

A STUDY ON QUALITY OF WORK LIFE AT RELIANCE JIO, NAVI MUMBAI

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ABSTRACT

Quality of work life is a process in an organization which enables its members at all levels to participate actively and effectively in shaping organizational environment, methods and outcomes. Quality of work life impacts employee job satisfaction, productivity, job involvement, job enrichment etc. Quality of an organization depends upon quality of people it possesses and how it attracts recruits, motivates, and retains its workforce. This research study attempted to find out the factors that have an impact and significance influence on quality of work life of Reliance Jio employees. Research type is Descriptive, survey method was used to collect the data. Sample size was 57. This study focuses on various key elements like job security, job performance, employee training, job satisfaction etc. Research findings reveals that Quality of work life is good at Reliance Jio. Only on account of workload and salary there was dissatisfaction among the respondents.

Keywords: *Quality of work life, job security, job performance, employee satisfaction.*

INTRODUCTION

Quality of work Life refers to the extent of satisfaction, motivation, involvement, and commitment individuals experience with respect to their lives at work. Quality of work life is defined as the total quality of an employee's work-life at an organization. Quality of work life refers to the level of happiness or dissatisfaction with one's career. The quality of work life approach considers people as an 'asset' to the organization rather than as 'cost'. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. In today's time to satisfy the new generation workforce, organizations need to concentrate on job designs and organization of work.

OBJECTIVES

- To identify the factors affecting quality of work life of Reliance Jio employees.
- To assess the quality of work life at Reliance Jio.
- To analyse the measures adopted by the Reliance Jio to improve the quality of work of its employees.

LITERATURE REVIEW

QWL has steadily growing importance over a period in which the industrialized nations have increasingly come to question about role and status of human beings in the modern technological environment. In recent year's concern with the nature of work, its impact upon people, and their attitudes towards it, has sharpened. **(Newton, Leckie, & Pettman, 1979)** **A. Sabharirajan, T. Mahendrarajan and B. Aruna (2010)** propound welfare measures are recreational, medical, educational, housing, sanitation and so on. Every organization provides the statutory welfare measures, but some organization provides some more welfare facilities to the employees so that they may retain the employees and their quality of work life. **Ladislav Sojka (2014)** pointed The QWL strongly depends on the workplace which an employee works at within the organization. Particularly the primary characteristics are specific for a concrete workplace. If we want to effectively manage QWL, we must carefully match the values of the individual QWL characteristics with the employees needs and ideas. **Seyed Mohammad Mirkamalia, Fatemeh Narenji Thanib (2011)** identified the factors related to faculty QWL is of great importance, because it has positive and significant relation with job satisfaction. Therefore, we can improve Job satisfaction (JS) by changing and manipulating QWL factors, and thus move toward the development of the organization.

RESEARCH DESIGN

This is a descriptive research, based on primary and secondary data. Keeping in view of the set objectives, this research design was adopted to have greater accuracy and in-depth analysis of the research study. Available secondary data was extensively used for the study. The investigators procured the required data through online survey and tried to gauge the impact of COVID-19 Pandemic on Reliance Jio employees' quality of work life. Convenient sampling method was used.

The primary data was collected with the help of google form which was then circulated to the employees of Reliance Jio. The survey included the questions related to the quality of work life. 80 respondents were contacted out of which 57 responses were received. The researchers could get more responses from the employees of Reliance Jio due to time constraints and geological limitations.

DATA ANALYSIS AND INTERPRETATION

1) Since how many years have you been working with this organization?

Employee Opinion	% of Responses
0-5 years	93%
5-10 years	5.3%
10-15 years	1.8%
More than 15 years	Nil

Source: Primary Data

93% of the employees have been working for about 5 years in Reliance Jio. 5.3% of the employees are working with Reliance Jio for about 5-10 years. Only 1.8% of the employees are the senior most with 10-15 years' experience with the concern. None of the employees interviewed for the survey have the experience more than 15 years.

2) How is the physical working condition in the Company?

Employee Opinion	% of Responses
Good	73.7%
Average	26.3%
Poor	Nil

Source: Primary Data

73.7% of the interviewed employees, the working conditions in Reliance Jio is good whereas 26.3% employees consider the experience to be average. Nobody has graded the experience to be poor.

3) What do you think about the workload in the organization?

Employee Opinion	% of Responses
Workload is very much, and task are not finished on appropriate time	3.5%
Workload is very much but due to participative environment employees are able to complete their task	54.4%
Workload is evenly distributed, and employees are able to complete their task on time	35.1%
Workload is less as compared to other companies	7%

Source: Primary Data

There are varied opinions about the workload at the workplace. 54.4% of the employees feel that workload is very much but due to participative environment employees are able to complete their tasks. 35.1% of the employees have the opinion that Workload is evenly distributed, and employees are able to complete their task on time. 7% of the employees have a surprising opinion that workload in Reliance Jio is less as compared to other companies. Only 3.5% of the employees have a complaining tone to feel that Workload is very much, and task are not finished on appropriate time.

4) Do you think Communication and information flow between the departments is satisfactory?

Employee Opinion	% of Responses
Yes	84.2%
No	15.8%

Source: Primary Data

84.2% of the employees feel that the communication and information flow between the departments is satisfactory whereas 15.8% of the employees feel it is not so.

5) Do the employees share experiences to help each other?

Employee Opinion	% of Responses
Yes	96.5%
No	3.5%

Source: Primary Data

The employees at Reliance Jio share experience with each other to help each other since large number of employees that is 96.5% are of this opinion. The remaining 3.5% of the employees don't opine that there is no sharing of experience to help each other.

6) Does the company provide training for enriching the skills of employees?

Employee Opinion	% of Responses
Yes	80.7%
No	19.3%

Source: Primary Data

80.7% of the employees feel that the company provides training for enriching the skills of employees but on a negative note 19.3% of the employees feel the company don't provide training for enriching the skills.

7) Do you think proper training improves the productivity of the company and employees?

Employee Opinion	% of Responses
Yes	94.7%
No	5.3%

Source: Primary Data

94.7% of the employees believe that proper training improves the productivity of the company and employees but on the other hand 5.3% of the employees don't consider the training to be significant.

8) Do you think there are good career prospect in your organization?

Employee Opinion	% of Responses
Yes	70.2%
No	29.8%

Source: Primary Data

70.2% of the employees think that there are good career prospects in the organisation and 29.8% of the employees feel that there are no good career prospects.

9) Are you free to perform your duties?

Employee Opinion	% of Responses
Yes	94.7%
No	5.3%

Source: Primary Data

94.7% have the opinion that they are free perform their duties but 5.3% feel that they are very busy and don't have feel time to perform their duties well.

10) How is the working Environment?

Employee Opinion	% of Responses
Participative	77.2%
Autonomy	19.3%
Whimsical	1.8%
Red Tapism	1.8%

Source: Primary Data

77.2% of the employees feel that the working condition is participative. 19.3% of the people feel that its autonomy but 1.8 and 1.8%of the employees feel that the working condition is whimsical and Red tapism respectively.

11) How is the working hours of the organization?

Employee opinion	% of responses
Highly satisfactory	10.5%
Satisfactory	78.9%

Dissatisfactory	10.5%
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Source: Primary Data

78.9% of the employees are satisfied with the working hours of the organisation. 10.5% of the employees are highly satisfied with the working hours of the organization but 10.5% of the employees are dissatisfied with the working hours of the organization.

12) Does the company takes care of the employees working in night shift?

Employee opinion	% of responses
Yes	87.7%
No	12.3%

Source: Primary Data

87.7% of the employees feel that during the night shift the company takes good care of the employees whereas 12.3% of the employees do not support this statement.

13) Does working in the organization give you a feeling of security and improves your productivity?

Employee Opinion	% of Responses
Yes	96.5%
No	3.5%

Source: Primary Data

The large number of employees that is 96.5% feel that working in the organisation give a feeling of security and improves the productivity but opposite to the above statement 3.5% of the employees do not feel so.

14) Does the organization provide satisfactory Salary according to your Work?

Employee Opinion	% of Responses
Yes	47.4%
No	52.6%

Source: Primary Data

52% of the employees are not satisfied with the salary they get whereas 47.4% of the employees are satisfied with salary they receive.

15) Does the goals and task are clearly defined for increasing productivity?

Employee Opinion	% of Responses
Yes	80.7%
No	19.3%

Source: Primary Data

80.7% of the employees agree that goals and tasks are clearly defined for increasing the productivity but 19.3% of the employees have an exactly opposite opinion.

16) Does the top management involve employees in the management decisions?

Employee Opinion	% of Responses
Yes	45.6%
No	54.4%

Source: Primary Data

Majority of the employees holding 54.4% feel that the top management involve employees in the management decision whereas 45.6% of the employees feel that they are not involved in the management decisions.

17) Do the facilities provided by the organization motivate you to improve your productivity?

Employee Opinion	% of Responses
Yes	89.5%
No	10.5%

Source: Primary Data

89.5% of the employees agree to the opinion that the facilitates provided by the motivate to improve the productivity whereas 10.5% do not feel that the facilitates provided by the motivate to improve the productivity.

18) Which factor motivates you the most?

Employee Opinion	% of Responses
Salary Increase	50.9%
Promotion	5.3%
Leave	5.3%
Motivational talk	3.5%

Recognition	35.1 %
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Source: Primary Data

It seems from the information collected that the most motivational factor for the employees is salary increase. 50.9% people are motivated because of salary increase. But not a negligible percent of people gives importance to the recognition of their work. 35.1% people give importance to work recognition. 5.3% people get motivation through promotion and the same number of people are motivated because leaves they get. Only 3.5% people receive their motivation through motivational talk.

19) Do you think that employees in the organization are skilled, motivated and productive?

Employee Opinion	% of Responses
Yes	89.5%
No	10.5%

Source: Primary Data

89.5% of the employees think that the employees in the organisation are skilled, motivated, and productive but 10.5% of the employees do not feel so.

20) Do you think departments in the organization have cooperation?

Employee opinion	% of responses
Yes	71.9%
No	28.1%

Source: Primary Data

71.9% of the employees think that the departments in the organisation have cooperation whereas 28.1% of the employees do not hold a same opinion and they feel that the coordination among the department is not there

21) Do you think quality of work life of the organization helps to improve your productivity?

Employee opinion	% of responses
Yes	89.5%
No	10.5%

Source: Primary Data

Majority of the employees holding 89.5% reacted positively and think that the quality of work life of the helps to improve the productivity but on the other hand 10.5% of the employees do not feel in the same manner.

22) The suggestions given by you are always accepted and motivates by the Superior.

Employee Opinion	% of Responses
Strongly agree	10.5%
Agree	77.2%
Disagree	10.5%
Strongly disagree	1.8%

Source: Primary Data

77.2% of the employees agree that they are always accepted and motivated by the superior. 10.5% and 10.5% of strongly agree and disagree of the opinions respectively feel that they are accepted and motivated by the superiors but 1.8 % of the employees think that they are not accepted and motivated by their superiors.

23) How often do you find work stressful?

Employee Opinion	% of Responses
Always	7%
Often	36.8%
Sometimes	54.4%
Never	1.8%

Source: Primary Data

54.4% of the employees sometimes find the work to be stressful. 36.8% of the employees often find the work to be stressful. 7% of the employees always find the work to be stressful and 1.8% of the employees never find the work to be stressful.

24) There is a Job Security

Employee Opinion	% of Responses
Strongly agree	38.2%
Agree	59.6%

Disagree	1.8%
Strongly disagree	Nil

Source: Primary Data

59.6% of the employees agree that there is a job security. 38.6% of the employees strongly agree that there is job security. 1.8% of the employees disagree that there is job security, but no employee strongly disagrees to the statement of not having a job security.

25) The organisation is providing high quality tools and techniques to do a job.

Employee Opinion	% of Responses
Strongly agree	24.6%
Agree	73.7%
Disagree	1.8%
Strongly disagree	Nil

Source: Primary Data

Majority of the employees think that organisation is providing high quality tools and techniques to do a job wherein 73.7% of the employees agree to the above statement. 24.6% of the employees strongly agree to the statement. Only 1.8% of the employees disagree to the statement whereas no employee disagrees on the statement that organisation is providing high quality tools and techniques to do a job.

RESEARCH FINDINGS

Majority of the employees in the Reliance Jio are satisfied with the physical working conditions in the company ranging between good to average and none of the employees find it poor. 54.5% of the employees feel workload in the Reliance Jio but they are able to complete their tasks due to participative environment at Reliance Jio. 84.2% of the employees were not satisfied with communication from their supervisors, they feel there is no scope to communicate their opinions at work. 94.7% of the respondents very satisfied with training programs conducted at the Reliance Jio, majority of the respondents were of the opinion that it improved their productivity and quality of work life. The company has taken adequate care of job security for its employees. Majority of the employees feel that salary is not satisfactory according to the work given in the organization. 54.4% of the employees feel that the top management does not include employees in the managerial decisions. 50.9% of the respondents feel salary increase

can lead to motivate them the most and towards the quality of work life. 77.2% of the employees feel that their opinions are always accepted and motivated by the superior. 77.7% of the employees are satisfied the quality of tools and techniques provided by the Reliance Jio.

CONCLUSION

This research study was an attempt to examine the factors that have a significant impact on Quality of Work Life in the Reliance Jio, Navi Mumbai. Overall, the research findings indicates that the management at Reliance Jio, Navi Mumbai takes utmost efforts to satisfy maximum needs of its employees. However, the survey found out on account of workload and salary there was some dissatisfaction among the respondents. Majority of the respondents were motivated towards their work. It has been observed that the Reliance Jio provides various facilities to employees that leads to work life balance. Quality mission includes not only the quality of the products but also the Quality of Work Life is a matter of great concern at Reliance Jio.

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