



EMPLOYEE'S PERCEPTION OF QUALITY OF WORK LIFE OF SINGARENI COLLIERIES COMPANY LIMITED

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Abstract

Human resources are the back bone of Indian coal industry; they play a vital role in the success of the industry. Quality of Work Life looks at things like working conditions, conflicts between people and between roles, job pressure, lack of freedom at work, lack of challenges at work, and money benefits. Every worker wants to work in a place with good work conditions and good terms of employment. To study the Employee's Perception on Quality of work life in Singareni Collieries Company Limited is the main objective of the study. The collected data is analyzed through Standard Deviation, Standard Error and, ANOVA.

Key words: *Quality of work life, age, marital status, Qualification, salary, experience, designation, Singareni Collieries Company Limited.*

INTRODUCTION

The term "quality of work life" means different things to different people. For example, to a worker on an assembly line, it may just mean a fair day's pay, safe working conditions, and a supervisor who treats him with respect and dignity. To a young new entrant, it may mean opportunities for advancement, creative tasks and a successful career. Quality of work life may be described as a concern about the impact of work on people and organizational effectiveness and the idea of participation in organizational problem solving and decision making. The American Centre for Quality of Work Life, define it as 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 stakeholders in the organization such as management, unions and employees learn how to work together and 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 work life at work for all

members of the organization and greater effectiveness for the company. The key elements of the definition are highlighted as being i) promote human dignity and growth, ii) work together collaboratively iii) participatively determine work changes, and iv) assure compatibility of people and organizational goals.

Quality of work life (QWL) aims at integrating the socio-psychological needs of people in the organization, the unique requirements of a particular technology, the structure and processes of the organization, and the existing socio-cultural milieu. It is thus, concerned with the overall climate of the work.

The basic purpose of improving QWL is to change the climate at work so that human-technological-organizational interface leads to a better quality. According to Walton, there are eight broad conditions of employment that constitute desirable quality of work life. The conditions of employment or criteria are adequate and fair compensation; safe and healthy working conditions; jobs aimed at developing and using employee's skills and abilities; opportunity to develop human capacities; social integration in the work place; constitutionalism; opportunity for career growth and social relevance of work.

Klatt, Murdick and Schuster suggested eleven major issues of quality of work life. They are pay, stability of employment; occupational stress; organizational health programs; alternative work schedules; participative management; recognition; congenial worker-supervisor relations; grievance procedure; adequacy of resources; seniority and merit in promotions. It is worth noting that often the conditions that contribute to motivation (equitable salaries, financial incentives, effective employee selection etc.) will also contribute to the "quality of work life". Some of these activities like job enrichment might contribute indirectly to the quality of work life by tapping worker's "higher-order needs", and motivating them.

SINGARENI COLLIERIES COMPANY LIMITED (S.C.C.L.)

The Singareni Collieries Company Limited (SCCL) is the second largest public sector coal mining company in India after Coal India Limited (CIL). The company's contribution to the growth and development of the nation is undisputable since the survival of power sector and many other companies directly depend upon coal. At this juncture, the untiring efforts of employees cannot be ignored since they discharge their duties under adverse conditions due to the nature of work. This is because, coal mining is one of the most arduous and hazardous operations as miners are not only exposed to dangers from mining hazards like explosions, inundations, roof falls, noxious gases etc. but also prone to various diseases like pneumoconiosis, mining nystagmus, dermatitis, hook worms and the like. The day to day working environment is far from congenial. Below ground, the miner is exposed to perpetual darkness, forced ventilation, water logging, humidity and extreme temperatures. Even above ground, working conditions and other civic amenities are not up to the required level. All the same, accidents leave a trail of misery on dependent families, and sap the morale of co-workers who all work and live together. On the positive side, the company provides all the required facilities as per the Mines Act, 1952 besides making good payments in the form of wages, salaries and other benefits. However, these benefits can not equate the relentless efforts of employees who work under artificial conditions.

The Singareni Collieries Company Limited (SCCL) is a Government coal Mining Company, jointly owned by the Government of Telangana and the Government of India on a 51:49 equity basis. The Singareni coal reserves extend across 350 km of the Pranahita- Godavari valley of Andhra Pradesh with a confirmed geological reserves aggregating to whopping 8791 million tonnes. The Singareni Collieries Company Limited is now operating 13 Opencast and 42 Underground mines in the five districts of Mancherial, Peddapalli, Kumarambheem Assifabad, Jayashankar Bhupalpally, Bhadradi Kothagudem of Telangana State with a man power around 60,000. The geographical spread of S.C.C.L Mining operations, especially opencast mining, covers a vast Area in these Areas; Singareni Collieries Company Limited, the turn marvel of Indian Coal Mining redefining excellence. The Singareni Collieries Company Limited with a history of over 127 years is moving leadership by being proactive in order to meet the market challenges even while promoting relationships. It is only the coal extracting Company in southern part of India with headquarters at Kothagudem, Bhadradi Kothagudem district of Telangana State. It is a joint sector under taking of Govt. of Telangana and Govt. of India. In view of this, an attempt is made in this article to examine the quality of work life of employees in SCCL.

LITERATURE REVIEW

Vijaya sankria (2020); Food delivery workers' satisfaction with their working conditions was the subject of a study by Vijaya sankria, the name of the monthly in southern Chennai. Graduates in the food distribution industry are the most commonly unemployed, according to this study. They are happy to do this work because they are paid more than they would be for equivalent work elsewhere. As a result of the high volume of deliveries, heavy traffic, and other factors, we may feel a sense of strain while at work.

Yadava (2017): looked into the well-being of workers in the Indian power industry. Workplace well-being is enhanced when employees report high levels of compensation, low levels of work-related stress, good relationships with coworkers, a sense of job stability, open communication, and overall job satisfaction. The study found that supervisor support had no effect on Quality of Work Life (QWL) and that job participation had a negative effect on QWL.

George's (2015): Employees in various financial industries, specifically job satisfaction and job-related stress, were the subject of George's research. A questionnaire was completed by 337 people, and the results were analyzed using ANOVA and Post Hoc. Bank employees in various sectors reported varying degrees of happiness and stress at work, with public sector banks reporting lower levels of job-related stress than private sector banks, as well as higher levels of job satisfaction than new generation banks. For this reason, private sector and new generation banks should take initiatives to reduce work-related stress and improve employee job satisfaction in order to preserve competitiveness in the banking industry.

Gowan (2012): evaluated the psychological well-being of an employee who was facing career interruption owing to the company's closure.. Job loss has psychosocial costs, however research in the area shows that these effects fade over time and that employment is a good predictor of happiness and fulfillment in the workplace.

Jonathan (2009): Employee job satisfaction and dedication to the organization are directly linked to long-term worker productivity and performance. This study's findings identified work domains with high levels of statistical validity and reliability, which can be used to gauge employee happiness and organizational commitment. Ordinary least squares regression resulted in highly predictive models of employee motivation and job satisfaction. Cohen and his collaborators the quality of one's working life can be measured by one's level of job satisfaction. How content or enthused employees feel about their jobs is a good indicator of the quality of their work life. The enthusiastic or enjoyment of one's labor is an expression of Herzberg's hygienic features in the research.

STATEMENT OF THE PROBLEM

Keeping employees happy at their jobs has become increasingly important in today's fast-paced and highly competitive market. This was well worth the effort and money spent because it boosted the productivity and dedication of the organization. Employee motivation and retention are closely linked, according to research. Singareni Collieries Company Limited's employees were asked to complete a survey on their overall well-being. Other demographic parameters, such as geography, education and salary are also examined in the study of Singareni Collieries Company Limited employees' working conditions..

OBJECTIVES OF THE STUDY:

To Study the perceptions of employees on Quality of Work Life at Singareni Collieries Company Limited.

HYPOTHESIS OF THE STUDY:

H₀₁: There is no significant difference in mean perceptions of employees towards Quality of work life with respect to demographic variables such as age, marital status, Qualification, designation, salary, experience.

RESEARCH METHODOLOGY

The present study is prepared based primary data. The data is collected from the selected sample by administering structured Questionnaire at Singareni Collieries Company through a convenient sampling method. The sample size taken as 400 respondents from Singareni Collieries company different areas in telangana state. The sample comprises of 65 respondents of Executives. 138 respondents of Technical .197 respondents of Non-technical employees.

Variables of the study:

Employee perceptions of QWL are elicited through the use of a standard questionnaire developed by Richard £. Walton (1974). The questionnaire's first section examines demographic data, while the second section focuses on several dimensions of work quality. The second half discusses life as perceived by S.C.C.L. employees,

Sub-variables are included in the QWL variable.

- 1) Adequate and Fair Compensation.
- 2) Safe and Healthy working Conditions.
- 3) Opportunity for Development.
- 4) Opportunity for Growth and Security.
- 5) Social Integration.
- 6) Constitutionalism.
- 7) Social Relevance and work life.

8) Work and Total life space.

SCOPE OF THE STUDY:

The study focuses on a few specific dimensions of work-life quality i.e., Appropriate and equitable compensation, safe and healthy working conditions, opportunity for development, growth and security, social integration, constitutionalism, social significance and work life, and work and entire life space, it also focuses on a few key demographic characteristics, including age, education, salary, and experience, marital status designation.

Reliability Statistics of the study variables.

Reliability Statistics	
Cronbach's Alpha	N of Items
.938	80

The above table shows that the internal consistency (Reliability) of questionnaire measured through Cronbach's Alpha is found to be than greater than 0.7, thus, we conclude that questionnaire has internal consistency for further analysis.

Perceptions of respondents on Quality of work life and Age

An analysis of the perceptions of the employees towards Quality of work life with respect demographic variable Age.

Table – 1 - Quality of work life and Age

	N	Mean	Std. Deviation	Std. Error
25-35	127	3.5684	.64461	.05720
35-45	170	3.7127	.55057	.04223
Above 45 age	103	3.6128	.56297	.05547
Total	400	3.6412	.58712	.02936

Source: compiled from primary data.

Table – 2 - ANOVA: Quality of work life and Age

	Sum of Squares	df	Mean Square	F	Sig.
Between	1.625	2	.813	2.373	0.094
Within Groups	135.913	397	.342		
Total	137.538	399			

With respect to the age of the respondent's analysis no significant, p value is 0.094, which is > the standard value 0.05 at 5% level .hence, the null hypothesis is accepted. The mean score values of the age group of employees between 25-35 (M=3.5684, SD=.64461), 35-45 age group employees mean value is (M=3.7127. SD=0.55057), Above 45 age group employees mean value is (M=3.6128, SD=.56297.) it is concluded that there is no mean difference between age of respondents and perception on Quality of work life.

Perceptions of respondents on Quality of work life and Marital status:

An analysis of the perceptions of the employees towards Quality of work life with respect demographic variable marital status:

Table – 3 - Quality of work life and marital status.

	N	Mean	Std. Deviation	Std. Error
Unmarried	42	3.5723	.70060	.10810
Married	358	3.6493	.57294	.03028
Total	400	3.6412	.58712	.02936

Source: compiled from primary data.

Table – 4 - ANOVA: Quality of work life and marital status.

	Sum of Squares	df	Mean Square	F	Sig.
Between	.223	1	.223	.646	0.422
Within Groups	137.315	398	.345		
Total	137.538	399			

The above table shows that there no statistically significant difference between maritalstatus and work and total life space. For this ANOVA test applied and calculated value is 0.422 at 5% of significant level. Since p value is >0.05, so, the null hypothesis is accepted, it may be interpreted that there is no statistically significant difference between marital status andQuality of work life.

Perceptions of respondents on Quality of work life and Qualification:

An analysis of the perceptions of the employees towards Quality of work life with respectdemographic variable Qualification:

Table – 5 - Quality of work life and Qualification

	N	Mean	Std. Deviation	Std. Error
Below graduation	298	3.5946	.58107	.03366
Above graduation	102	3.7773	.58630	.05805
Total	400	3.6412	.58712	.02936

Source: compiled from primary data.

Table – 6 - ANOVA - Quality of work life and Qualification

	Sum of Squares	df	Mean Square	F	Sig.
Between	2.538	1	2.538	7.482	0.007
Within Groups	135.000	398	.339		
Total	137.538	399			

The table shows that there is a significant difference between the Qualification and Quality of work life the study used ANOVA test. The calculated p value is 0.007 which is < the standard value 0.05 at 5% level, hence, null hypothesis is rejected. It is concluded that thereis significant difference between Qualification of respondents and

perception on Quality of work life.

Perceptions of respondents on Quality of work life and designation

An analysis of the perceptions of the employees towards Quality of work life with respect demographic variable designation:

Table – 7 – Quality of work life and designation

	N	Mean	Std. Deviation	Std. Error
Executive	65	3.9005	.69986	.08681
Technical	138	3.6565	.56715	.04828
Non technical	197	3.5449	.53402	.03805
Total	400	3.6412	.58712	.02936

Source: compiled from primary data.

Table – 8- ANOVA - Quality of work life and designation

	Sum of Squares	df	Mean Square	F	Sig.
Between	6.228	2	3.114	9.414	0.000
Within Groups	131.310	397	.331		
Total	137.538	399			

The calculated p value is 0.000 which is less than 0.05 at 5 percent significance level, to reject the null hypothesis. Executive designation employees mean value is 3.9005 with standard deviation is 0.69986, Technical designation employees mean value is 3.6565 with standard deviation is 0.56715, Non-technical designation employees mean value is 3.5449 with standard deviation is with standard deviation is 0.53402 concluded that the there is a significant difference between designation of employees and Quality of work life.

Perceptions of respondents on Quality of work life and salary

An analysis of the perceptions of the employees towards Quality of work life with respect demographic variable salary

Table – 9 - Salary and Quality of work life

	N	Mean	Std. Deviation	Std. Error
35000-50000	142	3.5685	.54907	.04608
50000-65000	192	3.6071	.55102	.03977
65000-80000	66	3.8970	.69887	.08603
Total	400	3.6412	.58712	.02936

Source: compiled from primary data.

Table – 10 – ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Between	5.291	2	2.646	7.942	0.000
Within Groups	132.246	397	.333		
Total	137.538	399			

It is found that, perceptions with respect to salary wise was significant, $F(2,397) = 7.942$, $p = 0.000$, $p < 0.05$. The Above 65000-80000 thousand rupees salary group of employees means value is 3.8970 more value than 35000-50000 and 50000-65000 thousand rupees salary group of employees.

The above table shows that there statistically significant difference salary between and Quality of work life., for this ANOVA test applied and calculated value is 0.000 at 5% of significant level. Since, p value is < 0.05 , so, the null hypothesis is rejected, it may be interpreted that there is statistically significant difference between salary and Quality of work life.

Perceptions of respondents on Quality of work life and experience

An analysis of the perceptions of the employees towards Quality of work life with respect demographic variable experience

Table – 11 - Quality of work life and experience

	N	Mean	Std. Deviation	Std. Error
0 -4 years	169	3.5428	.63126	.04856
4 to 8 years	164	3.7103	.56676	.04426
8-12 years	67	3.7204	.48294	.05900
Total	400	3.6412	.58712	.02936

Source: compiled from primary data.

Table – 12 - ANOVA - Quality of work life and experience

	Sum of Squares	df	Mean Square	F	Sig.
Between	2.840	2	1.420	4.185	0.016
Within Groups	134.698	397	.339		
Total	137.538	399			

With regard to experience, the analysis was significant, $F(2,397) = 4.185$, $p = 0.016$, $p < 0.05$, hence the null hypothesis was rejected. The job experience of employees mean values as 4 to 8 years work experience employees ($m=3.7103$, $sd=0.56676$) 8-12 years work experience employees ($m=3.7204$, $sd=0.48294$), 0-4 years work experience employees ($m=3.5428$, $sd=0.63126$) It is inferred that there is significant difference between to experience and Quality of work life.

FINDINGS:

- The results in the table indicate that the age group of 35 to 45 years is the highest in comparison to other age groups. Given that age and the quality of one's working life do not differ significantly (ANOVA, Sig=.094), the null hypothesis is supported.
- It may be seen from the findings in the table related to employee's perception, that married respondents have higher means than others. In accordance with ANOVA findings, there is no correlation between marital status and quality of work life (Sig=.422). Null hypothesis is therefore accepted.
- Based on the findings in the table, below graduation, high mean employees. There is a significant difference between qualification and quality of work life, according to a well-founded ANOVA (Sig=0.007). Thus, the null hypothesis is rejected.
- It observed from the results show in table related to executive level designated employees mean is higher than other designation employees. It is found that ANOVA results that there is a significant difference between designation and Quality of work life (Sig=.000). Hence null hypothesis is rejected.
- It observed from the results show in table, 65000-80000 salary group of employees high mean value. It is found in the ANOVA results that there is a significant difference between salary and Quality of work life (Sig=.000). Hence null hypothesis is rejected.
- It is shown in table that 8-12 years experienced employees have high mean value. It is found that ANOVA results that there is a significant difference between experience and Quality of work life (Sig=0.16). Hence null hypothesis is rejected.

SUGGESTIONS:

It is suggested that effective's measures should be taken to provide better quality of work life:

- Adequate and Fair Compensation have more impact on job satisfaction. They has to take proper measures to provide employees good compensation.
- Safe and health work environment coalmines take proper measures provides proper equipment's, proper training,

procedures extraction of coal. Safety procedures, safe and healthy work environment high impact on job satisfaction.

- Opportunity for growth and security, organization provide job security flexible work hours.
- Work and total space – forced leaves, personal health benefits, work life balance programs, effective grievance handling.
- Opportunity for development – career development programs, professional training at organization expenses, exchange development new ideas.
- Social integration, autonomous work groups, engage employees in csr activities, interacting often with superior and subordinates, improve the social connectivity by the seminars , conferences ,meetings and celebrating festivals.
- Constitutionalism - job redesign, involvement in organization progress, equitable justice, ease to communicate.
- Social relevance and work life - Professional conference, Improve work place comfort,improved employee attitude, these measures are to be implemented for improving jobsatisfaction.

CONCLUSION:

In this paper we have analyzed the perception of employees on the Singareni Collieries Company Limited. We have taken the primary data in the year 2021 applied Mean, Std. Deviation, Std. Error., and, ANOVA. Eight variables play important role towards Quality of work life i.e., Adequate and Fair Compensation, Safe and Healthy working Conditions, Opportunity for Development, Opportunity for Growth and Security, Social Integration, Constitutionalism, Social Relevance, work life, and Total life space. It is found that significant difference in perceptions of employees respect to demographic variables Qualification, Designation, salary, experience but not as per age and marital status.

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