

# Quality of Work Life and Human Resource Development -A study of Engineering Workshops in Bangarpet

**Dr. S. Jayalakshmi Priya<sup>1</sup>, Mrs. Maya Sarangapani<sup>2</sup>**

Assistant Professor, Department of Economics, Bangalore University, Bangalore 560056, Karnataka<sup>1</sup>

Assistant Professor, Department of Commerce, GFGC Kunigal 572130, Karnataka<sup>2</sup>

**Abstract:** With two public sector undertakings getting disinvested in KGF the survival of many engineering workshops in adjoining Bangarpet Taluk faced a bleak future as they sustained themselves mainly by getting orders from these public sector undertakings. But among these workshops itself the biggest of them all, namely Deccan Hydraulics started exporting their goods thereby even giving orders for these smaller engineering workshops in machining and fabricating which helped them to survive. The research gap indicated mixed fortunes for the survival of these workshops. With the closure of many Public Sector Undertakings in Bangalore such as Wheel and Axle, and partial disinvestment in BEL the economic condition of these workshops hung in desperation.

The main objective of this study lay in understanding the position of the local workforce, how they were going to fend for themselves and feed their families. Since most of these workshops were employing twenty-five to seventy workers they could be classified as medium scale enterprises while the smaller machining shops employed fifteen to thirty workers their quality of work life maintained came to the fore. Did they fulfil the special causes in Quality of Work Life (QWL). such as payment and stability of employment stress management at workplace, did workers also participate in managing of resources maintain cordial employer and employee relations, get promotions based on merit, grievance management and settlement of issues of permanent jobs. Any activity concerning human resource (man power or personnel) will impact the quality of work life. Research methodology involved use of both primary and secondary data and the questionnaire method was used to collect data. Sample size was 110 and simple percentage method was used to analyze the collected data. The findings indicated that since 2019, 2020 and 2021 it was quite tough to get orders, even during pre pandemic period. Post pandemic currently in 2020 January and February it was seen that the larger workshops gave machining orders to smaller machine shops situated in their vicinity. There was no assurance of permanence in jobs, no work timings followed and no pay given for overtime. All in all it was hard work for less pay and a discontented set of workers who even had to work part time in rice mills to sustain their families. To conclude hard times brought difficulties and governments move to close most of the Public sector undertakings (PSUs) which gave orders and sustenance to these machining and fabricating workshops made their economic situation even worse.

**Keywords:** engineering workshops Machinists Fabricators Quality of work life Medium and small scale enterprises. (MSES)

## 1.INTRODUCTION:

Bangarpet is a small agrarian town with excellent road and rail connectivity as it is a junction also. It has connectivity to Bangalore, Andhra Pradesh and Tamil Nadu. Since the seventies eighties and nineties many small and medium mechanical and electrical workshops mushroomed in Bangarpet due to its vicinity to the mining town Kolar Gold Fields which is home to two Public Sectors Bharat Gold Mines Limited and Bharat Earth Movers Limited. But with the exhaustion of gold reserves and the eventual closure of BGML and the disinvestment in BEML leaving only 51% of central government shares the jobs of many ITI trainees and engineering diploma holders who found employment in these workshops became a issue. With the Wheel and Axle plant and Bharat Electronics Limited HMT all getting disinvested one after the other the orders for production started drying up for these workshops. So how did they sustain themselves? Deccan Hydraulics a pioneer in Machining and Fabricating axles and even exporting took in many ITI trainees diploma holders, The remaining helpers who were jobless found employment in rice mills of Bangarpet. But the million dollar question is what's happening to our Manufacturing sector? Why is China becoming the manufacturing hub while we are busy disinvesting our precious Public sectors which is employing hundreds of our graduates, diploma holders and ITI trainees?

Job Classification	
1	Manager
2	Supervisor
3	Assistant
4	Helpers

## 2.REVIEW OF LITERATURE

**1. Stephen J. Havlovic (2008)** Quality of Work Life and Human Resource Outcomes. This study develops and tests hypotheses regarding the influence of Quality of Work Life initiatives on absenteeism, accidents, grievances, and quits, using monthly longitudinal human resource archival data collected at a unionized Midwestern heavy manufacturing firm for the period from 1976 to 1986. Auto regression procedures are utilized to examine the direct impact of Quality of Work Life on human resource outcomes. Quality of Work Life is found to significantly reduce absenteeism, minor accidents, grievances, and quits.

**2. .Supriya Raskar and Sarang Shankar Bhola (2018)** Assessment of quality of work life with reference to engineering industry, Satara. This study is important to identify the determinants of Quality of Work Life and effectiveness of determinant factors for enhancement of Quality of Work Life in engineering industry. Prime focus of this study is to assessment of Quality of Work Life in engineering industry Satara. Quality of Work Life is concerned with the overall working atmosphere and its impact on work, human resource as well as on organization effectiveness. Quality has become an essential and important for the best survival.

**3. Joao Leitao, Dina Pereira and Angela Gonçalves (2019)** Quality of Work Life and Organizational Performance: Workers' Feelings of Contributing, or Not, to the Organization's Productivity. This is a pioneering study on the relationship between employee quality of work and their contribution to organizational performance. It unveils the importance of subjective and behavioral factors in the quality of work life and their impact on the personal desire formation of collaborators who contribute to strengthening the productivity of the organization. The results are for workers: they feel the support of their supervisors by listening to their concerns and taking them to the board; Integrated into a good work environment; and feeling respected as professionals and as people; positively influencing their perceptions of contributing to organizational performance. With the increased weight of services in the labor market, the results are particularly relevant with the intensification of intensive automation and the digitization of collaborative tasks. The findings contribute to the ongoing debate about the need for more work on the subjective and behavioral aspects of smart and learning organizations, rather than focusing solely on remuneration as a factor that promotes corporate productivity based on peer contribution.

## 3. RESEARCH GAP

Mixed signals were indicated for the survival of these engineering workshops and with the closure of many PSUs (Manufacturing sector) in Bangalore city HMT, Wheel and Axle and partial disinvestment in BEL etc. As the orders dried up their fate hung in balance. What was the way out of this situation? With the manufacturing sector in India not in the best of health many industries small and medium who depended on these PSU's for employment had to find other sources of orders for their engineering workshops.

## 4. RESEARCH METHODOLOGY

Research methodology involved both primary and secondary data. The questionnaire method was used to collect data. Sample size was 110 and simple percentage method was used to analyze the collected data .The number of engineering workshops taken for study purpose was 08 and all of them were located in and around Bangarpet Taluka.

## 5. OBJECTIVES

- To study the profile of the employers and employees of the sampled engineering workshops of Bangarapet
- To find out the causes for downgrading of their quality of work life and future prospects of these engineering workshops
- To suggest remedial measures to alleviate the economic suffering of the employees of these workshops.

### 6.DATA ANALYSIS AND INTERPRETATION

Table -1 A

**Table=1=A** :The profile of the employers and employees of the sampled engineering workshops of Bangarpet

Sl no	Name of the workshops	No of sampled managers	No of sampled employees	Age of the company	Workers age	Experience	Present in job	
							Yes	No
1	S I S Engineering workshop	01	13	13 yrs	35-40 yrs	8-10 yrs	20%	80%
2	Krishna engineering workshop	01	13	10 yrs	35-40 yrs	8-10 yrs	30%	70 %
3	Star workshop	01	13	10 yrs	35-40 yrs	7-10 yrs	25%	75%
4	A-1 Engineering workshop	02	13	10 yrs	35-40 yrs	6-10 yrs	20%	80 %
5	Deccan engineering workshop	02	12	12 yrs	35-40 yrs	8-10 yrs	30%	70 %
6	Sri Thirumala Engineering	01	12	10 yrs	35-40 yrs	8-10 yrs	30%	70%
7	Saravana engineering workshop	01	12	10 yrs	35-40 yrs	9-1 yrs	30%	70%
8	Gayanthri Engineering workshop	01	12	10 yrs	35-40 yrs	9-10 yrs	30%	70%

**Source: Field Study March 2022.**

Table Analysis: The above table shows the number of sampled workers their age, experience. age of the company those in jobs and those who are unemployed. Most of the sampled labour were working part time in workshops and other times in rice mills.

**Table :1 B** The criteria affecting the Quality of Work Life

Sl.no.	Name of the workshop	No .of workers	Over time		Workers satisfaction*		Job security		Interstate travel a problem	
			Without wages	With wages	No	Yes	Yes	No	Yes	No
1	SIS engineering workshop	13	30%	10%	20%	15%	10%	5%	5%	5%
2	Krishna engineering workshop	13	20%	10%	10%	10%	15%	15%	10%	10%
3	Star engineering workshop	13	10%	20%	10%	20%	15%	15%	5%	5%
4	A-1 Engineering workshop	13	10%	10%	25%	15%	20%	10%	10%	20%
5	Deccan engineering workshop	12	10%	10%	20%	10%	10%	20%	10%	10%
6	Sri Thirumala engineering	12	10%	10%	20%	10%	15%	15%	10%	10%

7	Saravana engineering workshop	12	15%	15%	20%	10%	20%	10%	10%	10%
8	Gayathri Engineering workshop	12	10%	10%	20%	20%	20%	10%	5%	5%

#### Source Field survey March 2022.

Table Analysis: The table shows that over time was a regular feature mostly without any wages.

\*For workers satisfaction many factors were taken into account such as canteen facilities, transport, drinking water, rest room facilities, hours of work which was from 9a.m to 6p.m, availability of health centres nearby, banking facility, 24x7 power supply with generator back up.

Job security was also not there with only transportation favouring the workers.

Table :2- A The causes for downgrading of the Quality of Work Life and future prospects of these engineering workshops as given by both the sampled workers(W) and managers (M)

#### Causes

Sl no	Name of the workshops	Sampled managers	Sampled workers	Fall or loss of orders		Closure of major PSUs in manufacturing sector		Disability of private sector as a sustainer of these workshops	
				M	W	M	W	M	W
1	S I S Engineering workshop	01	13	10%	30%	20%	20%	10%	10%
2	Krishna engineering workshop	01	12	10%	30%	10%	20%	20%	10%
3	Star workshop	01	13	10%	30%	20%	10%	10%	20%
4	A-1 Engineering workshop	02	13	10%	30%	15%	15%	20%	10%
5	Deccan engineering workshop	02	13	10%	40%	10%	10%	10%	20%
6	Sri Thirumala Engineering	01	12	10%	40%	20%	10%	10%	10%
7	Saravana engineering workshop	01	12	10%	40%	20%	10%	10%	10%
8	Gayathri Engineering	01	12	10%	40%	10%	10%	10%	20%
Total	08 workshops	10	100						

#### Source Field Survey March 2022

The table analysis shows that the common opinion of both the workers and Managers felt that loss of orders was the main reason for the losses incurred by them.

Table: 2 B. Future prospects by changing production and marketing strategies

Sl no	Name of the workshops	Sampled managers	Sampled workers	Change in marketing strategies		Diversification of production & markets		Produce same goods	
				Yes	No	Yes	No	Yes	No
1	S I S Engineering workshop	01	13	50%	50%	79%	21%	86%	14%
2	Krishna engineering workshop	01	12	77%	23%	69%	31%	62%	38%
3	Star workshop	01	13	79%	21%	50%	50%	86%	14%

4	A-1 Engineering workshop	02	13	73%	27%	67%	33%	40%	60%
5	Deccan engineering workshop	02	13	67%	33%	73%	27%	46%	54%
6	Sri Thirumala Engineering	01	12	69%	31%	77%	23%	62%	38%
7	Saravana engineering workshop	01	12	62%	38%	31%	69%	92%	8%
8	Gayathri Engineering workshop	01	12	77%	23%	85%	15%	46%	54%
		10	100						

#### Source –Field Survey 2022 March

The table analysis is for both the responses of workers as well as their managers. Both the groups feel that a change in production and marketing strategies will yield better results.

#### SUGGESTIONS

1. In case the workers find it difficult to work in rice mills as they are semi-trained diploma holders they can try looking for work in other industrial estates in Narasapura. Kolar.
2. Wait for some time till corona situation becomes good and then start afresh with new orders from Deccan Hydraulics.

#### CONCLUSION

Ultimately its seen that the disinvestment of public sectors is going on unabated and so for the engineering workshops located in Bangarpet it will be in this scenario to look for fresh orders in private sector enterprises and other industrial estates and MSEs (Medium scale enterprises) of the government.

#### REFERENCES

1. Stephen J. Havlovic (2008) "Quality of Work Life and Human Resource Outcomes" Industrial Relations A Journal of Economy and Society 30(3):469-479 DOI:10.1111/j.1468-232X.1991.tb00799.x
2. Kunal Gaurav (2012) Quality of a work Life (QWL) employees satisfaction ,Grin Verlag publishing- 3656131783
3. Shyam Singh (2013) Quality of Work Life ,Cadian Academic publishing -9780992165123
4. Dr Sudhanshu Padiya (2015) Quality of Work Life ,Horizon books-9789384044855
5. Supriya Raskar and Sarang Shankar Bhola (October 2018) "Assessment of quality of work life with reference to engineering industry, Satara." VSRD International Journal of Business and Management Research, Vol. VIII Issue X October 2018
6. Joao Leitao, Dina Pereira and Angela Gonçalves (2019) "Quality of Work Life and Organizational Performance: Workers' Feelings of Contributing, or Not, to the Organization's Productivity" Int J Environ Res Public Health. 2019 Oct; 16(20): 3803. Published online 2019 Oct 10. doi: 10.3390/ijerph16203803
7. Ajeet Pathak (2021) Work Life Balance ,Notion Press -1685231950
8. <https://www.iosrjournals.org>
9. <https://www.nbinlm.nih.govt>
10. <https://academia.edu>
11. <http://www.indusedu.org>
12. <https://en.wikipedia.org>