

## **QUALITY OF WORK LIFE PROGRAMS: EVALUATING THEIR EFFECTIVENESS IN ENHANCING EMPLOYEE MORALE AND PERFORMANCE WITH REFERENCE TO HERITAGE**

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### **ABSTRACT**

Attracting and retaining smart and qualified workers requires an agency to provide a good work life balance. It is a groundbreaking metric for assessing the long-term viability of a business. The development of a healthy working environment and happy workers contribute to an employer's greater QWL. Organizational effectiveness, efficiency, creativity, and overall performance may all benefit from a good quality of life for workers. It lays forth the character employee's autonomy in shaping his work skills to fit his own needs and interests. Workers' faith in their employer is a key component of a high-quality work environment. Research shows that EI benefits companies and individuals alike. In terms of leadership style, the benefits of EI to project control have been studied.

The character's family life and artistic life are both enhanced by it. Findings from the literature pertaining to quality of work life are the primary emphasis and analysis of this research. Life at Work Quality, Organization, Workplace, Dedication, Assignment.

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### **I. INTRODUCTION**

HRM is concerned with the human beings in an organization. "The management of man" is a very important and challenging job because of the dynamic nature of the people. No two people are similar in mental abilities, tacticians, sentiments, and behaviors; they differ widely also as a group and are subject to many varied influences. People are responsive, they feel, think and act therefore they cannot be operated like a machine or shifted and altered like template in a room layout. They therefore need a tactful handing by management personnel."

HRM is the process of managing people of an organization with a human approach. Human resources approach to manpower enables the manager to view the people as an important resource. It is the approach through which organization can utilize the manpower not only for the benefits of the organization but for the growth, development and self satisfaction of the concerned people. Thus, HRM is

a system that focuses on human resources development on one hand and effective management of people on the other hand so that people will enjoy human dignity in their employment.

HRM is involved in providing human dignity to the employees taking into account their capacity, potentially, talents, achievement, motivation, skill, commitment, great abilities, and so on. So, that their personalities are recognized as valuable human beings. If an organization can trust, depend and draw from their bank account on the strength of their capital assets, they can trust, depend and draw more on their committed, talented, dedicated and capable people. This is what the HRM is involved in every business, managerial activity or introduction. The principal component of an organization is its human resource or 'people at work'. According to Leon C. Megginson from the national point of view Human Resources as, "the knowledge, skills, creative abilities, talents and aptitudes obtained in the population; whereas from the . view point of the individual enterprise, they represent the total of inherent abilities, acquired knowledge and skills as exemplified in the talents and aptitudes of its employees." Human resource has a paramount importance in the success of any organization because most of the problems in organizational setting are human and social rather than physical, technical or economical failure. In the words of Oliver Sheldon, "No industry can be rendered efficient so long as the basic fact remains unrecognized that it is principally human."

## **II. OBJECTIVES OF THE STUDY**

- To study the level of emotional intelligence among the employees at work place.
- To find out the level of quality of work life among the employees.
- To find out whether there is any difference in the level of quality of life among the employees with high and low emotional intelligence.

To determine the relation between emotional intelligence and quality of life among the employees at their work place

## **III. REVIEW OF LITERATURE**

Generally, emotions play a significant role in individual's lives because they are feelings which enliven life, allowing us to experience the joys and grief of our lives. Human beings has two minds, a thinking mind and a feeling one .These two minds, put together, form an individual's mental life. When the emotions are aroused, the balance between these two minds is disturbed, causing the emotional intelligence (mind) to overcome the thinking mind. Therefore, the focus has shifted towards the role of emotional intelligence in everyday life. It is up to the leadership to direct the organizations to a positive direction since leadership can influence the emotions most of all.

Emotional intelligence is a kind of readiness, skill and capability which deeply affects an individual's abilities so that he /she may be motivated, control his/her emotions and manage his/her relationship with others. On the other hand, people with emotional intelligence are able to control their feelings as well as others', distinguish between the positive and negative consequences, utilize their affective data in order to lead their own thoughts and activities and provide themselves with more opportunities to think and be more creative and to aim their emotions and feelings at solving their own problems.

Emotional intelligence can be defined as the ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately, and to use emotional information to guide thinking and behavior. Emotional intelligence also reflects abilities to join intelligence, empathy and emotions to enhance thought and understanding of interpersonal dynamics.

Emotional intelligence is an increasingly popular consulting tool. According to popular opinion and work-place testimonials, emotional intelligence increases performance and productivity; however,

there has been a general lack of independent, systematic analysis substantiating that claim. The authors investigated whether emotional intelligence would account for increases in individual cognitive-based performance over and above the level attributable to traditional general intelligence.

Quality of Work Life (QWL) is a relatively new concept which is defined as the overall quality of an individual's working life. QWL is sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of an individual's life. Quality of life includes factors such as income, health, social relationships, and other factors such as happiness and fulfillment.

QWL is the favorableness or unfavorableness of a job environment for people; it refers to the quality of relationship between employees and the total working environment.

Quality of work life is the employees' reaction with regard to their job, particularly the individual results in job context and mental health which stress the personal results, occupational experience and how to improve one's job to meet individual needs

#### **I. Functions of HRM:**

Human Resources management has an important role to play in equipping organizations to meet the challenges of an expanding and increasingly competitive sector. Increase in staff numbers, contractual diversification and changes in demographic profile which compel the HR managers to reconfigure the role and significance of human resources management.

The functions are responsive to current staffing needs, but can be proactive in reshaping organizational objectives. All the functions of HRM are correlated with the core objectives of HRM . For example personal objectives are sought to be realized through functions like remuneration, assessment etc.

Following are the functions of HRM:

**1. Strategic HR Management:** As a part of maintaining organizational competitiveness, strategic planning for HR effectiveness can be increased through the use of HR metrics and HR technology. Human resource planning (HRP) function determine the number and type of employees needed to accomplish organizational goals. HRP includes creating venture teams with a balanced skill-mix, recruiting the right people, and voluntary team assignment. This function analyzes and determines personnel needs in order to create effective innovation teams. The basic HRP strategies are staffing and employee development.

**2. Equal Employment Opportunity:** Compliance with equal employment opportunity (EEO) laws and regulations affect all other HR activities.

**3. Staffing:** The aim of staffing is to provide a sufficient supply of qualified individuals to fill jobs in an organization. Job analysis, recruitment and selection are the main functions under staffing. Workers job design and job analysis laid the foundation for staffing by identifying what diverse people do in their jobs and how they are affected by them. Job analysis is the process of describing the nature of a job and specifying the human requirements such as knowledge, skills and experience needed to perform the job. The end result of job analysis is job description. Job description spells out work duties and activities of employees. Through HR planning, managers anticipate the future supply of and demand for employees and the nature of workforce issues, including the retention of employees. So HRP precedes the actual selection of people for organization. These factors are used when recruiting applicants for job openings. The selection process is concerned with choosing qualified individuals to fill those jobs. In the selection function, the most qualified applicants are selected for hiring from among the applicants based on the extent to which their abilities and skills are matching with the job.

**4. Talent Management and Development:** Beginning with the orientation of new employees, talent management and development includes different types of training. Orientation is the first step towards helping a new employee to adjust himself with the new job and the employer. It is a method to acquaint new employees with particular aspects of their new job, including pay and benefit programmes, working hours and company rules and expectations. Training and Development programs provide useful means of assuring that the employees are capable of performing their jobs at acceptable levels and also more than that. All the organizations provide training for new and inexperienced employee. In addition, organization often provide both on the job and off the job training programmes for those employees whose jobs are undergoing change.

**5. Risk Management and Worker Protection-** HRM addresses various workplace risks to ensure protection of workers by meeting legal requirements and being more responsive to concern for workplace health and safety along with disaster and recovery planning.

**6. Employee and Labor Relations:** The relationship between managers and their employees must be handled legally and effectively. Employer and employee rights must be addressed. It is important to develop, communicate and update HR policies and procedures so that managers and employees alike know what is expected. In some organizations, union/management relations must be addressed as well.

#### **IV. RESEARCH METHODOLOGY**

##### **Data Collection:**

After the research plan has been checked out, now the data collection process starts which involves collecting both primary and secondary data.

##### **Primary data:**

The primary data are these which collected a fresh and for the first time and thus happen to be original character in primary data do not already exist in publications. The primary data is collected by questionnaire and it will be handed over to various respondents and the purpose of the study will be explained to them.

In this study a sample of 60 respondents was administered through Questionnaire to assess the EI among the employees in their work place.

##### **Secondary data:**

The secondary data are collected from the company records and magazines, journals, internet etc.

##### **Sampling Technique:**

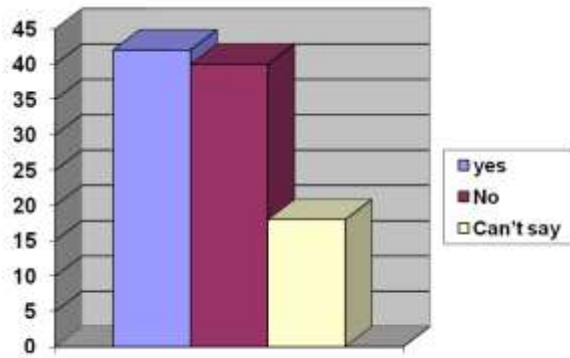
Sampling may be defined as selection of one part of an aggregate or totality on the basis of which judgment or inference about the totality or aggregate made.

Sample Size : 60

#### **V. DATA ANALYSIS AND INTERPRETATION**

1. Promotion policy of your organization ensures planned career growth.

OPTIONS	NO OF RESPONSES
Yes	42
No	40
Can't say	18

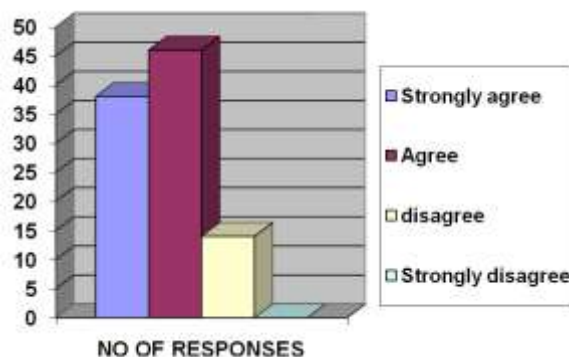


**Interpretation:**

The survey revealed that most of the employees are satisfied the promotion policy by the organization which ensures planed career growth. But most of the employees are un-satisfied by this policy.

2. Medical facilities provided by the organization suites your health needs?

OPTIONS	NO OF RESPONSES
Strongly agree	38
Agree	46
disagree	14
Strongly disagree	0

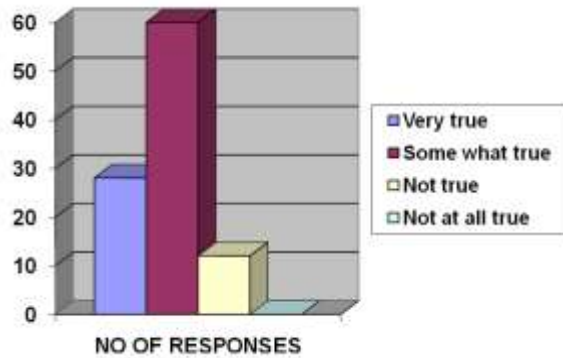


**Interpretation:**

The survey revealed that most of the employees agree and strongly agree for the reason of the medical facilities provided by the organization which suits their health needs, and few are disagree.

3. Training facilities of your organization enhance your skills competencies.

OPTIONS	NO OF RESPONSES
Very true	28
Some what true	60
Not true	12
Not at all true	0

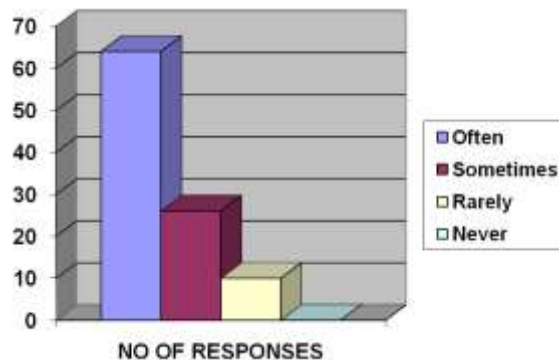


#### Interpretation:

The survey revealed that most of the employees are some what true about the training facilities of company that enhance their skill competencies and some employees are very true and not true.

4. How often do you feel successful in your work?

OPTIONS	NO OF RESPONSES
Often	64
Sometimes	26
Rarely	10
Never	0



#### Interpretation:

The survey revealed that most of the employees often feel successful in their work but some employees feel sometime successful in their work.

#### FINDINGS

1. The topic selected is quality of work life
2. Most of the employees attended the Quality of work life at **Heritage Foods (India) Limited**.
3. The significance of selecting the topic relates to its importance in the study to make the employees more efficient.
4. Organizational goal can be achieved through personal development the study deals with the particular view point on the quality of work life and analysis of their view point on the training program.

5. Many of the respondents agree and have adequate facilities fully equipped with required teaching aids and congenial climate.

### **SUGGESTIONS**

The topic selected is quality of work life. The significance of selecting the topic relates to its importance in the study to make the employees more efficient, so that organizational goal can be achieved through personal development the study deals with the particular view point on the quality of work life and analysis of their view point on the training program. Many of the respondents agree and have adequate facilities fully equipped with required teaching aids and congenial climate.

Most of the employees attended the Quality of work life program to gain knowledge on their self interest but some of the respondents gave their suggestions so that the program can be more effective Some of the suggestions are as follows:

1. Work should be distributed among employees uniformly.
2. Job rotation.
3. Objective appraise
4. Transparent in communication both ways (Top level to Low Level vise versa)
5. more motivational classes on the attitudinal of the employee towards a job
6. man power system needs to be more effective
7. more social get together should be planted by official to meet the family member of the employees
8. suggestion schemes should improve in the organization so that employees will be effective towards work

### **VI. CONCLUSIONS**

These findings are based on an extensive investigation of the working conditions at Heritage Foods (India) Limited. Organizations should prioritize benefits that help workers develop themselves. Companies should have a healthy work-life balance. Career advancement opportunities have to be enhanced. The organization's benefits are excellent and meet the personal demands of employees. The company has excellent teamwork. In order to inspire their staff, organizations should prioritize training sessions. An organization's responsibility is to foster its employees' professional growth. On the job, you won't encounter any bias or prejudice. I have a terrific rapport with my supervisor at work. Overall, I am satisfied with my work-life balance.

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