8.1 Trends and Projection of Quality of Work Life: Relative View of BHEL Jhansi and HUL Orai

A satisfied and motivated employee will give better turnover, make good decisions and positively contribute to organizational goal. An assured good quality of work life will not only attract young and new talents but also retain the existing experienced talents. Quality of work life can affect such things as employees ‘timings, his or her work output, his or her available leaves, etc. Work life balance must be maintained effectively to ensure that all employees are running at their peak potential and free from stress. So it is up to the organization to focus on their workers and improve their quality of work life so that attrition, absenteeism and decline in worker productivity can be checked.

From the study, the conclusion is arrived that the quality of work life contributes to the workers’ performance in a holistic manner. The study also helps to know the loopholes of the Company in providing the workers’ necessities. It also helps us to know how the management treats their employees. It also helps the employees to address their grievances. As a whole, a study on Quality of Work Life helps in the development of Human Resources.

Human Resource Development is an important phase on Quality of Work Life. Management of both HUL and BHEL companies require to take necessary steps to improve wherever they are lagging.

Especially managements to take steps towards improving the factor Organizational Culture and Climate by way of maintaining employees proper work life balance, providing adequate facilities, create supportive work groups make joint management councils and try to eliminate bias.

Self-development is another important factor, lack of which cause dissatisfaction. Providing enough privacy in their job, creating sense of one community, encouraged to develop their new skills, provides social mobility, create clear set of goals and provide opportunities to improve their jobs, these kinds of effort from management will be much appreciated by employees.
Both the companies are required to focus on the following factors responsible for the development of their employees. The factors are job career satisfaction, general well being, stress at works, working conditions, homework interface, control at work, social integration, fair compensation, fringe benefits, and interpersonal relationship. The research suggested that the employer must try to solve the following problems which may reduce the quality of work life. Most common problems that employees were facing are on the basis of their ranks. It is found that the computer technology based problem is biggest among employees they rank it number one. Rank wise second biggest problem that employees face was poor cooperation from the peers; third ranked problem individual domination; fourth ranked lack of ergonomics; fifth ranked was absence of team work and last at six ranks no uniform work load was also a problem. Computer knowledge is still a big problem among employees. Therefore, Computer training is required in both the organizations.

8.2. Limitations of the Research

Limitations are obvious in research or in a study. No study can be fool proof. Similarly, the study conducted by the researcher also suffers from some limitations . The limitations of the study are due to its mode of operation.

- The first limitation is that the data is collected from subsidiary companies of both organizations. However, in place of it the study may conduct from all the units of BHEL and HUL that may give more perfect results.

- The second limitation is, the data, which is collected, is self-reported and through survey method hence subject to bias.

- The information given by the employees may be under/ overestimated so there are chances of biased information.

- The convenience sampling is used for research; the result may vary if sampling is random.

- The size of sample is also a limitation. Data collected from about 300 respondents, if sample size is large, the result would be more accurate.
The time boundation and data collection process was very vast therefore it was costly also.

8.3. Directions for Further Research

To overcome the above-mentioned limitations and to extend the current body of knowledge in the literature on Quality of work life towards public and private sector, future research is recommended in the following areas.

- Further research can be conducted at the national level and other organizations should be covered at vast level.

- While this study has been done on quality of work life, a similar study may be done from the point of view of the employer, so the employer themselves can ascertain these measures and apply them in their own perspective in order to increase employee’s satisfaction and production.

- Further studies can also be done on the gap between quality of work life and satisfaction, as a driver of employee’s relationship with management, Instead of perception as done in the study.

- The present research has considered two sectors to measure quality of work life towards public and private sector. Further research can be conducted by including more sectors viz; type and quantity.

- This research has taken limited number of variables and factors, adding more variables to this further research can be conducted.