

## A study on quality of work life of workers in construction industry in Madurai district

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### Abstract

Quality of work life 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. The exploratory factor analysis shows that work environment, salary, personal growth and job security are the factors affecting quality of work life of workers in construction industry. The regression analysis indicates that salary, work environment, job security and personal growth are having positive impact on job satisfaction of workers in construction industry. In order to improve the quality of work life of workers in construction industry, it is important to identify and then try to satisfy worker's important needs through their experience in their working environment. The construction industry must ensure that workers are getting sufficient salary and other benefits should be paid based on the performance of the workers and it will motivate them to perform well.

**Key Words:** Construction Industry, Job Satisfaction, Quality of Work Life.

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### Introduction

Quality of work life 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. The elements that are relevant to an individual's quality of work life include the task, the physical work environment, social environment within the organization, the administrative system and the relationship between life on and off the job. Quality of work life consists of opportunities for active involvement in group working arrangements or problem solving that are of mutual benefit to workers and employers, based on labour-management cooperation.

People also conceive of QWL as a set of methods, such as autonomous work groups, job enrichment, and high involvement aimed at boosting the satisfaction and productivity of workers. It requires worker's commitment to the organization and an environment in which this commitment can flourish. Thus, QWL is a comprehensive construct that includes an individual's job related wellbeing and the extent to which work experiences are rewarding, fulfilling and devoid of stress and other negative personal consequences.

Modernization and industrialization have paved a good way to the construction industry. Small towns and

cities become more urbanized and, the construction sector too has got a boost. Irrespective of occasional slumps in the economy or in construction works, the sector is going through a faster growth. Apart from old/traditional urban/ industrial centers, new industrial/urban centers have appeared on the map where construction works are going on a large scale. Expanding and fast growing construction sector and, in general, lack of greater employment opportunity elsewhere has drawn large numbers of workers in this sector. These construction workers, as a part of unorganized work force remain the most exploited ones even after five decades of independence. In the recent past, the trend shows that all big cities of country have become the centers to recruit casual workers as construction workers to cities and urban areas. They become easy victims of exploitation and have to work for their day to day sustenance. With this background, the present study is attempted to study the quality of work life of workers in construction industry in Madurai district.

### Methodology

Madurai district has been purposively selected for the present study. The 300 workers of construction industry have been selected by adopting random sampling technique through pre-tested and structured questionnaire and the data and information pertain to the year 2015-2016. In order to understand the socio-economic profile of workers of construction industry, the frequency and percentage analysis are carried out. In order to identify the factors affecting quality of work life of workers in construction industry, the exploratory factor analysis has been employed. In order to study the impact of factors affecting quality of work life of

workers on job satisfaction, the multiple linear regression has been applied.

### Results and Discussion

**Socio - economic profile of workers:** The socio-economic profile of workers of construction industry was analyzed and the results are presented in Table 1. The results show that about 55.67 per cent of workers are males and the rest of 44.33 per cent of them are females. It is observed that about 45.33 per cent of workers belong to the age group of 31-40 years followed by 21-30 years (36.67 percent) and 41-50 years (18.00 percent). The results indicate that about 43.00 per cent of workers are illiterates followed by secondary education (38.00 percent), higher secondary education (12.67 percent) and under graduation (6.33 percent). It is clear that about 63.67 percent of workers are married and the rest of 36.33 per cent of them are unmarried.

### Factors affecting quality of work life of workers

In order to identify the factors affecting quality of work life of workers in construction industry, the exploratory factor analysis has been employed. The principal component method of factor analysis was carried out with Eigen values greater than one through varimax rotation and the results obtained through rotated component matrix are presented in Table 2. The results of Kaiser-Meyer-Olkin (KMO test) measure of sampling adequacy (KMO = 0.728) and Bartlett's test of Sphericity (Chi-square value = 0.0016; Significance = 0.000) indicates that the factor analysis method is appropriate.

There are four independent groups which are extracted accounting for a total of 60.10 per cent of variations on 17 variables. The each of the four factors contributes to 20.17 percent, 16.92 percent, 12.56 percent and 10.45 percent respectively.

**Table 1: Socio-Economic Profile of Workers**

Socio-Economic Profile	Frequency	Percentage
<b>Gender</b>		
Male	167	55.67
Female	133	44.33
<b>Age Group</b>		
21-30 years	110	36.67
31-40 years	136	45.33
41-50 years	54	18.00
<b>Educational Qualification</b>		
Illiterate	129	43.00
Secondary	114	38.00
Higher Secondary	38	12.67
Under Graduation	19	6.33
<b>Marital Status</b>		
Married	191	63.67
Unmarried	109	36.33

**Table 2: Factors Affecting Workers' Quality of Work Life in Construction Industry**

Factor	Item	Rotated Factor Loadings	Eigen Value	% of Variation	Factor Name
I	My workplace has healthy environment	0.73	1.93	20.17	<b>Work Environment</b>
	My working conditions have risk of injuries	-0.69			
	The working condition of my working place is conducive	0.71			
	The work environment places great emphasis on safety of workers	0.72			
	Workers are provided with proper working facilities	-0.65			
	It is easy to get materials for efficient working	0.70			

II	I am getting sufficient salary from the work	0.69	1.65	16.92	Salary
	I will continue in the present work regardless of pay	-0.62			
	I feel happy with my chances for salary increment	0.65			
	I am under compensated in my work	0.61			
III	The use of new methods is encouraged	-0.70	1.39	12.56	Personal Growth
	Opportunities are there to learn new techniques	0.66			
	Work done in efficient ways receives appreciation	-0.73			
	It facilitates the self improvement of the workers	0.72			
IV	My job has become more interesting	0.64	1.14	10.45	Job Security
	The work is well organized	0.61			
	It provides job security	0.71			
	Cumulative % of Variation	-	-	60.10	-
	Cronbach's Alpha	-	-	-	0.85

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

Rotation converged in 9 iterations.

Factor I: From the results, it is inferred that out of 17 variables, six variables have their high, relatively tightly grouped factor loadings on factor-I.

This factor consists of:

- My workplace has healthy environment (0.73)
- My working conditions have risk of injuries (-0.69)
- The working condition of my working place is conducive (0.71)
- The work environment places great emphasis on safety of workers (0.72)
- Workers are provided with proper working facilities (-0.65)
- It is easy to get materials for efficient working (0.70)

Hence, this factor is named as **“Work Environment”**.

Factor II: is formed with:

- I am getting sufficient salary from the work (0.69)
- I will continue in the present work regardless of pay (-0.62)
- I feel happy with my chances for salary increment (0.65)
- I am under compensated in my work (0.61)

These variables are named as **“Salary”**.

Factor III: This factor includes:

- The use of new methods is encouraged (-0.70)

- Opportunities are there to learn new techniques (0.66)
- Work done in efficient ways receives appreciation (-0.73)
- It facilitates the self improvement of the workers (0.72)

These variables are named as **“Personal Growth”**.

Factor IV: This factor is formed with:

- My job has become more interesting (0.64)
- The work is well organized (0.61)
- It provides job security (0.71)

This factor is named as **“Job Security”**.

The Cronbach's Alpha of the scale was 0.85 indicating that each measure demonstrated acceptable internal consistency. It is inferred that work environment, salary, personal growth and job security are the factors affecting quality of work life of workers in construction industry.

### Impact of factors affecting quality of work life of workers on job satisfaction

In order to study the impact of factors affecting quality of work life of workers on job satisfaction, the multiple linear regression has been applied and the results are presented in Table 3. The factors affecting quality of work life of workers are considered as independent variables and the job satisfaction is considered as dependent variable.

**Table 3: Impact of Factors Affecting Quality of Work Life of Workers on Job Satisfaction**

Factors Affecting Quality of Work Life	Regression Co-efficients	t-Value	Sig.
Intercept	1.142**	3.985	.000
Work Environment (X <sub>1</sub> )	.461**	3.793	.000
Salary (X <sub>2</sub> )	.484**	3.916	.000
Personal Growth (X <sub>3</sub> )	.416**	3.528	.001
Job Security (X <sub>4</sub> )	.459**	3.610	.000
R <sup>2</sup>	0.67	-	-
Adjusted R <sup>2</sup>	0.65	-	-
F	11.592	-	0.00
N	300	-	-

Note: \*\* Significance at one per cent level

The results indicate that the coefficient of multiple determination ( $R^2$ ) is 0.67 and adjusted  $R^2$  is 0.65 indicating the regression model is good fit. It is inferred that about 65.00 per cent of the variation in dependent variable (Job Satisfaction) is explained by the independent variables (Factors Affecting Quality of Work Life). The F-value of 11.592 is statistically significant at one per cent level indicating that the model is significant.

The results show that salary, work environment, job security and personal growth are having positive impact on job satisfaction of workers in construction industry at one per cent level. Therefore, the null hypothesis of there is no significant impact of factors affecting quality of work life of workers on job satisfaction is rejected.

### Conclusion

The present study reveals that majority of workers of construction industry are males and most of them belong to the age group of 31-40 years. Majority of them are illiterates and majority of them are married. The exploratory factor analysis shows that work environment, salary, personal growth and job security are the factors affecting quality of work life of workers in construction industry. The regression analysis indicates that salary, work environment, job security and personal growth are having positive impact on job satisfaction of workers in construction industry.

In order to improve the quality of work life of workers in construction industry, it is important to identify and then try to satisfy worker's important needs through their experience in their working environment. The construction industry must ensure that workers are getting sufficient salary and other benefits should be paid based on the performance of the workers and it will motivate them to perform well.

The construction industry should provide opportunity to workers for learning new methods and also for skill development. Besides, workers should be encouraged to adopt modern and efficient methods to enhance the work performance. The construction

industry should pay attention to the grievances of the workers in order to create a smooth and conducive climate for increase the work efficiency and also their job satisfaction.

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