

A Study on Quality Work Life (QWL) of Women Construction Workers in Madurai North

¹Mrs. M. Parimala, ²Ms. V. Gayathri

¹Associate Professor, Department of Commerce, Lady Doak College, Madurai, India,

²Assistant Professor, Department of Commerce, Mangayarkarasi College of Arts & Science for Women, Paravai, Madurai, India,

Email - ¹parimala@ldc.edu.in, ²gayathrive135@gmail.com

Abstract: *Quality of Work Life (QWL) is a philosophy, a set of principles, which holds that people are the most important resource in the organization as they are trust worthy, responsible and capable of making valuable contribution they should be treated with dignity and respect. QWL is considered favorable or unfavorableness of a job environment for people, it refers to the quality of relationship between co-workers and the total working environment. In order to improve the Quality of Work Life of workers in Construction Industry, it is necessary to identify and try to satisfy worker's needs through their experience in their working environment. The Construction Industry must ensure whether the workers are receives sufficient salary and other benefits based on the performance which will motivate them to work effectively. There is a direct and indirect relationship between the economic and social well –being of the community which lies beyond the domain of Industry. The present study aims to find out the standard of socio - economic condition, awareness about the welfare schemes offered by the Government and problems faced by the Women Construction Workers from selected areas in Madurai North District. The study is based on the both primary and secondary data. With the help of well structured questionnaire primary data has been collected from the seventy five respondents by convenient sampling method. From the data collection, analysis made on various tools like Percentage Analysis, Likert scaling, ANOVA, t-test and Chi-square test.*

Key Words: *Quality of Work Life, Women Construction Workers, Satisfaction, Work Environment, Satisfaction.*

I. INTRODUCTION:

The Quality of Work Life refers to all the industrial inputs that aim at the workers satisfaction and enhancing industrial effectiveness. The Quality of Work Life has evolution in various phases of history. Legislation enacted in early 20th century to protect workers from risks inherent in job and to eliminate hazardous working conditions, followed by the unionization movement in the 1930s and 1940s were the initial steps. Emphasis was on job security and economic gains for the worker. During 1970's the idea of QWL was evolved, it includes the values, human needs and aspirations. By the year 1972 an International Conference was held at Arden House, New York. It dealt in detail with the practice and theory of democratization of work place. In the conference, the term "Quality of Working Life" was introduced, and the International Council for Quality of Working Life (ICQWL) was formed to facilitate research on and action for Quality of Working Life. The first open International Conference was organized at Toronto in August 1981 on Quality of Work Life. A large number of managers, union representatives and academicians, attended the conference. The Toronto Conference demonstrated that the Quality of Working Life is becoming an important issue of the ongoing organizational reality to enhance the Quality of Work Life of workers. The purpose of the study was to explore to experience of women workers towards their quality of work life and their work environment in terms of stress, understanding of employees, bond with other workers, work load, time pressure and work-balance.[4]

1.1. DIMENSION OF QUALITY OF WORK LIFE:

In an organization Quality of Work Life is a multi- dimension which means concern of the members. The basis underlying QWL is the humanization of work which means developing a work environment that ensures dignity to the employees which by considering the following factors [2]:

- Adequate and fair compensation,
- Safe and healthy working conditions,
- Chance to use and develop human ability,
- Opportunity for career growth,
- Social integration in work force,
- Constitution in the work organization,

- Work and personal life,
- Social relevance of work

1.2 CRITERIA TO MEASURE QUALITY OF WORK LIFE:

One of the best measures of quality of work life is Work-Related Quality of Life scale (WRQoL) which is an assessment device; prove to be a useful measure. The WRQoL measure uses six core factors to explain most of the variations in an individual's quality of working life are as follows: [1]

- Job and Career Satisfaction (JCS) Scale
- General Well-Being (GWB) Scale
- WRQoL Stress at Work (SAW) Sub-Scale
- Control At Work (CAW) Sub-Scale
- The Working Conditions Scale

1.3. SCHEME ASSISTANCE:

The Tamil Nadu Manual Workers (Construction Workers) Welfare Scheme, 1994 covers the employments in construction or maintenance of dams, bridges, roads, or any other building operations, stone breaking or stone crushing, brick manufactory and construction of pandals (other than those covered under the Factories Act) the factories act cover the following works like manufacturing process, cleaning the machinery which are used for a manufacturing process.

1.3.1 The workers as members are eligible for following welfare schemes:

- Accident Death and Funeral Assistance.
- Disablement due to Accident.
- Natural Death and Funeral Assistance.
- Marriage Assistance.
- Maternity Assistance.
- Education Assistance
- Spectacle Assistance
- Pension

The Government offered various schemes to the general public; the schemes are helps to uplift the backward states. The schemes could be either Central or State government, specific or joint collaboration between them. Pradhan Mantri Suraksha Bima Yojana has been announced by the Government of India, it is one of social security schemes. Janashree Bima Yojana is the insurance scheme. These schemes are offered to the economically low income group peoples. Some respondents were member of such schemes.[3]

2. LITERATURE REVIEW:

P. Maneesh, P.T. Jasna (2017) in their research “**Socio-economic condition of women construction workers**” in Kannur district, Kerala. The study is an attempt to understand the socio-economic condition of women construction workers and a special emphasis has given to identify the work related problems of women in Kannur district. The main health problems faced by the workers are muscle pain, allergy, cough, asthma problem, some of the workers are suffering from all of these problems. Mainly Government hospitals are preferred by the construction workers. Most of the women workers opined that their status in the society has been improved by doing construction work. [5]

S.Rasheedha Banu (2017) in their research on “**Problems of women construction workers**” in Trichirappalli district. The researcher concentrated only on the women workers who are working in the construction sector and how the workers are facing difficulties in the work place. Majority of the women construction workers are facing lots of difficulties in their workplace it is the major issues in the contemporary of social problems. The researcher found that Majority of the women construction workers are facing difficulties like absence of social security, low wages, sexual harassment, gender discrimination. [6]

E.TeslaJessil (January 2018) in their research “**Work Pattern and Quality of Life among Construction Workers**” in Kuniamuthur Village in Coimbatore District. The objective of the study is to know the level of quality life of the construction workers and offer suggestions and social work intervention techniques to enhance the quality of life of the construction workers. Women are more insecure in their work. The comparison between men and women the level of quality of life among the women construction workers are less than men. Governments and private building contractors should take initiatives to improve the quality of life of the workers and also should focus on improving welfare measures of the construction worker.[7]

3. METHOD:

Research Design: Descriptive research design

Determination of sample size:

- *Sample Size* : 75
- *Sampling Technique* : Convenient Sampling Technique

Sources of Data:

- *Primary Source:* Questionnaire was developed for the purpose of data collection.
 - Chi- square t-Test, ANOVA and Likert Scaling were adopted to measure the responses.
- *Method of Data Collection:* Interview schedule was adopted to collect data.

4. ANALYSIS:

**PERCENTAGE ANALYSIS
 SOCIO-ECONOMIC PROFILE OF WOMEN WORKERS
 TABLE No.1.1**

AGE	NO. OF RESPONDENTS	PERCENTAGE
26 – 35	16	21
36 – 45	41	55
Above 45	18	24
TOTAL	75	100
EDUCATIONAL QUALIFICATION		
Primary Education	27	36
Illiterate	48	64
TOTAL	75	100
MARITAL STATUS		
Married	56	75
Widowed	19	25
TOTAL	75	100
FAMILY TYPE		
Nuclear	64	85
Joint	11	15
TOTAL	75	100
No. OF FAMILY MEMBERS		
Up to two	5	7
Three	15	20
Four	39	52
Five	7	9
More than six	9	12
TOTAL	75	100
No. OF CHILDREN'S		
No Child	2	3
Up to 2	46	61
3 – 4	25	33
Above 4	2	3
TOTAL	75	100
TYPE OF RESIDENT		
Own house	23	31
Rental	52	69
TOTAL	75	100
RENT AMOUNT PAID		
Below Rs.1,500	37	71
Rs.1501 – Rs2,500	13	25
Above Rs.2501	2	4
TOTAL	52	100
HOUSE TYPE		
Thatched hut house	6	8
Tiled house	31	41

Terraced house	38	51
TOTAL	75	100
No. OF WORKING EXPERIENCE		
5 - 8 years	27	36
9 - 12 years	28	37
13 years and above	20	27
TOTAL	75	100
No. OF EARNING MEMBERS IN FAMILY		
Only one	10	13
Two	47	63
Three	12	16
Four	6	8
TOTAL	75	100
FAMILY INCOME OF THE RESPONDENTS		
Below Rs.5,000	3	4
Rs.5,001 - Rs - 10,000	49	65
Rs.10,001 - Rs.15,000	17	23
Above 15,001	6	8
TOTAL	75	100
WAY OF MANAGE THE FINANCIAL NEEDS		
Get money from neighbours	16	27
Money lenders	32	54
Avail mortgage loan	11	19
TOTAL	59	100

ANALYSIS RELATED TO CONSTRUCTION WORK

TABLE No.1.2

REASON TO CHOOSE THE WORK	NO. OF RESPONDENTS	PERCENTAGE
Illiterate	10	13
No any other job opportunity	29	39
Daily wages	6	8
Family situation	30	40
TOTAL	75	100
No. OF WORKING DAYS PER WEEK		
3 - 4 days	13	39
4 - 5 days	20	61
TOTAL	33	100
WORKING HOURS PER DAY		
8 hours	24	32
Above 8 hours	51	68
TOTAL	75	100
WAGES RECEIVED		
Rs.251 - Rs.300	28	37
RS.301 - Rs.350	47	63
TOTAL	75	100
TIME OF BONUS RECEIVED		
Deepavali, Pongal, House warming	2	4

Deepavali, House warming	26	49
House warming ceremony	25	47
TOTAL	53	100
AMOUNT OF TRAVELLING ALLOWANCE		
Up to Rs.20	10	18
Rs.21 - Rs.30	27	48
Rs.31 – 40	19	34
TOTAL	56	100
DISTANCE OF WORKING PLACE		
Less than 5 km	5	7
6 km - 10 km	34	45
Above 10 km	36	48
TOTAL	75	100

TABLE No:1.3
ANALYSIS RELATED TO PROBLEM FACED BY THE WORKERS

Health issues	NO. OF RESPONDENTS	PERCENTAGE
Muscle pain	3	6
Muscle pain, Allergy, Body pain	2	4
Muscle pain, Asthma and Breathing, Cough, Body pain	2	4
Muscle pain, Asthma and Breathing, Body pain	17	31
Muscle pain, Cough, Body pain	4	7
Muscle pain, Body pain	26	48
TOTAL	54	100
SCHEMES ENROLLED		
Janashree Bima yojana	1	6
Pradhan mantri suraksha bima yojana	17	94
Total	18	100
MEMBERS IN ASSOCIATION		
Tamilnadu Construction Workers Welfare Board	33	57
Labour Welfare Society (Thozilaalargal Nala Sangam)	25	43
Total	58	100
PURPOSE TO BE A MEMBER IN ASSOCIATION		
Insurance	15	20
Accident compensation	23	30
For crisis support	2	3
All the above	18	24
Total	58	77

LIKERT SCALING
SATISFACTION LEVEL OF THE RESPONDENTS ABOUT QWL

TABLE No:1.4

CONSIDER	HIGHLY SATISFIED	SATISFIED	DISSATISFIED	NOT SATISFIED	HIGHLY DISSATISFIED
VALUE	5	4	3	2	1

FACTOR	HS	S	DS	NS	HD	MEAN SCORE	RANK
Wages are enough to run my family	22	8	9	0	36	2.73	VI
Wages in this work is as good as most other works	0	9	0	35	31	1.83	VIII

I satisfied with the safety and security measures	0	9	35	0	31	2.29	VII
I satisfied with the sanitation facilities in the work place	8	24	17	34	0	2.87	V
My work place has a favourable work environment	9	32	9	26	0	3.29	IV
My family members are supportive to work in this field	30	32	26	8	0	3.56	II
I have no problem with co-workers	22	19	26	0	0	4.05	I
We have no wage discrimination	0	9	18	26	0	3.36	III

Source: computed data

From the table, it shows, the satisfaction level of respondents in each statement, in which it was found that the respondents were maintain harmonious relationship with co-workers whereas the workers do not have any problem themselves, it has high mean score of 4.05 and it was ranked as first. Wages in this work has least mean score of 1.83 and it was ranked as last, because the respondents are not satisfy with the wages while compare to other works.

ANOVA

DIFFERENCE BETWEEN THE MONTHLY INCOME AND NUMBER OF EARNING MEMBERS IN THE RESPONDENTS FAMILY USING ANOVA

H0: There is no significant relationship between monthly family income of respondents and Earning members in family.

H1: There is significant relationship between monthly family income of respondents and Earning members in family.

Monthly Income* Number of Earning Members in Respondents Family
 ANOVA TABLE No:1.5

Monthly Income	Mean	Standard deviation	F	Sig.
Below Rs.5,000	1.67	1.155	39.845	0.000
Rs.5,001 - Rs - 10,000	1.88	.439		
Rs.10,001 - Rs.15,000	2.53	.514		
Above 15,001	4.00	.000		
Total	2.19	.766		

Source: computed data

From the above it reveals that the significant value (0.01) is more than the calculated value (0.000). There is a significant relationship between monthly family income of respondents and Earning members in the family. So, the alternative hypothesis is accepted.

t-TEST

H0: There is no significant relationship between daily wages of respondents and satisfy with family income.

H1: There is significant relationship between daily wages of respondents and satisfy with family income.

TABLE No:1.6
 ONE-SAMPLE TEST

Particulars	Test Value = 0					
	T	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Wages per day	44.792	74	.000	2.640	2.52	2.76
Satisfy with family income	37.518	74	.000	1.787	1.69	1.88

Source: computed data

From the above it shows that the significant value (0.05) is greater than the calculated value (0.000). There is significant relationship between daily wages of respondents and satisfy with family income. So the null hypothesis is rejected.

Chi -SQUARE TEST

H0: There is no significant relationship between marital status of the respondents and reason to choose the work.

H1: There is significant relationship between marital status of the respondents and reason to choose the work.

TABLE No:1.7

CROSS TABULATION BETWEEN REASON TO CHOOSE THE WORK AND MARITAL STATUS

Particulars	Reason for choosing the job				Total
	Illiterate	No any other job opportunity	Daily wages	Family situation	
Married	10	24	6	16	56
Widowed	0	5	0	14	19
Total	10	29	6	30	75

Source: computed data

Chi - SQUARE TEST

Particulars	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.651 ^a	3	.003
Likelihood Ratio	16.778	3	.001
Linear-by-Linear Association	10.567	1	.001
N of Valid Cases	75		

Source: computed data

^a - 3 cells (37.5% have expected count less than 5. The minimum expected count is 1.52.

From the above table, it shows that most of the married women were choose the construction work for unavailability of any other job opportunities and under chi-square test calculation, significant value (0.05) is greater than the calculated value (0.003). Therefore, there is significant relationship between marital status of the respondents and reason for choosing the job. So, the null hypothesis is rejected.

5. FINDINGS:

Out of 75 respondents, 42 respondents have work in all days. Workers have a tea break for 10 to 15 minutes by two times in a day and lunch break for 1 to 2 hours in a day. 68% of respondents are said that they are not provided any safety instruments. All the respondents have bank account in Canara bank, HDFC bank, City Union Bank and Axis bank, but 39% of the respondents are using their ATM card on their own and they availed loan from the chit funds or any private agency because the loan processing is too difficult in banks.

6. SUGGESTION:

The Government should intimate the construction workers to deposit the savings in banks and post offices, instead of savings in chit funds and other unorganized financial institutions and conduct awareness campaigns about the schemes offered by them. The construction workers welfare board has to give awareness among the workers to join as member in the board or any workers association. It should provide the safety kit like footwear, helmet, reflective jacket, gloves and protective eyewear to the construction workers. To improve a better health of women construction workers, free medical checkup camps and awareness programme can be conducted by both Government and Private hospitals. The contractor has to follow the proper working hours it should not be more than 8 hours and should provide proper sanitation facilities to the women construction workers in the working places.

7. CONCLUSION:

Women were empowered themselves in various field like Science, Education, Aircraft, Business, Architecture, Engineering, Information Technology and so on. Women are the multitasker to perform any work in their respective field. The QWL of women workers depends upon the designation, which includes education, income, family situations, colleagues, working environment and health conditions. Women construction workers QWL was moderate because women workers received low wages while compared with the male workers. The safety conditions in construction field are less and also the working hours are more than 8 hours. The earned income of the workers is not satisfied to meet the financial need. The Quality Work Life environment is unacceptable in unorganized construction field. The workers are unskilled and semiskilled potentialities are paid less which leads to excess stress on them. The workers also suffered with many health problems so, the Government has to take proper decision to improve the QWL of construction workers.

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