

Quality of Work Life of Employees Working in MSME Registered Plastic Industries at Odisha

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ABSTRACT

Quality of life at work is a term which often has been used to define the wider job-related experience of an employee in his or her organisation, which involves the culture, overall working conditions, how an employee is interested to do their assigned work responsibilities, the involvement of an employee feels, the level of autonomy and responsibility they have with respect to their job. This article is related to study about the quality of work life of the employees working in MSME registered Plastic Industries at Odisha. Quality of Work Life effects the motivation level of the employees and as well as objectives of the organisation. Many researches have proved that good Quality of Work Life in an organisation make an employee's enable them to be mentally and physically fit enough with constructive spirits which has great impact on the performance of employees. The objective of study is to see the existence of Quality of Work Life in Micro Small and Medium Enterprises, the complete survey and review undertaken of the employees engaged in plastic industries at Odisha. The QWL of employees is very vital for organisations to attract and retain employees in long run working. A better working environment in an organisation will lead to good Quality of Work Life which is immense benefit to both employees and as well as employers. The sample contains of 191 employees engaged in different MSME registered plastic Industries in Odisha. The list of MSME Plastic industries has been taken from District Industrial Centre and out of which some of the units were selected randomly. The questionnaire has been prepared on the basis of different parameter of QWL assessments and of earlier research. The basic objective of this research is to identify & understand about working environments, and the level of employee job satisfaction out of which the quality of work life of employees working in MSMEs.

Keywords: Employees, Micro, Medium, Small Enterprises, Quality of Work life (QWL), Industries, Working Condition, MSME

INTRODUCTION

The growth and development of all organisations is extremely reliant on how it recruits and retains its employees. Every organisation always needs to be much more acceptable employee strategy to discharge the assigned responsibilities in an effective manner. Therefore, all the organisations are compulsorily to accept idea to develop the Quality of Work Life of employees to meet out the organisational objectives and as well as need and objective of the employee. Quality of work life (QWL) is an important aspects of human resource management.

QWL replicates the relationship between employees and the working environment provided to them in an organisation. QWL requires the organisations to make provisions of such a conducive working atmosphere for the employees so that they can be satisfied and which can enhance their efficiency as well as productivity. Similarly, QWL defined as a concern about the effect of work on its employees and organisational success. Quality of Work Life (QWL) is a term which has been defined as the wider work-related experience an employee while working in an organisation has. It is the work-culture which serves as the base of survival of an employee in an organisation. Therefore, work-culture and work practice of industries has to be identified and developed for providing quality of work life for an employee in an organization. The term Quality of work life which is the state of mind of an employee with each sphere of work which includes monetary rewards benefits, safety, occupational environment, relationships in the organisation where he or she is working. It is an important component by which an employee can able to act responsibly in a society and can interact with other individuals accordingly. Every employee working in an organisation wants growth and development of career. Quality of work life is the notch where every employee working in an organization are capable to meet his basic requirements through his skills and capabilities. The main objective in developing in practical Quality of Work Life is to create working atmosphere that encourages employee's job satisfaction in an organisation. The focus is not only to achieve the production and productivity or reduction in of costs, but also on developing an environment where employees can participate in decisions making which enable them greatly for their job satisfaction out of the job.

Since last four decades, the Micro, Small, and Medium Enterprises (MSME) sector has seen the growth heavily and vibrant sector for growth of the Indian economy. It helps in development country's economic and social growth by inspiring entrepreneurship development and generating huge scope for employment opportunity at low capital investment, after agriculture. MSMEs serve as secondary units to large companies, and this sector contributes substantially to the country's inclusive industrial development. MSMEs are expanding their domain among all the sectors, and as one of the most powerful drivers of economic development, innovation, and employment.

Theoretical Foundation

An employee's performance in his work is his behaviour, the theoretical foundation of this research is best described by with behavioural concepts from the field of organizational behaviour. Organizational behaviour is the behaviour of employee at the individual, group, and organizational levels. Factors that influence employee behaviour include leadership, inspiration, job satisfaction, attitudes, personality, stress etc. However, the present study uses several of these types of principles as primary variables, such as work satisfaction, personality traits, and competence. The present study has been supported by expectation theory, the Big Five personality theory, the job characteristic model, and several models of employee competency. The expectation theory is one of the behavioural theories which explains about performance. Furthermore, a number of studies conducted in recent years have shown that, among various theories, expectancy theory has proven to be beneficial for predicting successful theories in behavioural science. QWL which includes the parameter of appropriate and fair compensation, good working conditions, opportunities for growth and development, workers participation and recognition, job security, social integration, and work-life balance. According to Kurt Lewin's Field Theory of Employee behaviour, which establishes the connection between performance and quality of work life where the individual behaviour is determined by how one see and react to the working environment. In

this study, the quality of work-life environment, the relationship between performance and effort is mediated by individual abilities, traits and perception.

LITERATURE REVIEW

Seyed Mehdi Hosseini (2010) says that accomplishment of all the need and desire from job is not only an important aspect to accomplish better quality of work life but the value of work environment is important measures which create motivation and one of the main aspects for growth & development prospects of job which is a vital for increasing quality of work life. The good pay structure; opportunities for growth, employee welfare are the some of the factors which ultimately improves Quality of Work Life of employees.

Mu. Subrahmanian, Anjani (2010) analysed the development of QWL through employee job satisfaction, better wage and salary payment, Industrial Relation, working environment, Grievance redressal procedure of organisation etc plays an important role including motivational factors. It has been seen that some areas with respect to working and employment condition the issues which relates to the Quality of Work Life in the industries needs to be focused. It is being said that the quality of work life is challenging for the employees as well as for organizations.

Kelidbari, et al. (2011) The efficiency of employees in their allocated responsibilities has been, for a substantial period which is a great concern for the management to improve the quality of work life in the organisation.

Anand Pawar (2013) has revealed job satisfaction and Quality of Work Life of employees relates to different occupational characteristics. The research being done to identify the Quality of Work Life and job satisfaction of employees, which included some of the main aspects in the study like wages and salaries, rewards, recognition, healthy environment, working atmosphere. The outcomes of the study discovered that there is displeasure among employees due to inadequate grievance handling and in the solitary interactions between the team which has bad impact on job satisfaction.

Nawawi, 2016 Other way which associates for good quality of work life of employee in an organisation is that perceptions of employees they are safe, comparatively satisfied with their job, a realistic work-life balance and are incapable to growth & development as human beings shown that the quality of work life in that organisation create a feeling of security and satisfaction at work in order to realise to achieve the objective of organisation. On the basis of all it has been said that quality of work life is the complete value of employee feeling at work place through organisational policies and procedure which effect the employee well-being.

Tripathy; 2017 Quality of Work Life indicates the positive environments in the working place which encourage, motivate, support, and develop employee satisfaction.

Nayak, et.al. 2021 Most of the employees in an organisation are keener in the success and development of their employer; it is also to note that the success of every business relies with the best efforts of its employees. It is obligatory in every organisation to satisfy the wants of every employee and increase their performance by way of providing good quality of work life.

Richard E. Walton describes quality of work life in eight wide circumstances of employment that can establish necessary quality of work life. Walton anticipated similar principles for measuring QWL. The principles are as mentioned below:

Wage and Salary: There are different ideas about good wage and salary structure in the organisation, however Fair Wages committee defined fair wage as” the wage which is higher than the minimum wage,

but lower than the living wage.”

Working Environments: Every organization has to provide good and healthy working conditions as a part of legal requirements under various labour laws and to increase the morale & efficiency of its employees ultimately which will lead to achieve the objective of organisation.

Development of Human Capabilities: The out-dated traditions, Quality of Work Life is better “to the extent that the worker can exercise more control over his or her work, and the degree to which the job embraces and entire meaningful task”. It provides opportunity to work independently at work place and involvement in decision making process.

Career Growth & Development: The Chances of upgradation or promotions are restricted in case of most of the different categories of employees either due to their qualification or as per the personnel policies of an organisation. QWL which creates a chance for continuous growth by increasing an employee’s competences, knowledge and career.

Socializing in the Work Place: Socializing in the place of work among employees can be developed through making reasonable, supportive work groups, a social harmony and sincerity, rising position is highly essential for better quality of work life.

Constitutionalism in the Work Organization: QWL provides legitimate protection to the employees working in the organisation only to the level of desirability. It is due to the employer’s act that can be challenged in every direction and administrative procedures as essential to be followed at that level. Legitimate safeguard is provided to employees on such matters to maintain secrecy, right to speak, right to equality.

Work and Quality of Life: QWL which provides a stable and good relationship between work & personal life. An employee’s personal life should not be hampered due to organisations working hours and overtime or work during inconvenient hours, official tour, etc and all these should be managed in a balanced manner.

Social Relevance of Work: It is related with the importance communal relation in work in a socially useful manner in which employee should feel his work place as his home and should not feel any isolation during he spent time while at work. The employees’ self-image would be high if his work is being recognised or beneficial to the society as a whole.

Aspects which disturb the quality of work life:

1. The personal growth of every employee is relatively associated to the way of communication in the industry being maintained or prevailed. The Communication system plays pivotal role to achieve the outcomes. Every organisation improvement is predominantly depending on the quality of work life by developing good communication through the use of team as a first step the process of workers participation in the management.
2. The objective of career planning for growth and development which is a part employee development program will immensely help and feel like part of management and always will think about the growth & development of the organisation where they working together.
3. Timing Schedule and work activities to some extents are to be flexible to permit the employee to enable them to manage time very efficiently by arranging the work requirement in such a mode which can be viable as per his or her condition during in need.
4. The work culture in the industry to be more familiar and employee friendly to maintain work and family life balance.

5. Motivation of employee which can be done through not only in monetary rewards but also through working atmosphere which is an important aspect to increase employee motivation and also improving the employee's performance as well.
6. The working environment of an organisation also plays an important role on the basis of which a good industrial relation in the organisation being developed.
7. Employee job satisfaction is also one of the essential aspects which is an important requirement to improve the quality of work life.

Purpose of the Study:

The present study aims at evaluating the quality of work life of employees employed in the MSME Enterprises. The present study purposes is to find out the quality of work life and level of satisfaction among the employees getting out from the work. The outcomes of the present study will have countless implication in accepting the predominant quality of work life and the necessity of refining is being required.

Statement of the Problem:

The various recent developments in regards to regulation of labour, the features of work, demographic inclinations, the features of individual life, and redundancy all accounts to a universal sense of tension among employees' personal as well as professional survives. The QWL practices may differ significantly from job to job, which has a great issue to that marks the performance of each and every employee in an organisation.

Now a days the importance of small-scale businesses in strengthening the nation's economy and achieving economic equality cannot be denied. These industries contribute significantly to employment generation, GDP, and exports etc. However, these businesses face significant issues and should have specific policies in place to manage the human resources employed in these industries. In particular, the lack of scientific management implementation, which has been stated as (i) science, not common sense (ii) harmony rather than conflict, (iii) cooperation rather than individuality, and maximal production rather than limiting output. Scientific management was concerned with the job and its efficiencies. These types of units have independent administration, yet human resources are the major emphasis and element for a company. The development of the organization's human resources depends on their proper management and development. Everything from employment through development, sustainability, and retirement is included in this. Now let's study the management of human resource in this sector. In order to provide suitable management guidance for the growth of MSME size units.

Objective of the Study

1. To understand the significance of quality of work life of employees in MSME industries.
2. To have the observation of the employees to many aspects which is affecting quality of work life of employees working in the Medium and Small-Scale enterprise at Odisha.
3. To recommend suitable processes to develop the quality of work life of employees in some of the MSME Registered Plastic Industries of Odisha.

Methodology: The present study is expressive method, in this process the area of emphasis is on quality of work life which have been studied and research being carried out. In descriptive method of study, the scholar has not interfered with the condition and variables and does not tamper with or control them but

instead, it was studied, described and examined the data whatever it is. The objective of present study is to explore and recognize the significance of work environment and also to study the effectiveness of the QWL in MSME registered Plastic Industries. In order to meet the specified objectives a structured questionnaire was framed and data was collected.

Sl. No	Number MSME Registered Plastic Industries (up to March 2024)	No. of persons employed
1.	Approx ≥ 150	Approx ≥ 2000

10% of MSME registered Plastic industries has been taken and 12% of employees engaged were considered for this present study.

Data Collection

Sl. No	Department	MSME Covered	Questionnaire issued	Questionnaire received	Damaged / rejected questionnaire	Questionnaire were used for study
1.	Manufacturing & Processing	38	245	198	07	191
Total		38	245	198	07	191

To evaluate the statistical sample size, proportion technique and Chi-square method were being used.

Limitation of the Study:

1. The present research and study cover the MSME registered Plastic Industries of Odisha only.
2. This research has covered only 25% existing MSME registered Plastic industries and covering 10% of person engaged of this MSME registered Plastic industries only.
3. The present research covered few of some MSME registered Plastic Industries at Odisha.

Data Analysis and Interpretation

Table – 1 Demographic variable analysis

Demographic variables		No of respondents	Percentage
Gender	Male	132	69.10
	Female	59	30.89
	Total	191	100
Age group	Below 25	48	25.13
	26-35	28	14.65
	36-45	46	24.08
	Above 45	69	36.12
	Total	191	100
Education level	< SSLC	27	14.13
	< HSC	56	29.11

	Diploma /ITI	72	37.29
	Degree	36	20.21
	Total	191	100
Marital status	Married	86	45.02
	Unmarried	105	54.98
	Total	191	100
Income level	Below Rs.10000	30	15.70

Table 2 illustrations shows that grouping of respondents based on work experience, age, education and Income.

Table 3 Quality of Work Life and Opinion of the Respondents.

Sl. No	Aspects	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Total
1.	Wage & Salary	41	67	35	14	34	191
2.	Health and Safety Working Condition	28	38	42	47	36	191
3.	Prospects for development of skills. (Training & development)	36	53	42	30	30	191
4.	Work culture	42	55	33	28	33	191
5.	Working environment	31	35	30	43	52	191
6.	Welfare measures	24	39	42	38	48	191
7.	Job satisfaction	42	40	44	34	31	191
8.	Overall quality of work life	41	35	30	38	47	191

Findings:

- Out of 191 respondents 132 are male and 59 are female.
- 46 respondents age in between 36-45 years.
- Educational qualification of 27 respondents is below SSLC level.
- Total married respondents are 86.
- Monthly income of 30 respondents' is 10000.
- 67 respondents have stated that the amount of wage & salary for the work is satisfied.
- 47 respondents are displeased for working conditions with regards to health, safety and welfare amenities.
- 42 respondents are impartial, either pleased or displeased in Prospects for growth and development of skills & abilities to deliver their assigned work responsibilities.
- 43 and 38 respondents specified that MSME registered plastic industries to improve the working atmosphere and to provide better employee welfare amenities.
- Out of 191 only 42 respondents are pleased with their work culture by MSME registered plastic industries.
- 30 respondents are neither pleased nor displeased in quality of work life in MSME registered plastic industries.

Methods for developing Quality of Work Life

The topic of quality of work life is a new development subject and continuous development is going on furthermore. Separate and continuous exercise in the subject is essential to develop the quality of work life of employees working in an organisation. Some methods for improving the QWL as mentioned below:

- 1. Work Calendars:** The working time of the employees should be flexible. Alternate work schedules for the employees can be flexi time, staggered hours, compressed work week etc. Flexi time is a system of flexible working hours, staggered hours schedule means that different groups of employees begin and end work a different interval. Compressed work week involves longer hours of work per day for fewer days per week.
- 2. Job Redesign:** Job reshaping or job enhancement develops the worth of the job. It provides a person with challenging nature of work. Through this the employees are able to get their requirement of higher-level needs.
- 3. Career Growth and Progress:** Career growth is vital for determined and dedicated employees. Every employee should get the opportunities for their career growth, and will be highly motivated, and their obligation & contribution to the organization will automatically increase.
- 4. Independent Work Groups:** Independent work teams are known as work teams in which groups of the employees are having liberty on making any decision with relates to their employment. These teams are accountable for planning, organizing and controlling the activities with in their groups and also responsible for success or failure.
- 5. Worker's Participation in Management:** Workers in most of the organization are allowed and employers should invite in the bargaining process to participate in the management decisions making process, such as quality circles, Management by objectives, suggestion schemes and other forms of employee's participation in management which will benefit to improve the Quality of Work Life.
- 6. Safet and Security of Job:** Every employee in an organisation wants consistency, safety & security of employment. Adequate job security will enhance the efficiency of employees as well as develop Quality of Work Life to a greater extent.
- 7. Impartial Justice:** The principle of natural justice should be applied in disciplinary actions, grievance procedures, promotions, transfers, work assignments etc. Partiality and biasness at any stage can discourage the workers and affect the Quality of Work Life.

SUGGESTIONS

1. It is recommended that rewarding of an employee for exceptional work they have performed. It is always be on the part of employers to motivate employee for to give their best by way of recognition to their work, and always employees will do their best.
2. It is essential on the part of employers to deal with the employees in a way that employees should not feel dissatisfaction with the pressure of work & overburdened of the responsibilities in their assignment/work.
3. Employee welfare facilities like canteen, rest room, creche, transportation to be provided as per Provision under various labour legislation, which will increase the efficiency of employee result of which the objective of organisation will be achieved. Provision for employee health and safety has to be taken care to make employees mentally and physically fit enough to perform the assigned responsibilities which has to be taken care very effectively.

CONCLUSION

It is to say from the above study, that Quality of Work Life of employees working in in Medium and Small-Scale registered plastic industries at Odisha requires more improvement. This study basically focuses on the gaps or difference among employee's job satisfaction towards and factors leads to better quality of work life arising out of their work in the organization. This study provides better way to employers to know about their employees and also helps to address the grievances of their employees. Apart from this this study it will helps for development of Human Resources system & Personnel Policies of these type of industries, since employees are the core in the production and productivity process in every organization. Therefore, it is need of the hour to develop the human resource wants in order to achieve the objective of organization. A more priority to Quality of Work Life will have a refined working environment which will help to assist to fulfill the maximum necessity of the employees as well as benefit to these small-scale industries.

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