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**Suryanarayana**  
Department of Commerce and  
Management, Government  
College, Bangalore, India

**Krishna Mouli**  
Department of Industrial  
Engineering and Management,  
MVJ College of Engineering,  
Bangalore, India

## **A quality of work life study on unorganized construction worker in Andhra Pradesh**

**Suryanarayana and Krishna Mouli**

### **Abstract**

The human are social beings, when living in a social environment work life and personal life are important components of the life. The average time a person spending time in work pace is about 8 hours per day, whenever a person spends more time in workplace the working environment stress and pressure effect the performance of a person. The majority of research work done in quality of work life is related to organisations where the employee are pampered with perks and benefits, the unorganized sector is privies of the society. The unorganized sector personal doesn't have luxury that is been provided by an organized sector, the current work tries to expose the working condition of construction worker in unorganized sector. The construction workers are classified according their work nature Mason, Painter and helpers, the data is collected from the field with help of questionnaire. The helper are exposed to more physical efforts than any of the workers with most of them are females, the working condition are not adequate as basic necessities like clean drinking water are not provided.

**Keywords:** Quality of work life, construction workers, unorganized sector

### **1. Introduction**

Human Resource Management accepted more noteworthy importance in the turbulent, Competitive and constantly changing business Environment. The remarkable development of the order human asset administration world over has slung the control to the corporate importance. Any choice in an association is focused around the learning aptitudes and capacities sets accessible in that association. The HR system is adjusted to the corporate methodology in that the development, expansion vital organizations together, choice on item blend, modernization are all focused around the Human Capital accessibility of that association.

The nature of products or administrations, as it were, in an association is impacted by the nature of capable human asset accessible in that association. The nature of HR depends on the nature of working life accessible in an association. The term nature of working life (QWL) is a thorough one in that it includes an extensive variety of parameters to incorporate physical wellbeing, Psychological wellbeing, Emotional, Moral and otherworldly prosperity of the workers and officials. Cash go about as a help up to a certain level past which the components, for example, Recognition, Appreciation, Autonomy, Honors and Awards will go about as a force to drive the workers to help more for their own particular achievement and worth and additionally for the authoritative adequacy

The point of convergence QWL is a fundamental variable that makes every representative to act with cohesiveness for harvesting rich results. Presently, the inquiry is the means by which far the QWL is made, maintained and redesigned for enduring achievement of the association notwithstanding the development of the opposition overarching in the present worldwide request.

#### **1.1 Nature of Quality of Work life**

The term 'quality of work life' has different connotations to different persons. For Example, to a worker in an assembly line, it may just mean a fair days pay, safe working conditions, and a supervisor who treats him/her with dignity? To a young new entrant, it may mean opportunities for advancement, Creative tasks and a successful career. To academics it means the degree to which members of work organization are able to satisfy important personal needs through their experiences in the organization.

**Correspondence**  
**Suryanarayana**  
Department of Commerce and  
Management, Government  
College, Bangalore, India

There are many factors which can contribute to QWL, they are:

1. Adequate and fair compensation adequacy to the extent to which the income from a fulltime work meets the needs of the socially determined standard of living.
2. Safety and healthy working conditions, including reasonable hours of work and rest pauses, physical working conditions that ensure safety, minimize risk of illness and occupational diseases and special measures for protection of women and children.
3. Security and growth opportunity, including factors like security of employment and opportunity for advancement and self-improvement.
4. Opportunity to use and develop creativity, such as work autonomy, nature of supervision, use of multiple skills, worker's role in the total work process and his/her appreciation of the outcome of his/her own efforts and self-regulation.
5. Respect for the individuals personal rights such as application of the principles of natural justice and equity, acceptance of the right to free speech, and right to personal privacy in respect of the workers off the job behaviour.
6. Work and family life, including transfers, schedule of hours of work, travel requirements, overtime requirements and so forth.

It is worth noting that often the condition that contributes to motivation [Equitable salaries, financial incentives, effective employee selection etc.] will also contribute to QWL. Some of these activities (Like Job enrichment) might contribute indirectly to QWL by tapping the workers higher-order needs, and motivating them still, other activities may contribute directly to QWL providing for a safer work place, less discrimination on the job and so forth.

**2. Review of Literature**

**2.1 R.S.M Lau, Bruce E. May (1998)**

This study, a Win –Win Paradigm for quality of work life and business performance developed and tested hypotheses, to examine critically how the perceived image of companies QWL would affect its market and financial performances. Growth and profitability of two groups of publicity held companies were compared based on sales growth, asset growth, and return on equity and return on assets.

**2.2 David Lewis and four others (2001)**

This research article entitled Extrinsic and Intrinsic determinants of quality of work life highlights that, whether Extrinsic and Intrinsic traits best predict satisfaction with quality of work life in Health care. According to them extrinsic traits are salaries and tangible benefits, intrinsic traits include skill levels, Autonomy and challenge.

**3. Statement of Problem**

Chaotic segment labourers are the individuals who don't have any employer stability, pay security or standardized savings and are in this manner to a great degree defenceless against exogenous stuns. The construction worker are classified as skilled and unskilled labours but their also a special case of semi-skilled labours. The issues of under paid worker for the non-specialists as a rule and in the disorderly area specifically merit uncommon stress and concentrate in perspective of their minimized position inside the class of labourers. Especially ladies labourers who are

compelled to work in the chaotic part are frequently from the poorest segments. Destitution traps them into working at all ensured and most low paid occupations.

**3.1 Objectives**

1. To comprehend the different types of labours class and measure the injustices in unequal salary paid for many years.
2. The Quality Work Life of the Inter State migrant labourers, both men and women and the work life balance in this occupation is to be analysed.

**4. Data Analysis**

The associated data of the unorganized construction workers in the following manner

1. Mansion workers(including helpers) -250
2. Painters- 50

To facilitate the study, Andhra Pradesh is divided into 6 regions based on states government guidelines, the data are collected from construction site in residential area. The respondents unorganized construction workers have been based on exit interview.

To begin with the general profile of the retailer has been analyzed and the results are tabulated

**Table 4.1:** Age group according to regions

ZONE	Age - count					Total
	16-20	21-30	31-40	41-50	51-60	
Anantapur	9	16	9	11	16	60
East Godavari	10	22	10	2	17	60
Visakhapatnam	16	11	9	6	18	60
Kurnool	4	16	14	7	19	60
Hyderabad	12	16	7	14	12	60
Total	50	81	300	40	81	300
Percentage	17%	27%	16%	13%	27%	

\*Primary source data

The table 4.1 shows the age wise distribution of mason worker in the following zones from the data clearly displays that the most of the mason worker are young with a total of 44% of them with age below 30.

**Table 4.2:** Gender Composition of Construction Workers

ZONE	Gender - count		Total
	Male	Female	
Anantapur	34	26	60
East Godavari	16	44	60
Visakhapatnam	28	32	60
Kurnool	47	13	60
Hyderabad	38	22	60
Total	163	137	300
Percentage	54%	46%	

\*Primary source data

The table 4.2 clearly illustrates that females have a major role to play in the construction work, the female construction workers who do the mason work or help in transporting the raw materials like water, sand, cement and bricks from floor to floor or one side to another. The work involves more physical efforts like lifting loads and places the object in different location. The male workers also do similar work to female but involve in more intense work like pulling heavy loads to different floors of a building. The east Godavari regions has more females in the work area

compared to the other region of the state, Kurnool regions is contrary to Godavari region with least female workers working it common observation done by the interviewer as the regions changes the culture is effecting the ratio of females and males to work. The capital city has almost equal distribution of workers gender.

**Table 4.3:** Education Qualification of Construction Workers

ZONE	Education - count			Total
	School drop out	10th standard	Illiterate	
Anantapur	19	1	40	60
East Godavari	16	2	42	60
Visakhapatnam	13	11	36	60
Kurnool	19	5	36	60
Hyderabad	16	9	35	60
Total	83	28	189	300
Percentage	28%	9%	63%	

\*Primary source data

The table 4.3 clearly indicates that most of the workers are illiterate with 63% of them have no education and are from poor family background. 9% of the total worker have passed 10 that's the highest qualification that they have attended, 28% of them are school dropout and know how to read and

write in their local language. Anantapur and east Godavari region have most uneducated worker among the regions with the capital city having least among the regions.

**Table 4.4:** Details of Nature of Work Region Wise

ZONE	Nature of work- count			Total
	Mansion worker	Helper in construction	Other helpers	
Anantapur	9	24	27	60
East Godavari	8	24	28	60
Visakhapatnam	15	16	29	60
Kurnool	11	25	24	60
Hyderabad	6	20	34	60
Total	49	109	142	300
Percentage	16%	36%	47%	

The table 4.4 shows the nature of work region wise the respondents were asked about nature of work done by the construction workers 16% of consists of mansion worker who are brick layers who are classified as skilled labours, helper consist of 36% of the sample, the role of they is to bring the construction materials to the work site. 47% of them are beginners and trainee who have coming to learn the art of brick lying.

**Table 4.5:** Nativity of the Construction Workers

ZONE	Nativity - Count				Total
	Localities (within the state)	Immigrant from northern state	Immigrant from neighboring states	Immigrant from outside India	
Anantapur	19	7	30	4	60
East Godavari	38	5	17		60
Visakhapatnam	22	11	26	1	60
Kurnool	29	6	25		60
Hyderabad	12	13	33	2	60
Total	120	42	131	7	300
Percentage	40%	14%	44%	2%	

The questioner was designed to understand the construction worker wellbeing and their lifestyle, 40% of the worker are local state people who live and know the same language and similar culture. The rest 60% are immigrants who have immigrated for construction work with poor facility to live and not understanding the local culture. A migration from neighbouring state is high with 44% of them and people from other small countries have immigrated to work in this industry but their numbers are only 2%.

**Table 4.6:** Worker Nature Information Based On Gender

Work Nature(Designation)	Count		Total
	Male	Female	
Independent contractor	22	1	23
agent	89	77	166
Working under a contract	66	40	106
Freelance	5	0	5
Total	182	118	300
Percentage	61%	39%	

The construction industry constitutes different class of worker, the classification in generic terms are Skilled, Semi-skilled and unskilled labors. The skilled labors are Mansion workers with years of experience in wall construction, flooring and slab construction work is the main job descriptions, the role of helper is to bring construction materials to the mansion workers the class of labors are classified as unskilled labor, the worker who places the

bricks and mix cement in the right proportion are classified as semi-skilled labor who are also called as junior mansion worker.

**Table 4.7:** Worker Duration Information Based On Gender

Work Duration	Count		Total
	male	female	
Less than 6 months	22	1	23
one year	89	77	166
two years	66	40	106
five years	5	0	5
Total	182	118	300
Percentage	61%	39%	

The workers living in the same vicinity are bond to travel but the data which is collected suggest that the most of workers are within states different regions which force them to stay in the shelter provided by the builders or the owners

**Table 4.8:** Work Timings Information Based On Gender

Work Timings	Count		Total
	Male	Female	
Less than 4 hours			0
4 TO 6		3	3 (0.01)
6 TO 8	28	13	41 (13.66)
8 TO 10	37	21	58 (19.33)
10 TO 12	117	81	198 (66%)
Total	182	118	300
Percentage	61%	39%	

The data suggests that the worker have a work a minimum of 10 to 12 hours daily to earn their living very few workers have the leisure of worker less hours in a construction site. The data suggest that 182 males out of the 300 samples collected constitutes the total sample data collected, the data suggest that 66% of the workers are working more than 10 to 12 hours per day. The workers have to work minimum 10 hours to earn their living the data is shocking as the exploitation in this sector the worker are been working for longer duration than imagined this is an classical example of exploitation of work.

### 5. Findings

- a. There has been a positive movement for both male and female laborers from low wage section to a higher pay section after relocation and work in the development work.
- b. The workers don't tend to work under the same contractor or agent for more than 2 years which means that they are hoppers.
- c. The immigrant workers are from the neighbouring states rather than northern states are popularly believed.
- d. The educational background of the worker is not en, with few of them having education during their childhood.
- e. Besides the wages of the vagrant development specialists is short of what that of the nearby laborers.
- f. The Quality Work Life of the male and female transient development laborers is not agreeable.

### 6. Conclusion

The researcher after a thorough empirical observation in the sample of different regions in Andhra Pradesh on the topic of quality of work life in unorganized construction industry concludes that the worker working environment is profound and is practiced to the core to achieve the desired outcomes of quality, productivity and profitability. The quality of work life environment is unacceptable in unorganized construction industries. The workers unskilled and semiskilled potentialities are harassed and paid less which leads to excess stress on them. Results can be achieved through the mechanism of physical environment, psychological environment and social environment. Physical environment wiped out physical strain and labour turnover significantly; on the contrary it contributed to increased productivity and profitability.

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