's needs more compensation from the company.
- ❖ The management needs to improve the rewards system.
- ❖ Stress in the job should be minimized by tours and team lunches
- ❖ Employees expect that they should be rewarded and recognized more for creativity.
- ❖ The management needs to take steps to improve the frequency and the benefits of training program.

- ❖ Employees expect that the organization should act as a platform to develop their own abilities.

## **CONCLUSION**

From the study, it is clear that quality of work life in L.M Van Moppes Diamond Tools Pvt Ltd is good. This research highlights some of the small gaps in employee's satisfaction towards the company. Quality of work life is an internationally designed effort to bring about increased employee engagement in order to improve the Organization performance & employee satisfaction.

It is also understood that most of the employees are satisfied with the work environment, training, safety and welfare measures provided by the organization. The management has taken the best efforts to maintain cordial relationship with the employees and the extent of workers participation is high thereby making the employees satisfied and secured about the job.

To conclude, because the employees needs & expectation are being met by the organization it can be assumed that the employees would fulfill their duties & responsibilities towards the organization

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