

An Investigation on the Impact of the Factors of Quality of Worklife on Socio-Psychological Aspects of the Workers

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Abstract: This research was designed to explore the impact of favourable Quality of worklife (QWL) on Socio-psychological aspects of workers and make suggestions to the policy makers to improve the QWL and the factors of socio-psychological aspects of weaving mill workers. This present study concentrated on QWL of the workers of weaving mills (shuttle-less power looms) in specific and found the relationship between the prevailing factors of Quality of Worklife (QWL) and its impact on socio-psychological factors of workers' attitude and then how the weaving mill workers are behave in groups with present work environment. There are five principal socio-psychological factors are identified here, such as Job involvement, workers' behaviour pattern, sense of competence, response to family and physical activity in work. The researcher has used both primary and secondary data and they were analysed with appropriate statistical tools. It is found that the existing QWL factors influence 75% on the attributes of socio-psychological of the workers. This survey clearly indicates that the existing quality of worklife in weaving mills is positively influencing the socio-psychological aspects of the workers. The present study has a few limitations. Based on the study, analysis of data and the findings, some suggestions have been given. It is solemnly believed if the various measures suggested are fully implemented; the weaving mills in Tamilnadu will get an exemplary position on achieving better QWL of the workers and improve the socio-psychological aspects of workmen.

Key words: Quality of worklife, Sense of competence and Socio-psychology.

I. INTRODUCTION

When individual come to their work place, they come with not only technical skills, knowledge etc., but also with their personal feelings, perception, desire, motives, attitude, values etc. Therefore, employee management in an organisation does mean management of not only technical skills but also other factors of the human resources. Certain values were attributed to work in the past. Work was worship and people had sincerity and commitment to work. But today's employees would not believe in such values of work. He works for his salary, he works hard if the conditions of work are conducive and congenial and terms of employment is favourable to him/her. As such, work norms have been changing from time-to-time. Here, how the measures of

Quality of worklife (QWL) influence various socio-psychological aspects of workers and facilitate the human resource development efficiently. In this research, how the weaving mill workers are behave in groups with present work environment. There are five principal socio-psychological factors are identified here, such as Job involvement, workers' behaviour pattern, sense of competence, response to family and physical activity in work and aimed to find the impact of factors of QWL on these Socio-psychological aspects.

II. LITERATURE REVIEW

The researcher has collected sufficient literature of related earlier studies. Accordingly, Seashore, S.E. (1975) has opined that a low QWL, feature a short-cycle, repetitive, uninteresting, low- paying job in a dirty, noisy, cramped, and dangerous workplace in a crowded factory site. Horvat (1979) has discussed in his study on "Paths of Transition to Workers' Self-management in the Developed Capitalist Countries" that participation and autonomy at the workplace will not mean too much if the workers are excluded from strategic decisions on new organization or technology, investment ventures or mergers. That is why labor participation in the boards of director's level is required. Nadler, D.A and Lawler, E. E (1983) have concluded that three major components of QWL efforts must be managed well if they are to succeed: (1) development of projects at different levels; (2) changes in management systems and structure; and (3) changes in senior management behavior. A study by Kornbluh (1984), entitled "Work place democracy and quality of Work Life: Problems and Prospects", has revealed that the concept of increasing the participation of workers in decisions affects their work lives. According to Cohen-Rosenthal, Edward (1984), Quality of work life (QWL) programs change the traditional adversarial and hierarchical workplace, labor and management work more cooperatively and employees at all levels are more fully involved in decision-making. Ellinger and Nissen (1987) had surveyed twelve QWL activists of a large manufacturing concern. They identified that most of the respondents felt that the QWL programs caused a reduction in grievances, promoted the union's ability to solve grievances and created internal political problems for the unions. David Efraty and

Joseph Sirgy, M. (1990) in their article on “The Effects of Quality of working life (QWL) on Employee Behavioral Responses”, opined that QWL was conceptualized in terms of need satisfaction. It was identified that the need satisfaction (or QWL) is positively related to organizational identification, job satisfaction, job involvement, job effort and job performance and negatively related to personal alienation. Allen port .G (1992) observes that monetary incentives alone do not bring about desired motivation. Employees in an industry are not ‘economic men’, so much they are ‘ego men’. What they want about all else, it is credit for work done, interesting tasks, appreciation, approval and congenial relations with their employees and fellow workers. This satisfaction they want even more than high wages or job security.

III. RATIONALE OF THE STUDY

This study is designed to investigate the impact of QWL on the socio-psychological aspects of the workers. No specific study has been so far made to identify the necessities of providing better QWL to the weaving mill workers for better improvement of socio-psychological aspects of them. What is the impact of QWL on the socio-psychological aspects of the workers? Which QWL measure plays a major role? etc., are some of the questions left unsolved. It is in this context a detailed investigation in the form of a systematic scientific study is required. In view of such concerns it is considered worthwhile to conduct this present study.

IV. SCOPE OF THE STUDY

This study has aimed at finding out the impact of prevailing conditions of Quality of worklife, such as, adequate and fair compensation, safe and healthy environment, opportunity to use and develop human capacities, opportunity for career growth, social integration in the workforce, constitutionalism in the work organization, work and quality of life and social relevance with a view to establishing an ideal working environment and to improve socio-psychological aspects of the mill workers. In order to get primary information for the above said QWL factors, this study has covered only full-fledged shuttle-less power loom weaving manufacturers. As these weaving mills have got a wider dispersal in Tamilnadu, such primary data collection had representation from 10 weaving mills. In addition to the data at the level of primary weaving mills, a representative sample of weaving manufacturers located in major clusters like Coimbatore, Salem, Erode, Karur, Madurai and Chennai have been covered in order to get the required information for this study.

V. RESEARCH METHODOLOGY

The main objective of this research is to identify the influence of the factors of QWL on socio- psychological aspects of the mill workers. The researcher has used both primary and secondary data and they were analysed with appropriate statistical tools. It was decided to study the

aspect of QWL being provided to the workers employed in the shuttle-less power loom weaving mills in Tamil Nadu. There are 21 weaving mills in Tamilnadu spread over in six clusters. It was decided to select 50% of the mills from each cluster as sample units. It was further decided to select a sample unit in the clusters on the basis of the employees’ strength having the higher number of employees. Based on the above selection procedure, 3 weaving mills are selected under Madurai cluster, 2 mills from Coimbatore cluster, 2 mills from Karur cluster and each one mill from Salem, Erode and Chennai clusters respectively. The total number of weaving mill workers in Tamilnadu is 4707. The researcher decided to select 35% in total population for the study. Hence, the size of the sample is 1000. The respondents were selected on random basis from the readily available list of weaving workers maintained by the respective selected weaving mills. The researcher has used structured non-disguised questionnaire to collect primary data.

VI. TEST OF QUESTIONNAIRE RELIABILITY

A measure is considered reliable if a researcher’s score on the same test given twice is similar. The researcher tried out the questionnaire which has passed to determine its reliability and circulated this questionnaire to 30 respondents.

Table No.1: Reliability analysis – Scale (Alpha)

Factors	Reliability Co-efficient		
	No. of Cases	No. of Items	Alpha
RELI- Socio psychological factors	30	15	.8321

One common way of computing reliability values is by using Cronbach’s Alpha. The Alpha co-efficient of instruments at 0.7 onwards was considered good and generally accepted (Polit & Hungler, 1997)¹². Almost the opinion on all the factors by sample of 30 respondents is highly reliable and its reliability score (alpha value) is more than 0.83 i.e., 0.8321.

VII. ANALYSIS AND DISCUSSIONS

The analysis in this research have done in two parts, one is to understand the existing level of QWL in weaving mills and the second part is to analyse the opinions of respondents on Socio-psychological factors on the basis of the influence of QWL factors. Being this research aim is to find out the impact of the factors of QWL on the socio-psychological aspects; the researcher has given detailed report on the second part.

- A. *Understand the level of Quality of worklife (QWL) of the workers of weaving mills and their expectations from their organizations.*

It is found that the overall mean score of existence and influence of External QWL factors was found 18%, Collective non-financial factors are 35%, Collective financial are found 32%, Individual non-financial factors are 23%, Individual financial factors are 16%, Institutional non-financial factors are 21% and Institutional financial are 28%.

It is found that the influence of level of satisfaction on QWL by the factors of External factors is 72%, Collective non-financial factors is 64%, Collective financial is 79%, Individual non-financial factors is 77%, Individual financial factors is 90%, Institutional non-financial factors is 73% and Institutional financial is 82%. The above findings show that the existing level of QWL of the workers of weaving mills in Tamilnadu is satisfactory.

Regarding the expectations of the workers from their respective organizations are scope for advancement, monetary benefits, effective grievance redressal machinery and participative management. It is also found that they expect more on adequate and fair compensation, safe and healthy work environment, work and quality of life, school facility for their children, availability of purified drinking water,

availability of general holidays and compensatory holidays and the provision of co-operative store.

B. Analysis of opinions of respondents on Socio-psychological factors on the basis of the influence of QWL factors.

The opinions of the respondents on the existence and impact of the Socio-psychological factors are measured through Likert's scale analysis, the perception of the respondents on Socio-psychological factors based on demographic factors are measured by ANOVA and factors which are highly influencing Socio-psychological factors are grouped through factors analysis.

B.1. Opinion of respondents on the existence and impact on Socio-psychological factors.

The opinions of the respondents on the existence and impact on Socio-psychological factors have been measured on a five point Likert's scale. The Socio-psychological factors include the attributes of Job involvement, Workers' behaviour pattern, Sense of competence, Response to family, Physical activity in work. The results of the survey are given in Table-2, below.

Table No. 2: Opinion on agreement of existence and impact of Socio-psychological factors (In percentage)

Factors	Opinion	SA	A	NAD	DA	SDA	Com-bined Avg.
Job involvement	Able to accomplish my Present responsibility	204 (20.4)	385 (38.5)	233 (23.3)	55 (5.5)	123 (12.3)	35.17
	Able to spent more number of hours at present occupation	220 (22.0)	449 (44.9)	144 (14.4)	74 (7.4)	113 (11.3)	
	I can hold more number of jobs simultaneously	304 (30.4)	479 (47.9)	172 (17.2)	32 (3.2)	13 (1.3)	
Workers' Behaviour pattern	I feel No aggressiveness	288 (28.8)	459 (45.9)	168 (16.8)	62 (6.2)	23 (2.3)	33.53
	I feel high degree of patience in routine daily matters	174 (17.4)	329 (32.9)	208 (20.8)	153 (15.3)	136 (13.6)	
	I feel no time urgency or pressure	259 (25.9)	438 (43.8)	197 (19.7)	89 (8.9)	17 (1.7)	
Sense of competence	Attentive to people (Helping & Giving)	288 (28.8)	414 (41.4)	262 (26.2)	27 (2.7)	9 (0.9)	43.90
	Free from anxiety	239 (23.9)	405 (40.5)	297 (29.7)	47 (4.7)	12 (1.2)	
	I have Strong emotional control (Stable, relaxed, Calm, Warm)	240 (24.0)	469 (46.9)	237 (23.7)	36 (3.6)	18 (1.8)	
Response to Family	Spending time with Children & Siblings	265 (26.5)	251 (25.1)	304 (30.4)	165 (16.5)	15 (1.5)	11.94
	My work schedule affects my family Relations	194 (19.4)	363 (36.3)	326 (32.6)	98 (9.8)	19 (1.9)	

	Able to Balance Work and family life	296 (29.6)	284 (28.4)	311 (31.1)	87 (8.7)	22 (2.2)	
Physical activity in work	Degree of physical activity in present work is high	252 (25.2)	333 (33.3)	302 (30.2)	83 (8.3)	30 (3.0)	35.25
	Artistic and Imaginative in work is High	220 (22.0)	449 (44.9)	144 (14.4)	74 (7.4)	113 (11.3)	
	High Social Work & Volunteerism	226 (22.6)	452 (45.2)	265 (26.5)	42 (4.2)	15 (1.5)	
Overall average level of agreement on existence and influence of Socio-psychological factors							36%

The Table-2 shows that, 28.8% of the respondents strongly agree and 41.4% of the respondents simply agree about the existence and impact of the socio-psychological factor relating to “attentive to people” under sense of competence. However, 9% and 2.7% of the respondents strongly disagree and simply disagree respectively on the same aspects. Further, 26.2% of the respondents expressed no opinion on this. Similar analysis can be made for other factors also.

However, when the combined opinions of the respondents on these five socio-psychological factors influenced by QWL factors are worked out using Likert’s scale, it is found that the sense of competence occupying a major place in influenced by QWL factors of the workers. The combined average (43.90%) of the opinions on this factor (sense of competence) is higher than the combined averages of opinions on the other factors. As the overall average of opinion on these socio-psychological factors is 36%, it is inferred that the overall level of agreement on existence and impact towards socio-psychological factors is 36%.

B.2. Perception of respondents on the basis of demographic factors about Socio-psychological factors

The degree of influence of the factors of QWL on Socio-psychological factors may vary on the basis of demographic factors of the respondents. To what extent this variance exists was studied through analysis of variance (ANOVA).

From this analysis, it is understand that the degree of influence on socio-psychological factors differ with age, gender, experience and monthly income of the respondents. In case of age, the age group 31-35 years influenced high with mean value of 22.20, in case of gender, male gender differed high with the mean value of 33.93. Likewise, the degree of influence on these socio-psychological factors differed on the basis of monthly income of the respondents, especially the monthly income group of above Rs.7000 with the mean value of 36.35. In case of experience of the respondents, especially, the workers having Above 15 years of experience differed high on degree of influence on socio-psychological factors with the mean value of 35.56.

Table No. 3: Perception of respondents on the basis of demographic factors

Demographic factors	N	Mean	Std. Deviation	Sum of Squares	df	Mean Square	F	Sig.
Age 31-35 Yrs	137	36.9781	7.83982	2350.646	4	587.661	9.761	.000
Gender Male	648	33.9306	7.87282	237.993	1	237.993	3.830	.041
Marital status Widow	21	36.3333	3.59629	420.334	3	140.111	2.257	.080
Department Drawing	177	34.6102	7.84223	451.411	4	112.853	1.817	.123
Designation Drawer	198	34.5909	7.96817	584.664	4	146.166	2.358	.062
Experience Above 15yrs	37	35.5676	7.71917	984.146	3	328.049	5.333	.001
Monthly income Above Rs. 7000	28	36.3571	5.18698	1218.561	4	304.640	4.966	.001

*only required data taken from respective tables of each demographic factors

It is understood that the degree of influence on socio-psychological factors not differed with marital status, department and designation of the respondents, because the

significant value is greater than .050. The overall mean value is found to be 33.57 (75%) out of 45. It shows that the degree of influence on socio-psychological factors (job involvement,

workers' behaviour pattern, sense of competence, response to family and physical activity in work) by QWL factors based on demographic factor is high. Almost all the factors are influenced equally with mean value ranging from 6.33 to 6.89.

B.3. Factorization of Socio-psychological factors

The interdependence of socio-psychological factors relating to quality of worklife have been analysed and

grouped with the help of factor analysis and identified the measures which are highly influencing the socio-psychological factors are given below.

By adopting correlation matrix, all the 05 variables are standardized and initial Eigen value is calculated as given in table 5.4.3.1b below.

Table No. 4: Total Variance Explained of Socio-psychological factors

Component	Initial Eigen values			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.801	56.017	56.017	2.801	56.017	56.017
2	1.030	20.596	76.613	1.030	20.596	76.613
3	.498	9.957	86.570			
4	.433	8.651	95.221			
5	.239	4.779	100.000			

Extraction Method: Principal Component Analysis

From the total value, it is observed that the initial variables have more variance compare to the later variables. From the third column of the percentage of variance in the Table.4, it is inferred that first factor is having 56% of influence on socio-psychological factors and the second factor contribute 21%. According to the latent root criterion for number of factors to derive would indicate that there were 2 components are extracted from 05 variables. The cumulative proportion of variance of these two factors is 77%.

The factor-2 consists of only factor such as Response to family and has 20% of influence on socio- psychological factors. All these two factors have 60% of influence on socio-psychological factors. The aspects listed in Factor -1 below influencing 56% on the socio-psychological factors.

From the component matrix given in Table.5, below, it is found that 06 variables such as job involvement, Workers' behaviour pattern, Sense of competence, and Physical activity in work are constituted as factor 1 and influencing 56% on socio-psychological factors.

Chart .1: Factorization of Socio-psychological factors

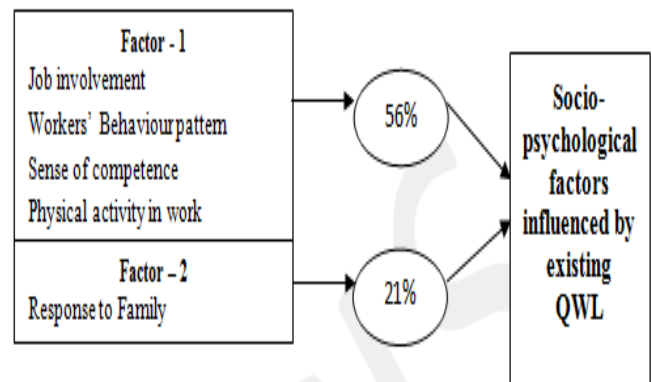


Table No. 5: Component Matrix of Socio-psychological factors

Socio-psychological factors	Component - 1	Component - 2
Job involvement	.858	-.323
Workers' Behaviour pattern	.778	.176
Sense of competence	.816	3.138E-03
Response to Family	.282	.934
Physical activity in work	.846	-.149

Extraction Method: Principal Component Analysis. a 3 components extracted

B.4. Analysis of the degree of association between the socio-psychological factors and demographic factors

The degree of association between the socio-psychological factors and demographic factors is analysed through correlation.

Table No.6: The Correlation co-efficient of the degree of association between Socio- psychological factors and demographic factors

Particulars		Age	Gender	Marital Status	Dept.	Designation	Experience	Monthly income	Socio-psycho overall
Age	Pearson	1	-.002	.329 (**)	.035	-.074(*)	.357(**)	.308(**)	.141(**)
	Sig.	.000	.941	.000	.274	.020	.000	.000	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000
Gender	Pearson	-.002	1	.079 (*)	.842 (**)	.797(**)	.044	-.049	-.062
	Sig.	.941	.	.013	.000	.000	.165	.119	.051
	N	1000	1000	1000	1000	1000	1000	1000	1000
Marital status	Pearson	.329 (**)	.079 (*)	1	.096 (**)	.033	.291(**)	.248(**)	.081(**)
	Sig.	.000	.013	.	.002	.303	.000	.000	.010
	N	1000	1000	1000	1000	1000	1000	1000	1000
Dept.	Pearson	.035	.842 (**)	.096 (**)	1	.612(**)	.058	-.027	-.056
	Sig.	.274	.000	.002	.	.000	.069	.390	.077
	N	1000	1000	1000	1000	1000	1000	1000	1000
Designation	Pearson	-.074(*)	.797 (**)	.033	.612 (**)	1	.005	-.061	-.073(*)
	Sig.	.020	.000	.303	.000	.	.871	.053	.020
	N	1000	1000	1000	1000	1000	1000	1000	1000
Experience	Pearson	.357(**)	.044	.291 (**)	.058	.005	1	.280(**)	.063(*)
	Sig.	.000	.165	.000	.069	.871	.	.000	.046
	N	1000	1000	1000	1000	1000	1000	1000	1000
Monthly income	Pearson	.308 (**)	-.049	.248(**)	-.027	-.061	.280(**)	1	.111(**)
	Sig.	.000	.119	.000	.390	.053	.000	.	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000
Socio-psycho overall	Pearson	.141(**)	-.062	.081(**)	-.056	-.073(*)	.063(*)	.111(**)	1
	Sig.	.000	.051	.010	.077	.020	.046	.000	.000
	N	1000	1000	1000	1000	1000	1000	1000	1000

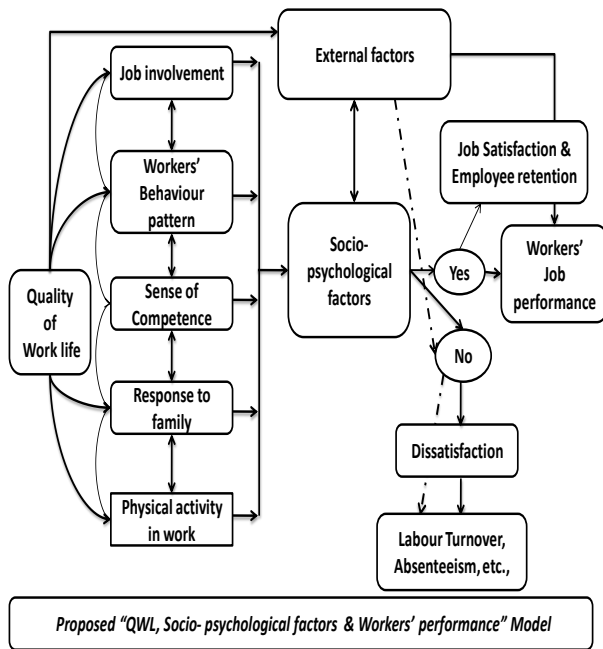
** Correlation is significant at the 0.01 level (2-tailed).

* Correlation is significant at the 0.05 level (2-tailed).

The Table.6 presented above reveals the correlation co-efficient between various demographic and socio-psychological factors. As far as age is concerned, it positively correlated (.141) with the socio-psychological factors. But, it was found that there is negative correlation exists between gender (-.062) and socio-psychological factors. Among these factors monthly income and age have high degree of positive correlation with the socio psychological factors and factors such as gender and marital status were found to be having high degree of negative correlation with the socio-psychological factors.

It is found that the existing QWL factors influence 75% on the attributes of socio-psychological aspects (Job involvement, Workers' behaviour pattern, Sense of competence, Response to family, Physical activity in work) of the workers and the age group of 31-35 years differed with their level of satisfaction on those attributes, especially the attribute of Workers' behaviour pattern.

Chart.2: A link between the factors of QWL and Socio-psychological and Job performance



Besides, it is found that the existing QWL influence on socio-psychological aspects of the workers as, 38.5% of them able to accomplish their present responsibilities, 43.8% of them agreed that they felt no time urgency or pressure, 64% of them free from anxiety, 46.9% of them have strong emotional control, 51% of the respondents spend time with children & siblings; around 58% of the respondents able to balance work and family life and 44.9% of the respondents were high artistic and imaginative in their work.

VIII. SUGGESTIONS TO IMPROVE THE SOCIO-PSYCHOLOGICAL FACTORS

It is inevitable to provide the better QWL to maintain the better socio-psychological aspects.

- i. *Workers' behaviour pattern and job involvement:* It depends on the degree at which employees are emotionally connected to the company. Research shows that emotionally connected employees (Loyal employees) are more productive at work, take less sick days, exhibit favorable behavior and show their happiness to others. For having positive Employee's behaviour pattern and job involvement, it is suggested that the company may cultivate the following things among workers: Being helped, confidence, improvement, having accepted and being respected. Creating of these things among the workers is in the hands of supervisors.
- ii. *To promote better physical activity of the workers,* it is suggested to train workers to perform different roles. This will make them more flexible and skilled. If everyone is familiar with several different work procedures, during unexpected absences or emergencies workers who can easily change functions.

iii. *To increase Sense of Competence:* Generally, the sense of competence is affected by circumstantial and variable factors such as physical health and psychological pressures. It leads to negative thoughts, pessimistic image, internal self-deprecating, and feelings of guilt, undermines self-confidence and increases the feelings of vulnerability. To promote the sense of competence of the workers, it is suggested to empower workers to make decisions on redesigning of the way their jobs are performed, to estimate of the skills required for completion of the given task, to have conducive working environment, etc.

iv. *Finally, to enhance work –life balance of the workers of weaving mills,* It is suggested that the companies may improve the facilities like crèches, maternity benefits, medical facilities including programmes for physical fitness and efficiency; family planning and child welfare; education facilities including children and adult education; housing facilities; recreational facilities, holiday homes and leave travel facilities and transport to and from the place of work.

IX. CONCLUSION

This study was carried out in Textile industry, more specifically on weaving mills in Tamilnadu. Keeping the above mentioned research findings, It is found that the existing QWL factors influence 75% on the attributes of socio-psychological aspects and also concluded that increased QWL of the workers leads to increased motivation, less apathy (lack of interest and concern) and better worker satisfaction, all of which increase efficiency and overall quality of work performance. Based on the study, analysis of data and the findings, some suggestions have been listed. It is solemnly believed if the various measures suggested are fully implemented; the weaving mills in Tamilnadu will get an exemplary position on achieving better QWL of the workers and improve the socio-psychological aspects of workmen. For extending this research, the directions for future studies are also suggested.

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