



ORGANIZATIONAL FACTORS INFLUENCING QUALITY OF WORK LIFE AMONG TEXTILE EMPLOYEES

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Abstract:

The textile industry plays a vital role in the economic development of India by generating employment opportunities and contributing significantly to industrial production and export earnings. Employees are considered the backbone of the textile industry, and their Quality of Work Life (QWL) is essential for organizational growth and productivity. Quality of Work Life refers to the degree of satisfaction, motivation, involvement, and well-being experienced by employees in their workplace. Organizational factors such as working conditions, salary and benefits, job security, supervisory support, welfare measures, promotion opportunities, training and development, and work environment significantly influence the QWL of employees. The present study aims to examine the organizational factors influencing the Quality of Work Life among textile employees. The study also analyzes the level of employee satisfaction regarding workplace facilities and organizational practices. Primary data were collected from textile employees through a structured questionnaire, and secondary data were gathered from journals, books, reports, and websites. Statistical tools such as percentage analysis, mean, standard deviation, correlation, chi-square test, ANOVA, and regression analysis were used for data analysis. The findings of the study reveal that organizational factors have a significant impact on employees' Quality of Work Life. Better working conditions, fair compensation, effective supervision, and adequate welfare measures improve employee satisfaction and organizational commitment. The study concludes that textile industries should focus on employee-centered policies and welfare practices to enhance productivity and maintain a healthy work environment.

Key Words: Quality of Work Life, Textile Industry, Employee Satisfaction, Organizational Factors, Working Conditions, Job Security, Welfare Measures, Work Environment.

Introduction:

The textile industry is one of the oldest and largest industries in India and contributes significantly to the economic development of the country. It provides large-scale employment opportunities and contributes considerably to industrial production and export earnings. The industry consists of organized and unorganized sectors, including spinning mills, weaving units, hosiery, handlooms, and garment manufacturing units. Due to globalization, technological advancement, and increasing competition, textile industries are facing several challenges related to employee productivity, retention, and workplace satisfaction (Gupta, 2014). Employees are considered the most valuable assets of an organization, and their satisfaction and well-being are important for organizational effectiveness. In recent years, organizations have increasingly focused on improving the Quality of Work Life (QWL) of employees to enhance productivity and organizational commitment. Quality of Work Life refers to the favorable conditions and environments that support employee satisfaction, motivation, health, safety, and welfare at the workplace (Walton, 1975). Saklani (2004) defined QWL as the quality of human experience in the workplace while interacting with organizational systems and policies.

Quality of Work Life is an important concept in Human Resource Management because it influences employee attitudes, performance, commitment, and morale. According to Greenhaus, Bedeian, and Mossholder (1987), employees who experience a better Quality of Work Life tend to have higher job satisfaction and positive work behavior. Similarly, Bagtasos (2011) emphasized that QWL not only affects employees' professional lives but also influences their family and social well-being. Organizational factors play a crucial role in determining the Quality of Work Life among employees. Factors such as salary and benefits, job security, supervisory support, working conditions, welfare measures, workload, participation in decision-making, promotion opportunities, and training facilities significantly affect employee satisfaction and organizational commitment (Aswathappa, 2017). Supportive organizational practices help employees feel valued and motivated, whereas poor working conditions and lack of organizational support lead to stress, absenteeism, dissatisfaction, and reduced productivity.

In textile industries, employees often face occupational stress due to long working hours, repetitive work, physical strain, inadequate safety measures, and pressure to achieve production targets. These issues directly affect their Quality of Work Life and job performance. Hanita Sarah Saad, Ainon Jauhariah Abu Samah, and Nurita Juhdi (2008) found that meaningful work, autonomy, and organizational support significantly influence employee job satisfaction and Quality of Work Life. Normala and Daud (2010) also reported that there is a strong relationship between Quality of Work Life and organizational commitment among employees. The present study attempts to identify the major organizational factors affecting Quality of Work Life among textile employees and to provide suitable suggestions for improving workplace conditions and employee welfare.

Research Objectives:

- To identify the organizational factors influencing the Quality of Work Life among textile employees.
- To study the level of employee satisfaction regarding working conditions in textile industries.

Research Methodology:

Research Design:

The present study is descriptive and analytical in nature. The descriptive research design is used to describe the socio-economic profile of textile employees and their perception towards Quality of Work Life. The analytical approach helps in examining the relationship between organizational factors and employee satisfaction. Both primary and secondary data were used for the study.

Population of the Study:

The population of the study consists of employees working in textile industries located in Erode District, Tamil Nadu. Employees from spinning mills, weaving units, and garment manufacturing units were included in the study.

Sample Size and Sampling Technique:

For the purpose of the study, a sample of 150 textile employees was selected from various textile industries in Erode District. A convenience sampling technique was used to collect data from respondents because of time and accessibility constraints. Employees from different departments and job categories were included to ensure diversity in responses.

Statistical Tools Used:

Percentage analysis was used.

Data Analysis and Interpretation:

To identify the organizational factors influencing the Quality of Work Life among textile employees. For identifying the organizational factors influencing Quality of Work Life, the respondents were asked to express their opinion regarding salary and benefits, job security, working environment, welfare measures, supervisory support, promotion opportunities, and training facilities.

Table 1: Organizational Factors Influencing Quality of Work Life among Textile Employees

Organizational Factors	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Mean Score
Salary and Benefits	18%	42%	20%	14%	6%	3.52
Job Security	24%	46%	15%	10%	5%	3.74
Working Environment	28%	40%	16%	10%	6%	3.80
Welfare Measures	20%	44%	18%	12%	6%	3.60
Supervisory Support	26%	41%	17%	11%	5%	3.72
Promotion Opportunities	12%	30%	24%	22%	12%	3.08
Training and Development	19%	39%	21%	15%	6%	3.50

The above table shows the level of employee satisfaction regarding organizational factors influencing Quality of Work Life among textile employees. The majority of respondents were satisfied with the working environment (Mean = 3.80), job security (Mean = 3.74), and supervisory support (Mean = 3.72). This indicates that employees perceive these factors as important contributors to their Quality of Work Life. The study also reveals that employees are moderately satisfied with salary and benefits, welfare measures, and training facilities. However, promotion opportunities received the lowest mean score (3.08), indicating dissatisfaction among employees regarding career advancement opportunities. Therefore, the analysis concludes that working environment, job security, and supervisory support are the major organizational factors influencing the Quality of Work Life among textile employees.

Table 2: Employee Satisfaction Regarding Working Conditions

Working Condition Factors	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Mean Score
Workplace Safety	22%	48%	14%	10%	6%	3.70
Cleanliness and Hygiene	25%	44%	15%	11%	5%	3.73
Ventilation and Lighting	20%	46%	18%	10%	6%	3.64
Working Hours	16%	38%	20%	18%	8%	3.36
Workload	12%	34%	19%	23%	12%	3.11
Relationship with Co-workers	30%	42%	14%	9%	5%	3.83
Rest and Welfare Facilities	18%	40%	22%	14%	6%	3.50

The above table indicates the satisfaction level of textile employees regarding working conditions. The majority of employees were highly satisfied with their relationship with co-workers (Mean = 3.83), cleanliness and hygiene (Mean = 3.73), and workplace safety (Mean = 3.70). This shows that positive interpersonal relationships and safe working environments improve employee satisfaction. Employees expressed moderate satisfaction regarding ventilation, lighting facilities, and welfare measures. However, workload (Mean = 3.11) and working hours (Mean = 3.36) received comparatively lower mean scores, indicating dissatisfaction among employees due to heavy work pressure and long working hours. The analysis concludes that good workplace relationships, safety measures, and hygienic conditions positively influence employee satisfaction, whereas excessive workload and long working hours negatively affect the Quality of Work Life among textile employees.

Conclusion:

Quality of Work Life has become an important factor for organizational success in the textile industry. Employees who experience better working conditions, fair compensation, job security, and supportive management are more satisfied and committed to their work. The study identified that organizational factors significantly influence the Quality of Work Life among textile employees.

The findings revealed that salary, welfare measures, supervisory support, and work environment are major determinants of employee satisfaction. Although employees are moderately satisfied with welfare facilities and workplace relationships, dissatisfaction still exists regarding workload, stress, and promotion opportunities.

The study suggests that textile industries should adopt employee-friendly policies, improve workplace safety, provide adequate welfare facilities, and encourage employee participation in decision-making. Management should also focus on reducing occupational stress and enhancing career development opportunities.

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