

A Study on Quality of work Life (QWL) in Simhadri Thermal Power Project (STPP), Visakhapatnam

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Abstract: Recent changes in the Global and Indian Economy, there are so many changes have been identified. Particularly, Indian Economy reforms after Privatization, Liberalization and Globalization, a sea of changes have been observed. We had sweet and sour experiences in the corporate world, such as Technological, Financial, Marketing, and Human resource changes which have been observed. Human beings are very sensitive and facing their challenges at National and Global level. Therefore, one should have high standards which lead to quality of benefits and facilities, so such things getting through QWL. QWL is the indication to provide to provide effective standards. It focuses on providing a work environment and satisfies individual needs. It is assumed that if employees are satisfying about the organization and their high productivity. This paper presents that views of individuals and associations' highlights that work related factors have extremely happy in QWL in STPP, Visakhapatnam Andhra Pradesh

Keywords: QWL, High Productivity, Positive attitude, Work Environment, Benefits & Facilities

INTRODUCTION

The business organizations will have to understand every individual's attitude and utilize them appropriately. Employees at the grass root level expectations and experience a sense of frustration because of poor working conditions, less salaries and wages, unsoundly terms and conditions of employment, irrespective and unethical treatment by the authorities and so on

All these needs to fulfill through QWL which is an important tool of human resource sound practices. QWL includes a sense of satisfaction, achievement, security and high self esteem. Human beings are expecting to lead effective life style in their prestigious organizations. Employee's perception, identification is very challenge to every employer. Every organization depends on manpower in their capacities to satisfy their economic, social and psychological needs. Hence, a good QWL is playing a vital role by improving an employee's working situations, their skills, attitudes and performance at large. The concept of QWL also includes salaries & wages, working hours and working conditions and needs to satisfy employee's aspirations. How companies improve quality standards through training and development, motivate and discipline their manpower is a crucial importance to organizational success. It is not change trend but further dimension to maintain for multi roles. However, QWL is different perspectives of different persons.

REVIEW OF LITERATURE

Anbrasan, V., & Mehta, N. (2009), found that among the five factors used to determine the effect of QWL in different sectors, un-conducive work environment was found to have negative effect. Gnanudam & Dharmasiri (2007) found that freedom of association between organization and right to collective bargaining is the ultimate goal of the authorities who have control over policy making in the industries. Kaufman & Linguist (1991) matched the time styles of individuals with the time styles established by organization and introduces time congruity to represent such a matching process. J. Richard and J. Joy define QWL as 'the degree to which members of a work organization are able to satisfy important personnel needs through their experience in the organization. Baba, V. and Jamal, M. (1989) found that that work activities, work standards and work outcomes effect on QWL to cover Indian organizations. Jerome (2013) described the QWL which facilitates for the sake of human resource efficiently. Danna and Griffin (1999) view QWL as a hierarchy of concept that includes life satisfaction (top of the hierarchy), job satisfaction (middle of the hierarchy), and work-satisfaction facet satisfaction such as satisfaction with pay co-workers, supervisor among others.

NEED FOR THE STUDY

Any business houses made or broken for long run not only by capital, money or market but only by human resource. So QWL is the dimension in which employers has the responsibility and challenge to provide favorable environment like welfare measures, working conditions where people can perform excellent work also their health care in the organization. The quality of personal life is always impacted. At present scenario every organization has to face Global challenges and requirements, so one should update all parameters to meet core competitors. Changes have been accepting both sides of employer and employee should alert. QWL is one of the best parameters to get exposure every individual by way of leading quality work , standards and retain the talents .

OBJECTIVE OF STUDY

- To know the opinions and concepts on QWL
- To percept the views and find out the effect on QWL from manpower
- To promote and protect industrial democracy with the interest of both sides.
- To give effective measures and suggestion on QWL.

RESEARCH METHODOLOGY

The study consists of primary data and secondary data. Secondary data was collected through various reports , records, journals and so on which were already published . Primary data was collected by questionnaire and personal interaction with executives and non-executives of 100 employees of all levels from STPP However, the employees views and opinions have been ascertained in this study. Most of the employees are satisfying in their job facilities , benefits and working conditions

LIMITATIONS OF THE STUDY

- Employees are busy schedule in their work; however, they share very few issues as per concern and their knowledge.
- The data is based on the primary information and secondary information only.
- Due to time and finance constraints whole data was not covered

About Simhadri Thermal Power Project (STPP)

Simhadri is the ambitious project of the National Thermal Power Corporation (NTPC) intended to provide the ever growing power needs of the state of Andhra Pradesh. In fact, NTPC comes to the rescue of about 20 million units of power consumed every day in Andhra Pradesh. The construction work of the project is under way. Mr.R.C Srivatsav has been appointed as the General Manager for the Simhadri Project Operations. With the completion of the project, the total power generation capacity of NTPC will reach to 3600 MW in Andhra Pradesh with NTPC, Ramagundum already generating 2100 MW a day. The Project was developed near Parawada and 3384 acres of land was allotted for the construction of the Thermal Plant. The height of the Chimney is 275-feet- a record in Asia for being the tallest factory chimney. Near to this is the 165- meter two cooling towers. The coal for the project will be coming to the plant with a special rail line set up for this. Coal will be drawn from the Mahanadi Coal Field in Orissa drawing over 6 Million tones of coal every year. The Coal transport for the NTPC Simhadri Project is expected to begin in December 2002. The water intake for the project for cooling is done by sea water drawn from 8.9kms away from the Bay of Bengal through an intake-well sized 9100 cubic meters. This intake- well is again the biggest well-constructed in the entire India. The project also gets Sweet water from the Yellur canal. The power generated at NTPC Simhadri will be bought by AP Transco- the power distribution arm of the Electricity Board in the state.

Facts about NTPC Simhadri

Government approved date 24.07.1997 (Zero date 8.7.1997)

Facts about NTPC Simhadri

Plant Capacity 1000MW

Plant Configuration 2 x 500 MW

Land Availability 3384.24 acres (entire land)

Approved Investment Rs. 3650.79 Cr. (1 Qtr.97)

QWL Practices and Findings in STPP

STPP is proud to say that they are providing high satisfaction for its employees. It develops a sense of work standards and self-confidence among the employees. All levels of employees are creating mutual trust and respect. Those who are academic aspirants and career in advance to match their needs for the organization and tie up with IIT Delhi, BITS Pilani, MDI etc. To strengthen their career development concern various measures have been introduced such as skills, knowledge, abilities, attitude, aptitude, creativity, innovative business games financial circles, quality circles, business quiz etc., In addition to, QWL as per our observation in this study and the selected employees opined and shared their views and major issues of the following:

1. Flexibility on job- Flexibility for job learning and reasonable working hours, shift systems different time intervals, leaves etc. By this flexibility in the job career development in future is possible in this organization.
2. Opportunities – Organization provides some career development requirements to their employees e. g Research, training sessions based on increase of skills and knowledge. These kind of organizations are required

3. Around 82% of employees opined that their work measures concern job role, job analysis, job enrichment, job enlargement are very systematic and scientific manner.
4. Below 91% of employees were satisfied that their work recognition, performance appraisal, job security, promotions, and work standards.
5. More than 86% of employees felt that harmonious relations among the employer and employees are good.
6. Below 80% of employees highlights that grievance handling, disciplinary procedure collective bargaining, settlements etc., have been handled with fair and transparent.
7. Around 77% of employees shared that they are allowed in participation in management by resulting positively and feel loyal to the management.
8. More than 90% of employees felt that there are open communication and transparent of information from top to bottom and vice versa.
9. Above 90% of employees said that the rewards, awards, monetary, non-monetary and fringe benefits, productivity and social security, recreational services and counseling are excellent.
10. Below 86% of employees viewed that career growth and opportunities concern like Academic improvements, research, training and development etc., are providing to update skills and knowledge which needs for the organization.
11. Above 88% of employees opined that stress level in this organization is very less because of job analysis is very effective.
12. More than 89% of employees felt that update the latest technology, welfare benefits such as schools, hospital, parks, electricity, water facilities, and township and so on are fulfilling.
13. All most all employees' expressed that working conditions and facilities at shop floor participation in the improvement of work requirements are good.

CONCLUSION

QWL is one of the best challenges to development of human resource. It is continuing process and measuring by quality work such as job analyzing, job enlargement and job engagement. It aims to provide effective working conditions, job satisfactions, salaries and wages administration, incentives, promotions, welfare facilities, quality circles, union management relation, settlements in time, grievances handling, career growth, high productivity, effective and transparent information and communication etc., to create high morale among employees in the organization. Physical stress and mental stress are playing a crucial role in the part of QWL. Mental stress is very dangerous than Physical stress. All these stresses concern QWL is playing sensitive role. Not given proper payment will effect the QWL. However, Quality standards and Quality work leads through QWL. Finally, QWL indicates that the overall effectiveness in the job environment of its employees in STPP is an excellent.

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