

# REVERBERATION OF AADHAR ENABLED PUBLIC DISTRIBUTION SYSTEM (AePDS) ON THE EFFECTIVENESS OF OPERATIONS – A STUDY WITH SPECIAL REFERENCE TO KOTTAYAM DISTRICT

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## **ABSTRACT:**

*The Public Distribution System (PDS) plays a significant role in the Indian government's poverty alleviation programmes by distributing essential commodities like rice, wheat, sugar and kerosene at subsidised prices. Today, the public distribution is implemented by Aadhaar authentication with biometric and iris authentication. Main objective of the Aadhaar enabled Public Distribution System is to improve service delivery through online real time transactions, to issue food rations to the genuine and eligible cardholders in time and to make a fool proof PDS.*

*The present study was carried out to understand the efficiency of Aadhaar Enabled Public Distribution System in bringing about transparency in PDS and food security, to study the impact of Aadhaar Enabled Public Distribution System (AePDS) on quality and efficiency of PDS and to evaluate if there is any improvement in the public distribution system after the introduction of EPOS System.*

*The study concludes that with the effective utilization of technology and with the linkage of Aadhaar card in Public Distribution System by using Aadhaar Enabled Public Distribution System we have been able to overcome a lot of issues in ration shops.*

**Keywords:** *Ration cards, Ration shops, Aadhaar Enabled Public Distribution System.*

## **INTRODUCTION:**

The Public Distribution System (PDS) plays a significant role in the Indian government's poverty alleviation programmes and discharging its social development obligations by providing food grains and essential items to the rural and urban poor at subsidized rates. While the social objective is of protecting poor citizens from the vagaries of market forces, the PDS current system has several well documented problems such as lack of transparency, accountability, poor governance and poor service delivery mechanisms.

PDS is primarily a social welfare and anti-poverty programme of the Government of India that distributes essential commodities like rice, wheat, sugar and kerosene at subsidised prices. PDS

provides rationed amounts of basic food items and other non-food products at below market prices to consumers through a network of fair price shops disseminated over the country. The PDS is considered as the principal instrument in the hands of Government for providing a safety net to the poor and the downtrodden. The system serves triple objectives namely protecting the poor, enhancing the nutritional status and generating a moderate influence on market prices. Thus the main objectives of the PDS can be summarised as follows;

1. Maintained price stability
2. Raising the welfare of the poor (by providing access to basic foods at reasonable prices to the vulnerable population)
3. Rationing during situations of scarcity
4. Keeping a check on private trade

But whether or not these objectives are being met is the question of the hour. Can the enormous public expenditure on the system for the procurement, transportation, storage and distribution of commodities be justified? Scholars are of the opinion that system itself should be made redundant and that time has come for an entirely different scheme to ensure food security.

#### **Targeted Public Distribution System (TPDS) to AePDS**

With a view to reduce the burden of food subsidy and targeting it better to the really needy people, the Government of India adopted the Targeted Public Distribution System (TPDS) from June 1, 1997. TPDS aims at providing food grains to people below the poverty line at highly subsidised prices from the PDS and food grains to people above the poverty line at much higher prices than the poverty line. Thus, the TPDS adopted by the Government of India maintains the universal character of the PDS but adds a special focus on the people below the poverty line (known as BPL).

TPDS schemes are implemented by Aadhaar authentication with biometric and iris authentication. Main objectives of Aadhaar enabled Public Distribution System are to improve service delivery through online real time transactions, to issue food rations to the genuine and eligible cardholders in time, to make a fool proof PDS System, free from hoarding, stock diversions and corruption etc. At ePOS level the application is provided bilingual - in English and local language to the user.

The main purpose of the Secure Ration Card System is to reduce the paper works involved, widespread corruption, misuses of cards and duplications of ration cards and to reduce the time complexity of the manual data entries and checks. Many fake ration cards users exist which is against the Law, it helps to curb these things. Our system is used to protect the products of FPS in black markets. This system mainly focuses on designing and implementation of a security system for a ration card using finger print recognition.

AePDS, uses fingerprints for identifying individuals using a biometric device and it is the science of verifying the identity of an individual through physiological measurements or behavioural traits. Since biometric identifiers are associated permanently with the user they are more reliable than token or knowledge based authentication methods.

## RESEARCH OBJECTIVES:

1. To understand the efficiency of Aadhaar Enabled Public Distribution System in bringing about transparency in PDS and food security
2. To study the impact of Aadhaar Enabled Public Distribution System (AePDS) on quality and efficiency of PDS
3. To study the existing problems relating to the implementation of Aadhaar Enabled Public Distribution System (AePDS)
4. To evaluate if there is any perceived improvement in the public distribution system after the introduction of E Aadhaar Enabled Public Distribution System (AePDS) among different cardholders.

## HYPOTHESIS:

Based on the objectives following hypothesis is set:

H0: There is no significant association between perceived impact of Aadhaar Enabled Public Distribution System (AePDS) on quality and efficiency of PDS and the kind of ration card held.

H1: There is a significant association between perceived impact of Aadhaar Enabled Public Distribution System (AePDS) on quality and efficiency of PDS and the kind of ration card held.

## METHODOLOGY

This study is based on primary data collected from household survey conducted in Kottayam district, Kerala using Questionnaires and Schedules. Purposive sampling is used to select four types of card holders and then random sampling is used to get respondents within each card category. Total 250 cardholders are surveyed.

## SCOPE OF THE STUDY

The study 'Impact and Issues of Aadhaar Enabled Public Distribution System (AePDS) in Kerala' was carried out in the district of Kottayam. A total of 250 respondents were selected and the findings generalised for the entire state.

Respondents were selected from Kottayam town and from Panachikkad panchayat. This was done in order to ensure that respondents from all four different card categories were obtained.

## LIMITATIONS OF THE STUDY

Major limitation of the study is the lack of effective response from ration card-holders. Many cardholders were reluctant to share their sincere opinion regarding the efficiency or quality of service delivery. Most of the BPL cardholders expressed their concern over losing the BPL status and such worries are reflected in the pattern of their responses regarding the service delivery.

## REVIEW OF LITERATURE

In recent years, there has been tremendous growth in the literature on PDS. Therefore it is just not possible to conduct a survey of all available literature on the subject. Keeping in view the limitation of research scholar in terms of time and resources, we briefly review some of the earlier studies on PDS in India to identify gaps in research, if any, which would help in formulating the methodology of present study.

**Dev and Suryanarayana (1991)** tried to evaluate the validity of the criticism against the public distribution system that it is urban and pro rich using the National Sample Survey data on the utilization of public distribution system for the year 1986 -87. The study explains that the nature of bias differs depending on the commodity in question and the criterion used.

**Rao (1991)** conducted a study to measure the effectiveness of PDS and to review the Central Government policy on the PDS in rural areas of Khanapur Havali in Khammam district of Andhra Pradesh which is a scheduled caste area. The study observes the quantities of commodities supplied and demanded in the area and problems faced by the people.

**Geeta and Suryanarayana (1993)** have reviewed the objectives of PDS during different five year plans, investigated interstate PDS disparities and their implication for on-going PDS reforms. The study was based on the data taken from the various issues of Bulletin of Food Statistics (Central and state governments) and NSS data (on consumer expenditure).

**Balakrishnan and Ramaswami (1997)** have addressed the question of whether certainly it is that consumers observe the quality of grains available in the PDS to be lower than that of grains available in the private market and if quality difference exist, how they matter. The study identified the consumer perception of quality difference between the grain from PDS and from private sources as the significant mechanism of price transmission from the PDS to open market.

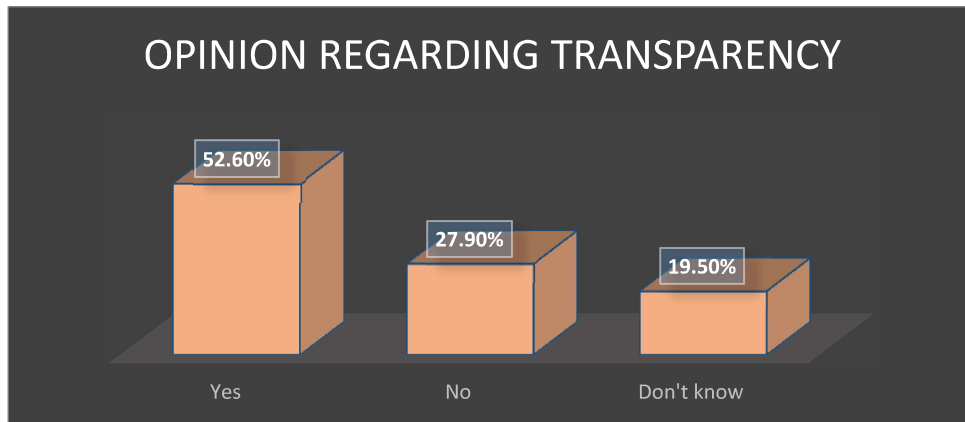
**Inderkanth (1997)** has made an attempt to throw light on the leakages in public distribution system in Andhra Pradesh and to examine the targeting efficiency. The paper states that the subsidised rice scheme benefitted nearly 70 per cent of population while only about the 20 per cent of the population were estimated to be poor. The paper pointed out that the diversion or leakages took place at three levels.

**Swaminathan (2001)** has studied about the inefficiency of public distribution system. The study points out the cruel paradox of Indian economy that the introduction of targeting, based on income poverty line, led to the exclusion of millions of vulnerable from the BPL category and subsequently from the PDS.

## DATA ANALYSIS AND INTERPRETATION

### Transparency of PDS after introduction of AePDS:

PARTICULARS	PERCENTAGE
Yes	52.60%
No	27.90%
Don't know	19.50%

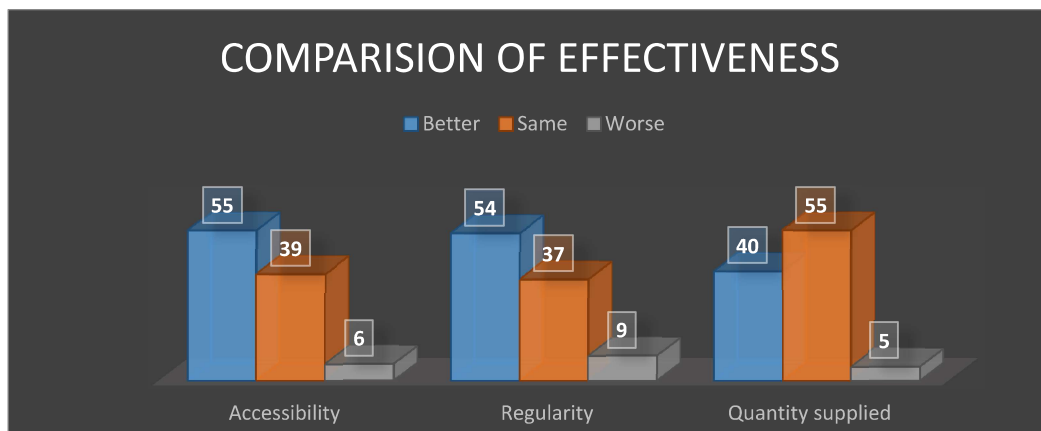


**INFERENCE**

The analysis shows that about 53% of respondents feel that the PDS is more transparent after the introduction of AePDS

**Effectiveness of Aepds**

Particulars	Accessibility	Regularity	Quantity supplied
Better	55	54	40
Same	39	37	55
Worse	6	9	5



**INFERENCE**

The analysis shows that about 55% of respondents feel that the PDS is better in terms of accessibility, after the introduction of AePDS .

**Testing of Hypothesis**

H0: There is no significant association between perceived impact of Aadhaar Enabled Public Distribution System (AePDS) on quality and efficiency of PDS and the kind of ration card held

H1: There is a significant association between perceived impact of Aadhaar Enabled Public Distribution System (AePDS) on quality and efficiency of PDS and the kind of ration card held

Perceived Impact/ Type of Ration card	Non-Priority	Non-priority subsidy	BPL/AAAY	Total
YES	35	28	60	123
NO	11	29	87	127
Total	46	57	147	250

$$\chi^2 = 17.439, \quad df = 2$$

The calculated value of Chi-square = 17.439

Critical value of Chi-square for 2 df at 5% significance is 5.991

Since the calculated value is greater than the table value, we reject the null hypothesis with 95% accuracy. Therefore there is significant association between perceived impact of Aadhaar Enabled Public Distribution System (AePDS) on quality and efficiency of PDS and the kind of ration card held

### FINDINGS, SUGGESTIONS AND CONCLUSIONS

With the effective utilization of technology and with the linkage of Aadhar card in Public Distribution System by using Aadhaar Enabled Public Distribution System we have been able to overcome a lot of issues in ration shops.

The perceived impact of making the ration card aadhaar enabled has been felt by the beneficiaries.

The system has helped to curb the pilferage of commodities and also ensured that the goods go to the real beneficiaries.

A computerized ration system has helped to achieve paperless work and to increase efficiency and security while using this system.

Using this system can achieve transparency and reduce the flow of commodities to the black market. This system protects the card owner's right and also helps in efficient working of ration shops.

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# **CRASH OF EMPLOYEE MOBILITY ON ORGANISATIONAL PERFORMANCE**

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## **ABSTRACT**

The notion of employee mobility in the IT sector has played a crucial role in recent years. The study mentions the reason for the lack of jobs. The purpose of the analysis is to analyse the driving variables and the explanations for employee mobility. There is a important effect of employee mobility on organizational efficiency, the study states. The company will suffer a significant loss if IT workers leave voluntarily, as it could be one of the negative factors in the road map for an economy of 5 trillion in India

**Keywords: Employee mobility, Crash, Organizational performance**

## **INTRODUCTION**

Employee mobility refers to the transfer and promotion of employees from the work environment. Transfer is the lateral movement of employees from one position, division, department or unit to another(Bhattacharyya, 2006). When an employee is transferred with promotion it becomes a positive motivation were as without sounds negative motivation. According to Paul Pigors and Charles A.Myers, "Promotion is advancement of an employs to a better job- better in terms of greater responsibility, more prestige or status, greater skill and especially increased rate of or salary". Promotion has got a few condition like:- promotion with status and higher pay, promotion with status, promotion with higher pay...etc Organization adopt different bases of promotion depending upon the nature, size, management etc(Rao, 2013) when the employee mobility creates negative motivation it increases employee turnover. Employee turnover refers to the outflow of human recourse due to some negative motivation. Employees give utmost importance to counseling facilities, transport facilities, medical facilities, transfer, promotion etc in order to enhance their satisfaction(Jagadeesan, 2019). Employees when gets de-motivated, they opt for a better higher option. From the employee's perspective, there is need to understand the factors affecting their own career(Rao, 2013).

## **STATEMENT OF THE PROBLEM**

The purpose of this study is to find out the collision of employee mobility on employee turnover in it sector in IT sector'. The study also aims to evaluate the positive and negative effect of employee mobility on employees.

## **SCOPE OF THE STUDY**

The present study aims at analyzing the effects of employee mobility on turnover in IT sector. The study analyzes the role of employers in implementing the employee mobility aspect in IT. And to provide a better understanding of employee turnover.

## **OBJECTIVE OF THE STUDY**

- To analysis the impact of employment mobility on employee turnover.
- To analysis the problems at workplace that affects employee mobility.
- To evaluate whether there is a relationship between quality of work done and employment mobility.
- To study work stress faced by the employees in achieving employee mobility



**HYPOTHESIS OF THE STUDY**

**H0:** There is no association between Employee mobility rate and the profitability in IT sector

**H1:** There is association between Employee mobility rate and the profitability in IT sector

**RESEARCH METHODOLOGY****Universe of the Study**

The population for the present investigation consist of IT professional from IT industry of Tamil Nadu.

**Data collection**

Secondary data are collected and assembled for some project other than one at hand. Secondary data collected through website. Tools utilized for analysis of data are percentage and chi-square test.

1. Eric Schulz, Sanjib Chowdhury, David Van de Voort, 2013. The study examining firm specific humancapital's association with higher employee compensation have been inconclusive. The current study proposes that firm specific humancapital be categorized as task specific and non task specific. Employees accumulate task specific humancapital through duties conducted in their current position. Non task specific humancapital represents experiences gained in prior positions to an employee's current job within the firm. This study examines the association between forms of humancapital and employee compensation at different levels of firm productivity. Results show that task specific humancapital is associated with higher employee compensation. In addition, firm productivity moderates this association.
2. Marianne J. Koch, Rita Gunther Mcgrath, 2016. Despite the consistency with which the theoretical and normative connections between human resource management practices and firm-level performance outcomes are made, empirical studies that link the two are sparse. This paper presents results from a study of 319 business units that addresses this gap. Hypotheses are derived from a resource-based perspective on strategy. Positive and significant effects on labor productivity are found for organizations that utilize more sophisticated human resource planning, recruitment, and selection strategies.
3. Jennifer Aden Murnane, 2017. Organizational citizenship behaviour, when part of a leadership development program, can have an impact on an organization's culture and can impact measurable, tangible business outcomes. Striving for increased organizational citizenship behaviors as a component of leadership development programs can be beneficial in realizing greater organizational humancapital and business impact, such as job satisfaction, reduced turnover, organizational effectiveness, and increased customer satisfaction. The associated steps for integrating organizational citizenship into a leadership development program and measuring it are outlined.
4. John E. Delery, Dorothea Roumpi, 2009. The resource based view (RBV) of the firm has been consistently used as a backdrop in strategic human resource management (SHRM) research and has the potential to bridge the 'micro-macro' divide. The tension between the SHRM and the strategic humancapital literature, however, signifies that RBV has not reached its potential. In this paper, it begins with a brief review of the conceptual logic linking human resource management (HRM) practices and firm outcomes that aim at highlighting the different treatment of RBV in the SHRM and strategic humancapital literatures. It then proposes a conceptual model that suggests that HRM practices are not simple levers that enable firms to create sustainable competitive advantage, as most of the strategic humancapital research postulates. On the contrary, it argues that HRM practices can contribute to a firm's sustainable competitive advantage not only by enhancing employees' ability, and offering motivation and opportunities.
5. Mousumi Bhattacharya, D. Harold Doty, Thomas Garavan, 2009. In contrast to the traditional focus of HRD on humancapital accumulations it examines the issue of variability in humancapital investment. Drawing on Real Options Theory, it theorizes that larger firms and firms that are faced with greater organizational risk will create a greater number of options in terms of humancapital investment decisions resulting over time in greater variability in labor costs. Based on a large sample of U.S. firms and longitudinal data, it found that labor cost variability was positively related to organizational risk and firm size, but negatively related to capital intensity. These relationships are significant even after controlling for employment variability.
6. Alex Bryson, Andy Charlwood, John Forth, 2006. This article investigates the relationship between worker voice practices, employee perceptions of managerial responsiveness and labour productivity. It argues that managerial responsiveness is a critical but under-investigated variable in the study of the relationship between worker voice,

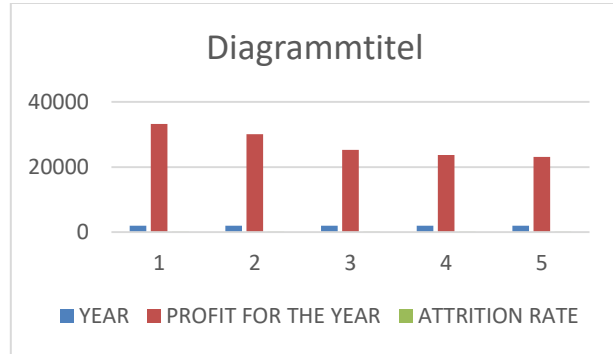
human resource management and performance. Our results suggest that managerial responsiveness to worker voice does lead to superior labour productivity. However, this relationship is only found in non-union workplaces and there is little relationship between formal voice regime and productivity. One important implication of this finding is that more responsive management will result in improved productivity, so policy interventions should focus on how to motivate managers to become more responsive to their employees.

7. Patrick M. Wright ,Gary C. McMahan,2011. The field of strategic human resource management has seemingly rediscovered human capital with increasing research focused on human capital as a mediator in the relationship between HR practices and performance. In this paper it review human capital definitions and measurement approaches within this literature. It then identify some of the issues emerging with human capital research. Finally, it propose some future directions for research on human capital in organisations.
8. Taesung Kim,2015. The current research examined the structural relationship between organizational investments in employee development and career development interventions, organizational human capital, and organizational long-term performance in the Korean business context. Four research questions were examined using the survey data with 469 sample corporations from the Human Capital Corporate Panel (HCCP) 2009 data set (the data set collected and shared for research purposes in Korea). The statistical strategies included measurement testing and examination of the predictive and mediating relationships between the variables, followed by the effect size comparison. The results of the statistical analyses indicated that the positive impacts of employee and career development interventions on organizational process and customer competencies are fully mediated by improved organizational human capital. That is, no statistically significant relationship between the learning interventions and organizational long-term performance was established without the critical mediating role of human capital. Based on the empirical findings, this research suggested implications for practice and recommendations for future research.
9. Edoardo Della Torre,Christopher D. Zatzick,David Sikora,Luca Solari,2017. It assess the influence of workforce churning on the relationship between organisational human capital and labour productivity. Building on collective turnover research and human capital theory, it examine how the components of workforce churning (i.e., voluntary turnover, involuntary turnover, and new hires) influence the relationship between existing human capital and labour productivity. Further, it examine how this influence varies according to a firm's technological intensity. Our data come from 1,911 Italian manufacturing firms and reveals that collective voluntary turnover negatively affects the relationship between organisational human capital and labour productivity regardless of an organisation's level of technological intensity. In contrast, collective involuntary turnover enhances the relationship between human capital and labour productivity, and its effect is even stronger for organisations with more technologically intensive operations. Finally, our results suggest that the integration of new hires disrupts the relationship between human capital and productivity, particularly for firms with technologically intensive operations.
10. Dana B. Minbaeva,2017. Despite the enormous interest in human capital analytics (HCA), organizations have struggled to move from operational reporting to HCA. This is mainly the result of the inability of analytics teams to establish credible internal HCA and demonstrate its value. In this article, it stress the importance of conceptualizing HCA as an organizational capability and suggest a method for its operationalization. It argue that the development of HCA within an organization requires working with three dimensions of HCA: data quality, analytics capabilities, and strategic ability to act. Moreover, such work must be undertaken on three levels: individual, process, and structure.

## **DATA ANALYSIS**

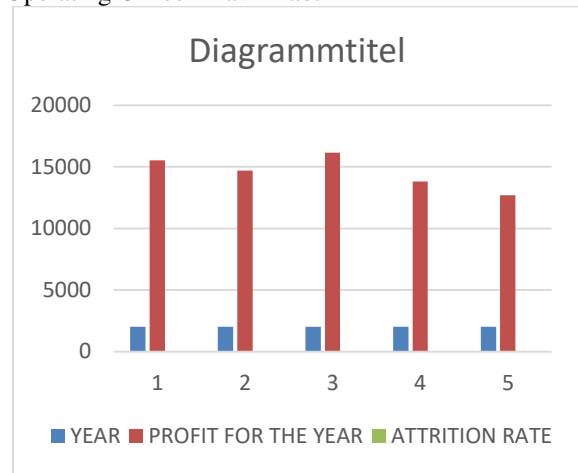
TCS provided letters to more than 30,000 fresh students, 40% of whom were aboard in the first year. Agencies The attrition rate for the organization was also lower than peers, at 11.5 percent in the quarter of June, compared with 23.4 percent for Infosys.

TATA CONSULTANCY SERVICE(TCS)		
YEAR	PROFIT FOR THE YEAR	ATTRITION RATE
2020	33260	11.1
2019	30065	11.5
2018	25241	11.8
2017	23653	11.3
2016	23075	15.5



Infosys has reduced the overall attrition rate from a slightly higher rate last quarter of 23.4 per cent to 21.7 per cent. During the second quarter, its larger rival TCS reported attrition of 11.6 per cent. "While tech services (employee) attrition is 19.4%, only voluntary was under 18%," said Chief Operating Officer PravinRao.

INFOSYS		
YEAR	PROFIT FOR THE YEAR	ATTRITION RATE
2020	15543	19.4
2019	14702	23.4
2018	16155	16.4
2017	13818	21.5
2016	12693	23.4



At the end of December 2017, HCL registered a substantial increase of 15.2 percent from December 2016, when the attrition rate was 17.9 percent. Not every company will see the same benefits of operations in Tier II cities

HINDUSTAN COMPUTERS LIMITED(HCL)		
YEAR	PROFIT FOR THE YEAR	ATTRITION RATE
2020	8969	16.3
2019	8185	17.3
8	7362	15.5
2017	6873	15.2
2016	4719	17.9

**TESTING OF HYPOTHESIS**

H0: There is no association between Employee mobility rate and the profitability in IT sector

H1: There is association between Employee mobility rate and the profitability in IT sector

**ANALYSIS 1**

TATA CONSULTANCY SERVICE(TCS)		
YEAR	PROFIT FOR THE YEAR	ATTRITION RATE
2020	33260	11.1
2019	30065	11.5
2018	25241	11.8
2017	23653	11.3
2016	23075	15.5

X Values

$$\sum = 135294$$

$$\text{Mean} = 27058.8$$

$$\sum(X - M_x)^2 = SS_x = 78266652.8$$

Y Values

$$\sum = 61.2$$

$$\text{Mean} = 12.24$$

$$\sum(Y - M_y)^2 = SS_y = 13.552$$

X and Y Combined

$$N = 5$$

$$\sum(X - M_x)(Y - M_y) = -18279.86$$

R Calculation

$$r = \frac{\sum((X - M_x)(Y - M_y))}{\sqrt{(SS_x)(SS_y)}}$$

$$r = -18279.86 / \sqrt{(78266652.8)(13.552)} = -0.5613$$

Meta Numerics (cross-check)

$$r = -0.5613$$

**ANALYSIS 2**

INFOSYS		
YEAR	PROFIT FOR THE YEAR	ATTRITION RATE
2020	15543	19.4
2019	14702	23.4
2018	16155	16.4
2017	13818	21.5
2016	12693	23.4

X Values

$$\sum = 72911$$

$$\text{Mean} = 14582.2$$

$$\sum(X - M_x)^2 = SS_x = 7564266.8$$

Y Values

$$\sum = 104.1$$

$$\text{Mean} = 20.82$$

$$\sum(Y - M_y)^2 = SS_y = 35.328$$

X and Y Combined

$$N = 5$$

$$\sum(X - M_x)(Y - M_y) = -13400.82$$

R Calculation

$$r = \frac{\sum((X - M_x)(Y - M_y))}{\sqrt{((SS_x)(SS_y))}}$$

$$r = -13400.82 / \sqrt{((7564266.8)(35.328))} = -0.8198$$

Meta Numerics (cross-check)

$$r = -0.8198$$

### ANALYSIS 3

HINDUSTAN COMPUTERS LIMITED(HCL)		
YEAR	PROFIT FOR THE YEAR	ATTRITION RATE
2020	8969	16.3
2019	8185	17.3
2018	7362	15.5
2017	6873	15.2
2016	4719	17.9

X Values

$$\sum = 36108$$

$$\text{Mean} = 7221.6$$

$$\sum(X - M_x)^2 = SS_x = 10385787.2$$

Y Values

$$\sum = 82.2$$

$$\text{Mean} = 16.44$$

$$\sum(Y - M_y)^2 = SS_y = 5.312$$

X and Y Combined

$$N = 5$$

$$\sum(X - M_x)(Y - M_y) = -2769.62$$

R Calculation

$$r = \frac{\sum((X - M_x)(Y - M_y))}{\sqrt{((SS_x)(SS_y))}}$$

$$r = -2769.62 / \sqrt{((10385787.2)(5.312))} = -0.3729$$

Meta Numerics (cross-check)

$$r = -0.3729$$

The analytical data states a negative relationship. The profitability decreases with the increase in employee mobility rate. Therefore, the null hypothesis is rejected, There is an inverse relationship between Employee mobility and profitability.

### CONCLUSION

The conclusion that can be drawn from the study conducted is as follow:

Employee mobility refers to employee movement through grades or responsibilities. It requires a total change of occupation often. Technically, mobility may be upward or downward, but we are talking about upward (or sometimes lateral) mobility for our purposes here. Here in the study employee mobility is considered as the change of position either through retirement, promotion, VRS or resignation. The study focuses the impact of employee mobility on organizational performance. Employee mobility has inverse relation with the organizational performance. Organizations can develop skills among the employee through training and other related programs which help them to overcome the problem of employee mobility. Organizational performance depends not only on employee mobility. For the study three IT companies have been considered.(HCL,INFOSYS.TCS)The analytical data states a negative relationship. The profitability decreases with the increase in employee mobility rate.

Therefore, the null hypothesis is rejected, There is an inverse relationship between Employee mobility and profitability.

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## Reverie the 'Attribution of Work Force among Employees of it Sector

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### ABSTRACT

The attribution of the workforce is a different way of thinking about people, work, and organizations. It focuses on both how people can do work better and how work can do good. It means the spirit, content, and methods of working with people. The quality of one's work-life can also be measured by the level of happiness in one's career. Those who are pleased with their careers have a good quality of work-life, while those who are unhappy or whose needs are not met have a low quality of work life. Quality work-life is the level of happiness or satisfaction or dissatisfaction on a career level, in a particular organization. The purpose of the proposed study is to determine the effects of the consequences of the Quality of Work Life on a particular organization. It is crucial that employees feel happy and contribute more towards the growth of the company. In this company, the quality of work-life is satisfactory and motivating. The success of any organization is determined by how well the workers perform. Quality of work-life is promoted by this organization. As this study demonstrates, the management takes the work environment seriously and does everything possible to keep the employees happy.

*Keywords:- Quality of Work Life, Attribution,workforce*

### INTRODUCTION

Attribution of the work force is a way of thinking about people, work and organizations. Its focus is both on how people can do work better and how work can cause elementary sense. Attribution of work force means the spirit, content and methods of relationship between people and work. It also means the level of happiness or dissatisfaction with one's career. Those who enjoy their careers are said to have Attribution of work force, while those who are unhappy or whose needs are otherwise fulfilled are said to have a low quality of work life.

Attribution of work force is viewed as an alternative to the control approach by considering the

human resource as an asset to the organization rather than considering them as mere costs. It believes that people perform better when they are allowed to participate in managing their work and make decisions. This approach motivates people by satisfying not only their economic needs but also their social and psychological ones. To satisfy the new generation workforce, the organization needs to concentrate on the relationships with employees in order to create a good working pattern among its skilled and expertise employees for the betterment on their work quality which could enhance the growth of the organization as a whole.

The pursuit for improved productivity through human resources has its foundation in the early nineteenth century F.W Taylor developing scientific management theory and to build a new awareness of human capital. Before the advent of scientific management, human resources were considered a mere development tool in terms of function from dawn to dusk. Scant attention was paid to the working conditions. The work was inspired by the lure of capital. The main focus of scientific management was on division of labour, hierarchy, close supervision and principles of management. These have no doubts brought several benefits to the society from then onwards continuous research and investigations have been undertaken to understand human behavioural work and the ways to improve their job satisfaction, balanced with the aim of the organization to work for better productivity with job and employee satisfaction in order to achieve these twin objective, different approaches have been developed and applied for improvement of Attribution of work force of employees.

Yeah. Walton R.E. (1973) traced the progression of labour force distribution to different periods of history. "Legislation introduced at the beginning of the 20th century to protect workers from occupational hazards and to eradicate unsafe working conditions, preceded by the unionisation movement in the 1930s and 1940s, where the initial measures centred on" workplace safety due process and economic benefits for the worker. In the 1950s and 1960s, psychologists developed numerous theories that indicated a positive relationship between morality and productivity and the possibility of improving human relationships that would lead to productivity change. Reform efforts to acquire equal employment Opportunities and employment enrichment programmes have also been launched. According to Walton, the idea of labour force attribution was developed during the 1970s.

## OBJECTIVES

The proposed study endeavorsto undertake theactual effect of the Quality of Work Life and its aspect of required conditions of working nature in a particular organization. The study is undertaken with the following mainobjectives:

- To analyze the working environment in IT Sector.
- To analyze the level of employeesatisfaction.
- To evaluate the quality of work life among the employees of IT Sector.



## SCOPE AND SIGNIFICANCE

The study seeks to examine the attribution of work force-related human resource problem of works working in the IT sector and is intended to provide insight into the employees' Attribution of work force issues. The business will be able to recognise the issues associated with its workers' attribution of work force, their job satisfaction and work life balance. The study is expected to effectively define the bottleneck in the implementation of the Attribution of work force programs and the level of understanding of employees of the implementation of Attribution of work force programs and to frame relevant guidelines and policies to successfully change Attribution of work force programs and to perform periodic surveys to evaluate the attribution of work force.

The study of work life of employees is very relevant not only because it helps employees in fulfilling the maximum interest and potential at work but also in enhancing the employees with more engagement and consideration. This warm relation among the two major sections could bring strength and unity as well as act as a positive force in the organization. On the other hand, if a working unit remains unpolished there may arise a negative impact on the organization.

Dissatisfaction with work affects the workers sometime or another regardless of position or status. The frustration, boredom among employees can be costly to both individuals as well as the organization. The common aggression leads to increased turnover and disruption of business. The human resource managers seek to reduce this dissatisfaction by increasing the quality of their working time. The efforts of a few proved useful but still circumstances demanded more reforms in this regard. This is because it is difficult to understand different attributes which lead to a better working environment.

The profitability of a company is a lot linked to its employees' satisfaction. In addition to the exploitation of labour by the management is something which is not recent and exists today also in the motive of higher profits in this so-called liberal but a competitive and trust market economy, the companies make use of maximum potential of the employees. Both blue collar and white employees are victims of the exploitations by the management.

The workers have showed their dissent towards such exploitative nature of the management through strikes, lockouts etc. Moreover, the employees' physical and mental health is affected. This reduces productivity, increases cost and negatively affects organizational operations and effectiveness as well as owners' welfare."

The growing numbers of the companies that focus on Attribution of work force improve their relationships with the stakeholders. They can communicate their views, politics and performance and complex social issues and develop interest among their key stakeholders like consumers, suppliers, employees etc. Programs which help employees balance their work and leaves outside the work can improve productivity.

A company's recognition and support through its stated values and policies of employees' commitments, interests and pleasures can relieve employees' external stress. This allows them to focus on their jobs during the work day and helps to minimize

absenteeism. The result can be both enhanced productivity strengthened employee commitment and loyalty. Companies that have family-friendly or flexible work practices have low absenteeism. Sick leave rates fall as are managed better. Employees have better methods of dealing with work like conflicts than taking unplanned leave. Workers including the managers who are healthy and not over stressed are more efficient at work at the extreme if family life suffers this may have wider social costs. Companies with Attribution of work force have employees with high degree of job involvement. People put their best to their job and report good performance. They achieve a sense of competence and match their skills with requirements of the job. They view their jobs as satisfying the needs of achievement and recognition.

Many organizations including governments, NGOs, investors and the media, consider the quality of employee experience in the work place while evaluating a company. Socially responsible investors, including some institutional investors pay attention to Attribution of work force when making investment decisions.

## **METHODOLOGY**

The aim of the project is to study the measure implemented in connection with Quality of Work Life by the IT Sector. Both primary and secondary data have been used in the study

### **PRIMARY DATA**

The primary data was gathered by means of a standardised questionnaire. Data from 80 respondents working in the IT SECTOR was obtained by using this questionnaire.

### **SECONDARY DATA**

Secondary data used in the study were gathered from various literature sources such as newspapers, journals, textbooks, the internet etc

### **POPULATION SIZE**

200 is the size of the population.

### **TOOL OF STUDY**

The data collected was analyzed and interpreted using various statistical instruments such as percentages, ratios, pie chart, bar chart, etc.

### **LIMITATIONS**

Data collection restriction: Some of the respondents were reluctant to cooperate. A handful of others were illiterate. Language-related issues emerged because some were from the northern parts of India. Few answers were prejudiced by bias.

## REVIEW OF LITERATURE

Literature Review various authors and researchers have proposed model of Attribution of work force which include a wide range of factors. Selected models are reviewed below,

1 Rochita Ganguly, Mukherjee ( 2010), the researcher aimed at the study of Nature of the perceived Attribution of work force of the university employees, the nature of their job satisfaction, the nature of association between attribution of work force and Job Satisfaction. The results indicate that the selected group of university employees perceived different aspects of their quality of worklife as either uncongenial viz. Autonomy, top management support and worker's control mainly or they have had a certain amount of dilemma to comment on a few other aspects such as personal growth opportunities and work complexity mainly bearing the potential involving a slight trend of negative opinion.

2 Jeyaratham and Malarvizhi (2011), in their article have discussed about the Quality of work life among Sugar mill Employees in Erode District. The results of the study showed that the basic strategy for improving the quality of worklife is first to identify employee's important needs and to satisfy those needs. Hence the study indicated that increase in quality of work life results in increase in productivity and dissatisfaction might happen due to lack of recognition, tedious work, unhealthy peer relation, poor working condition, low self-esteem, occupational stress, heavy work load, monotony, fatigue, time pressures, job insecurity, instability of job etc.. The study recommended that promotion policies can be improved by giving grade for designation according to the experience of the employees. Arranging meditation classes and entertainment programmes for the employees can minimize occupational stress.

3 Shiny Chib (2012), Conducted a study on Quality of Work life and organizational performance at work place of a private manufacturing unit, Nagpur ,India through a structured questionnaire containing 31 items related to 6 variables, namely organizational performance, job satisfaction, attribution of work force, wage policy, company policy and union policy. The researcher has formulated two models, one is organization performance depends on attribution of work force, job satisfaction, wage policy, company policy and union participation and the other one is attribution of work force which depends on Organization performance., job satisfaction, wage policy, company policy and union participation. The collected data were analysed using simple percentage, regression and correlation analysis. The study reveals that both the models stand true and attribution of work force had significant relationship with organizational performance.

4 Bhubaneswar, Sugunya and Vishnu Priya (2013) in their article examined the Quality of work life among employees in Neyveli Lignite Corporation Limited, Tamilnadu. The findings reveals that majority of the respondents are satisfied with their job, nature of job, salary, co-operation with colleagues, training and development, freedom to work, rewards & recognitions, social & cultural Programmes ,health, safety & welfare measure and Quality of work life. It is also found that all the employee benefits and other facilities shows above neutral on satisfaction .Thus the effort of NLC management for upgrading the living standard of the employees is encouraging and unique.

5 Subburethina Bharathi, Umaseelvi, and Senthil Kumar (2011), found no significant difference between sex, family, age, designation, various income levels, type of college, native place of the respondents and their perceived levels of overall quality of work life. On the contrary the study found the significant difference between the department, professional membership, length of service, of the respondents and their perceived levels of overall quality of work life. Quality of work life in teaching environment indicate significant difference between Sex, professional membership, age, type of college, native place, length of service of the respondents and their perceived levels of overall quality of work life in teaching environment, but it was found that there is no significant difference between the department of the respondents, type of family, designation, various income levels of the respondents and their perceived levels of overall quality of work life in teaching environment. There is a significant association between quality of work life total and quality of life in teaching environment total. It shows attribution of work force of college teachers is in low level.

6 Amita Gupta and Priyanka Chaudhary (2012), in their study examine the study on Quality of work life among employees of BPO sector in NCR Region.. The study found that there is dissatisfaction among the employees regarding the Quality of work life in BPO sector. It reveals that the factor determining the dissatisfaction with the attribution of work force in that organization were Lack of Income & fair Compensation, safe & healthy working conditions, opportunities to use & develop human capacity, opportunity for career growth etc Shalini Sheel Bhawna Khosla Sindhvani, Shashank Goel and Sunil Pathak (2012), together presented an article regarding Quality of work life, Employee performance and Career Growth Opportunities- A literature review. They discussed the model given by various authors like Walton, Hackman and Oldham, Taylor, War & colleagues, Mirvis & Lawley, Baba & Jamal Ellis etc. They conclude that in the post scenario, HR managers have to struggle with presenting staff morale and job satisfaction. In this scenario, high Quality of work life is essential for organization to continue to attract and retain employees.

7 Gayathri and Lalitha Ramakrishnan (2013), in their article an attempt is made to review the literature on quality of life to identify the concept and measurement variable along with linkage to satisfaction and performance. They discussed review of various authors about quality of work life-concept and dimensions attribution of work force-job satisfaction and performance. Thus this paper the identification of measures of quality of life is indeed a difficult task, though there is a sort of common agreement on its concept of employee well-being.

8 Pallavi, Kulkarni (2013) in his article examined about the literature review on training and development and quality of work life. They analysis various authors views regarding the role of training and development in different aspects and its relation with the employee's quality of work life. Based on the review it was concluded that training moulds the employee's attitude and helps them to achieve a better co-operation within the organization. Training and development program improve the quality of work life by creating an employee supportive workplace.

9 Vaarmathi and Hema Dhalakridhnan (2013) in their study reckon the effects of quality of work life in textile sectors in and around Coimbatore district. The factors that were considered are salary, fair compensation, opportunities, job rotation, Authority, activities, career prospects, job security, training and health. The study reveals that the respondents are not satisfied with salary and compensation. The Anova test reveals that there is no significant difference in the mean opinion on job rotation, training and there is significant difference for job security and authority to do the work.

10 Rathamani and Rameshwari Ramchandra (2013) in their study focused to examine the quality of work life of employees in Textile industry. Sipcot, perundurai. The research findings reveal the facts that motivational insight viz, promotion, insurance protection, training, awards recognition has been influencing factors of quality of work life. Quality of work life influence job security, good working condition adequate and fair compensation and monetary rewards. The respondents have given favourable response on the job satisfaction, safety and healthy working condition opportunities to develop human capacities and opportunities for continued growth and security of their organization. Then also expect higher compensation from their employees.

11 Prethi Vijaimadhavan and Venkataraman Raju (2013) examines an empirical study on quality of work life of IT professional and the relation between quality of work life and its factors. The dimensions used to measure attribution of work force in this study are job and career satisfaction, working condition, general well-being work life balance, career prospects and compensation and training and development. The result shows that employee relationship is positively correlated to all the factors of quality of work life. Thus the relationship between management, employee and peer does have great impact in the work life of an individual.

12 Jerome (2013), in his study examines the quality of work life of employees at Jeppiaar Cement Pvt Ltd, Perambalur. The researcher study the various factors that influence the quality of work life via compensation safety and healthy working condition opportunities for use and development of skills and abilities, work environment social relationship, welfare measures job satisfaction and overall quality of work life. From the study the researcher arrives the conclusion that the quality of work life contributes to the workers performance in a holistic manner and majority of the respondents were in high level of job satisfaction.

13 Vijay Anand (2013) in his study assess the quality of work life among employees in India Textile industry using Walton's model. The results with regard to fair and adequate payment shows that among employees opinion this component is lower than the average and their salary is not satisfactory and is not associated with their job. Thus this cause job dissatisfaction among employees.

## DATA ANALYSIS

### Findings of the Study

- We found that the physical working conditions in the organization are of average [16949]

nature, suggesting that it is comfortable and healthy.

- There are ample facilities for safe drinking water and toilet facilities that are very important for human health.
- There is workload. According to employees they are able to complete the work on time this is mainly due to the Co-operative attitude of employees and also the work is distributed among them in effective manner.
- All employees are provided with enough training which enables them to perform their job. A supervisor instructor on their job, the instructions are useful for them.
- The employees happen to perform overtime work at times only but they are compensated for overtime work.
- The employees are satisfied with the work compensation package. They get enough bonus and other allowances.
- It is also found that the higher authorities pass only the necessary information to the subordinates.
- Usually the management makes entire decisions. The suggestions and opinions are rarely enquired. The opinions given by experienced workers are taken into account only to a certain extent.
- The employees have a forum for complaint grievances. They can either exchange grievances to their higher authorities orally or in writing their concerns are addressed but a delay occurs in solving their problems.
- With the exception of a very few, the workers have a friendly relationship with each other.
- Most of the employees haven't faced any sort of discrimination but the element of gender equality is missing. According to the Employees opinion that women employees are not treated equally with male workers.
- The management follows an authoritative style of leadership.
- The employees are not rewarded for the extra efforts.
- The employees are generally happy with the company's work environment. They feel safe and secured in terms of working condition to a great extent. But they are uncertain about job security.
- The attribution of work force found in the company is motivational.
- Salary is the main factor which motivates them to work in the company followed by safe working condition, recognition and promotion.

- The company does not indulge in explorative practices even though it makes maximum use of the potential of the employees.

## 5.2 SUGGESTIONS

- The company should give Assurance about their job security so that they don't feel uncomfortable about their job.
- The physical working conditions can be improved. More air pollution control measures can be adopted.
- The management should give more encouragement to the Employees by appreciating their extra effort and enquire their suggestions and opinion.
- Measures on gender equality is needed to be incorporated so as to improve the image of the company and the company must make sure of the fact that there should be cooperation and coordination among the employees.

## 5.3 CONCLUSION

Quality Work Life means the level of happiness or dissatisfaction disturbance career. Only if the employees are happy and satisfied they would contribute more towards the company's growth. In this company the quality of work life is satisfactory and a motivational. The success of any organization depends on the efficiency of labour. This organization promotes quality of work life of the employees. The project indicates the management has taken the job environment into the concern and has done the best to keep their employees happy.

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