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A Study on Quality of Work Life among Employees in ANDA Intelligent Automation Solutions

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ABSTRACT: This study examines the Quality of Work Life (QWL) at ANDA Intelligent Automation Solutions, focusing on key factors such as job security, job satisfaction, and employee welfare facilities. A descriptive research design with a convenience sample of 100 employees was used. Data were collected through structured questionnaires and secondary sources. Analytical tools such as Chi-square test, ANOVA, and Weighted Average Method were applied. The findings indicate proactive implementation of employee suggestions, reflecting the organization's commitment to work-life balance and employee well-being.

KEYWORDS: Quality of Work Life, Employee Satisfaction, Work-Life Balance, Descriptive Research, Organizational Policies.

I. INTRODUCTION

Quality of Work Life (QWL) has emerged as a strategic imperative in modern human resource management, reflecting the growing emphasis on employee-centric practices. QWL refers to the overall quality of an individual's experience at the workplace, encompassing job satisfaction, work-life balance, job security, safe working conditions, and opportunities for growth and participation. As organizations face increasing competitive pressures and evolving employee expectations, ensuring a high QWL is essential not only for employee well-being but also for enhancing productivity, reducing turnover, and sustaining long-term organizational success.

This study aims to evaluate the QWL practices in a selected organization, identify key influencing factors, and provide actionable insights to foster a more supportive and effective work environment.

The findings will contribute to the broader understanding of how organizations can balance economic goals with human development to achieve sustainable success.

1.1 Objectives

- To examine the impact of Quality of Work Life (QWL) on employees' standard of living.
- To assess the role of QWL in fostering a positive mindset and attitude among employees.
- To promote a safe, healthy, and supportive organizational culture.
- To analyse employee perceptions regarding superior-subordinate relationships.
- To evaluate the effectiveness of training in enhancing employee skills and knowledge.

1.2 Statement of the Problem:

Despite its growth in automation, ANDA Intelligent Automation Solutions faces concerns regarding the quality of work life among contract employees. Issues such as job security, engagement, and work-life balance may be impacting employee satisfaction and performance. This study aims to evaluate these factors and provide insights for improvement.

1.3 Scope

- Ensuring employee health and safety through appropriate measures.
- Providing job security to enhance employee confidence and stability.
- Aligning job roles with individual skills and qualifications.
- Offering adequate infrastructure and workplace facilities.
- Creating platforms for employees to actively participate in decisions that impact their work life.



II. LITERATURE REVIEW

"A Study on Quality of Work Life: Enhancing Employee Satisfaction through Workplace Environment", Feldman -2001

Feldman's suggested Quality Work Life is the quality of relationship between employees and the total working environment. Lau et al, (2001) described QWL as the favourable working environment that supports and promotes satisfaction by providing employees with rewards, job security, and career growth opportunities.

"A Study on Factors Influencing Quality of Work Life and Employee Motivation", Mehdi Hosseini -2010

This research aims to evaluate the career achievement, career satisfaction and career balance are not only the significant variables to achieve good Quality of Work Life, but QWL or the quality of work system as one of the most interesting methods creating motivation and is a way to have job enrichment. It is also noted from the research that fair pay, growth opportunities and continuing promotion improves staffs' performance which in turn increases QWL of employees.

III. RESEARCH METHODOLOGY

3.1 Research Design

The research follows a descriptive design, providing a structured framework for data collection and analysis. This approach was used to study the Quality of Work Life of employees at ANDA Intelligent Automation Solutions.

3.2 Descriptive Research

Descriptive research aims to systematically observe and report the current state of affairs without manipulating variables, relying on surveys and factual data to present accurate insights

3.3 Size of the Sample

From a total workforce of over 1,000 employees at ANDA Intelligent Automation Solutions Limited, a sample of 100 employees was selected using convenient sampling.

3.4 Data Collection

Data refers to raw facts or figures that represent information. It can include numbers, symbols, or text. For this study, two types of data were used: primary and secondary. Primary data was collected directly through a questionnaire. Secondary data was gathered from company sources like websites, brochures, and magazines. Both types of data helped in measuring the level of stress among employees.

3.5 The Sampling method

The study employed a non-probability sampling technique, specifically convenience sampling. This method was selected due to its practicality, allowing data to be collected based on the accessibility and availability of respondents. Convenience sampling is widely used for its simplicity, time efficiency, and cost-effectiveness. It enabled the researcher to gather relevant data from participants who were readily available during the study period.

IV. ANALYTICAL PLAN

- Chi-square test
- ANOVA and
- Weighted Average method

Limitations

- Survey was limited to 100 employees due to time constraints.
- The study focused mainly on contract workers.
- Conducted in only one specific companies.
- Results may not reflect all employee opinions or be generalized.

4.1 CHI SQUARE

Null Hypothesis (H_0): No significant difference between age of employees and stress management programs.

Alternative Hypothesis (H_1): Significant difference between age of employees and stress management programs.



Statistic	Value	df	Significance Level	Test Type
Calculated Chi-Square Value	8.801	4	0.05 (5%)	Two-sided test
Tabulated Chi-Square Value	9.483	4		

RESULT

The calculated value (8.801) is less than the tabulated value (9.483), the null hypothesis is accepted. There is no significant difference between the age of employees and their feedback on stress management or stress reduction programs.

4.2 ANOVA

Null Hypothesis (H_0): There is no significant difference in stress levels based on years of experience.

Alternative Hypothesis (H_1): There is a significant difference in stress levels based on years of experience.

ANOVA TABLE

Source of variation	Sum of Squares (ss)	Degree Of Freedom (df)	Mean Square(ms)	F- ratio
Between Workload Groups	420.60	3	140.20	
Between Age Groups	215	4	53.75	
Residual (Error)	220.40	12	18.37	0.266
Total	856	19		

RESULT

There is no significant difference in stress levels based on years of experience.

The calculated F-value is 0.266, which is less than the critical value at the 5% significance level. Therefore, the null hypothesis is accepted.

4.3 ANOVA

Null Hypothesis (H_0): There is no significant difference in job satisfaction based on marital status.

Alternative Hypothesis (H_1): There is a significant difference in job satisfaction based on marital status.

Source of variation	Sum of Squares (ss)	Degree Of Freedom (df)	Mean Square(ms)	F- ratio
Between Marital Groups	120.50	1	120.50	
Within Groups (Error)	235.20	98	2.40	50.21
Total	355.70	99		



RESULT

The calculated F-value of 50.21 exceeds the critical value at the 5% level of significance. Therefore, the null hypothesis is rejected, indicating that there is a statistically significant difference in job satisfaction based on marital status.

V. FINDINGS

- A substantial segment of the workforce (45%) falls within the 26–35 age group, reflecting a youthful employee demographic.
- The organization exhibits a pronounced gender distribution, with 67% of the workforce comprising female employees.
- Approximately 70% of the employees possess 0–5 years of experience, indicating a predominance of early-career professionals.
- Around 72% of the staff are married, highlighting a workforce with well-established personal commitments
- The Chi-square test demonstrated no significant association between years of experience and feedback regarding stress management or stress reduction initiatives.

5.1 Suggestion

To improve overall work conditions, communication between management and employees should be strengthened. Regular training programs must be provided to enhance employee skills and match them with job requirements.

Improving infrastructure and canteen facilities will also support a better work environment.

Employees should be given tasks that suit their abilities, along with increased safety awareness and precautions.

Grievances need to be addressed quickly and effectively. Recognizing performance through timely rewards, both monetary and non-monetary, will help boost motivation.

Finally, stress management programs should be made more effective to support employee well-being.

VI. CONCLUSION

The study on the quality of work life (QWL) among contract employees at ANDA Intelligent Automation Solutions indicates a generally satisfactory level of employee satisfaction. The findings suggest that the company fosters an environment that supports employee efficiency and growth. However, certain areas such as training, communication, and interpersonal relationships reveal scope for improvement. Enhancing QWL has positively impacted employee productivity, motivation, and team spirit. The study offers actionable suggestions to further strengthen QWL and address existing gaps.

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