



## **A FEASIBILITY STUDY ON IMPLEMENTATION OF TOTAL QUALITY IN HUMAN RESOURCE MANAGEMENT**

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### **ABSTRACT**

*The executions of value administration systems empower associations to enhance inner efficiencies. Add up to Quality in Human Resource Management is the procedure intended to center outer/inner client desire by anticipating issue, building sense of duty regarding quality in the workforce and elevating to open basic leadership. The fundamental accentuation of this examination is to discover representative's dedication towards their work because of aggregate quality execution. Exploratory research procedure was received in this task. The kind of the examining utilized as a part of this examination is comfort inspecting. In this investigation the information are accumulated from 100 respondents. From the investigation, it is discovered that the vast majority of them feel that association is quality cognizant toward the workers; couple of representatives feel that they are not educated about the strategies, honed followed in the association. A few workers feel that they don't get remunerated for their great execution. It is proposed that, it is critical to give the chance to the representatives of the association to express their thoughts and furthermore Management ought to include the laborer agents in administrative exercises with the goal that the straightforwardness could be kept up and through this they can win the certainty of the workers. In spite of the fact that the examination asked into changes happened in the HR work because of value framework usage the investigation has not asked into apparatuses and procedures utilized for process change. Future examinations can research those.*

**Keywords:** *Quality Management, add up to quality execution, exploratory research, comfort inspecting, process change.*

### **INTRODUCTION**

The task titled "A Feasibility Study on Implementation of Total Quality in Human Resource Management is attempted for PATSPIN India Ltd, one of the main EOU Company in India.

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The investigation helps in examining the conceivable outcomes which helps in executing Total Quality in Human Resource Management. The examination goes for distinguishing the representatives' dedication towards work which is a vital factor to actualize TQHRM in an association and to recognize the components affecting the dedication. Add up to Quality Management, is a technique by which administration and representatives can end up noticeably associated with the constant change of the generation of merchandise and ventures.

Fundamentally, Total Quality Management is the idea of creation. In this investigation, an endeavor is made to actualize the Concept of Total Quality in Human Resource Management. Keeping in mind the end goal to accomplish Total Quality in Human Resource Management, the association ought to guarantee the accompanying viewpoints: Education and preparing plans and the advancement of workers and results utilization; Status of value cognizance, awareness of overseeing occupations, and comprehension of value control; Status of supporting and rousing self-improvement and self-acknowledgment; Status of comprehension and using factual ideas and strategies; Status of QC circle advancement and change recommendations; Status of supporting the improvement of HR in related organizations. In this exploration, the previously mentioned viewpoints were broke down and proposals were made.

## **REVIEW OF LITERATURE**

Literature suggests the need of process improvement along with quality improvement initiatives (Bendell, 2005; Greasley, 2004). Process improvement is core to various models of quality excellence such as ISO 9001, European Quality Award, Canadian Quality Award, MBNQA and Deming Prize (Bendell, 2005; Stading and Vokurka, 2003). Scholars suggest that process improvement within the HR department is fundamental to organisation-wide structured approach to quality improvement (e.g. Blackburn and Rosen, 1993; Bowen and Lawler, 1992; Soltani et al., 2006; Vouzas, 2004). Organisations that aim towards TQM seem to “adopt more productive and constructive approach to the management of HR by upgrading the role of HR function, redesigning and enhancing the existing HR practices to fit into the quality plans and objectives, providing systematic education and training, relating rewards and recognition to quality and, finally, establishing agreements with trade unions” (see Vouzas, 2004, p126).

Overall, TQM initiatives require HR professionals to participate in design, introduction and maintenance of various quality initiatives, re-orient HRM systems to support quality revolution, and establish a quality orientation within the HR function itself (see Bowen and Lawler, 1992; Hart and Schlesinger, 1991; Schoenberger, 1994; Vouzas, 2004). In the efforts of introducing and implementing quality improvement initiatives, HR departments are



challenged to achieve either higher corporate status and greater decision making authority with more strategic orientation (Palo and Padhi, 2005; Vouzas, 2004) or an outcast, with responsibilities taken over by the line management (Monks et al., 1997).

In the context of TQM, the extent to which HR departments undertake and support organizational change efforts have been examined and seriously questioned (Murphy and Southey, 2003.)

### **STATEMENT OF THE PROBLEM**

- The fundamental accentuation is to discover representative's dedication toward their work to execute add up to quality in human asset administration.

### **OBJECTIVES OF THE STUDY**

- To examine the level of duty of representatives toward their work.
- To discover factor affecting the dedication.

### **RESEARERCH METHODOLOGY**

#### **Type of research**

The type of research used to analyze the problem is the exploratory research. Exploratory research is conducted into an issue or problem where there are only few earlier studies to refer to. The focus is on gaining insights and familiarity for later investigation.

#### **Sampling method**

The type of the sampling method used in this study is convenience sampling. The employees who were readily available for providing data are chosen as samples for the study.

#### **Sample size**

Sampling size is the number of respondents selected in order to provide information. In this study the data are gathered from 100 respondents.

#### **Data collection**

The data used for research is primary data and is collected with the help of questionnaire.

## RESULTS

- Most of the staff member and worker feel that organization is quality conscious toward the employees. This also increases their commitment towards the work and the organization.
- Some of the employee's feel that they have proper information about the policies, practices followed in the organization. But some of employees feel that there is no proper communication.
- Most of the facts related with the organization are hidden by the management from the employees.
- Most of the employees feel that they don't get rewarded for their good performance.
- Most of the staff members feel that their performance is properly measured in the organization.

## DISCUSSION

The following tools are used for data collection:

- Percentage Analysis
- Chi-square analysis

**Table 1: Classifications based on Years of Experience**

S. No.	Yrs of experience	Respondents	Percentage%
1	Less than 2 yrs	3	3
2	3-5 yrs	32	32
3	6-8 yrs	32	32
4	Above 8 yrs	33	33
	Total	100	100

**Inference:** 3% of respondents belong to less than 3 yrs of experience, 32% of respondents belong to 3 -5 yrs of experience, 32% of respondents belong to 6-8 yrs of experience and 33% of respondents belong to above 8 yrs of experience.

**Table 2: Classifications based on satisfaction of salary level**

S. No.	Salary satisfaction	Respondents	Percentage%
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1	Highly satisfied	31	31
2	Satisfied	68	68
3	Highly dissatisfied	1	1
	Total	100	100

**Inference:** 31% of employees are highly satisfied with their salary level, 68 % of employees are satisfied with their salary level and 1% of employees are highly dissatisfied with their salary level

**Table 3: Employee's opinion about workload**

S. No.	Workload	Respondents	Percentage%
1	Very high	9	9
2	High	67	67
3	Low	24	24
	Total	100	100

**Inference:** 9 % of the employees said that the workload given by the organization is very high and 67% of the employees said that their workload is high and 4% of the employees said that it is low.

**Table 4: Respondents opinion whether their ideas& opinions are taken into consideration**

S. No.	Ideas & opinions	Respondents	Percentage%
1	Yes	45	45
2	No	55	55
	Total	100	100

**Inference:** 45 % of respondents inferred that their ideas and opinions are taken into consideration, 55 % of respondents inferred that their ideas and opinions are not taken into consideration

**Table 5: Analysis of employee's opinion regarding qualification of employees and monetary benefits given [Using Chi-Square]**

**Observed Count**

Table 5.1

Qualification of employees	Monetary Benefits		Total
	Highly satisfied	satisfied	
below SSLC	22	11	33
SSLC	20	29	49
HSC	10	8	18
<b>Total</b>	52	48	100

Expected Count

Table 5.2

Qualification of employees	Monetary benefits		Total
	Highly satisfied	satisfied	
below SSLC	17.2	15.8	33.0
SSLC	25.5	23.5	49.0
HSC	9.4	8.6	18.0
<b>Total</b>	52.0	48.0	100.0

O	E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
22	17.2	23.04	1.339
11	15.8	23.04	1.458
20	25.5	30.25	1.186
29	23.5	30.25	1.287
10	9.4	0.36	0.038
8	8.6	0.36	0.041
			$\Sigma = 5.349$

**Null Hypothesis Ho:**

There is no association between the qualification of employees and monetary benefits given.

**Inference:**

Calculated value  $\Sigma [O-E]^2/E = 5.349$

The tabulated value for 2 degrees freedom at 5% level of significance is 10.6.

The calculated value is lesser than tabulated value. Therefore hypothesis is accepted.

**Table 6: Analysis of employee’s opinion regarding level of workload and satisfaction of**

**Salary [Using chi-square]**

**Observed count**

**Table 6.1**

Workload	Satisfaction of salary		Total
	Highly satisfied	satisfied	
very high	2	6	8
high	20	48	68
low	10	14	24
<b>Total</b>	<b>32</b>	<b>68</b>	<b>100</b>

**Expected Count**

**Table 6.2**

Workload	Satisfaction of salary		Total
	Highly satisfied	satisfied	
very high	2	6	8
High	20	48	68
Low	10	14	24
<b>Total</b>	<b>32</b>	<b>68</b>	<b>100</b>

**Chi-Square Table**

**Table 6.3**

O	E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
2	2.56	0.314	0.122
6	5.44	0.314	0.057
20	21.76	3.097	0.142
48	46.24	3.097	0.066
10	7.68	5.382	0.100
14	16.32	5.382	0.851
			<b>Σ =1.938</b>

**Null Hypothesis Ho:**

There is no association between the workload and satisfaction of salary.

**Inference:**

Calculated value  $\Sigma [O-E]^2/E = 1.938$

The tabulated value for 2 degrees freedom at 5% level of significance is 10.6.

The calculated value is lesser than tabulated value. Therefore hypothesis is accepted.

**Table 7: Analysis of employee's opinion regarding years of experience and level of Communication with their supervisor [Using chi-square]**

**Observed count**

**Table 7.1**

Years of experience	Level of communication		Total
	Highly satisfied	Satisfied	
less than 2 years	2	1	3
3-5 years	4	28	32
6-8 years	12	20	32
above 8 years	3	30	33
<b>Total</b>	21	79	100

**Expected Count**

**Table 7.2**

Years of Experience	Level of communication		Total
	Highly satisfied	Satisfied	
less than 2 years	.6	2.4	3.0
3-5 years	6.7	25.3	32.0
6-8 years	6.7	25.3	32.0
above 8 years	6.9	26.1	33.0
<b>Total</b>	21.0	79.0	100.0

**Chi-Square Table**

**Table 7.3**



O	E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
2	.6	1.96	3.266
1	2.4	1.96	0.816
4	6.7	7.29	1.088
28	25.3	7.29	0.288
12	6.7	28.09	4.192
20	25.3	28.09	1.110
3	6.9	15.21	2.204
30	26.1	15.21	0.582
			$\Sigma = 5.349$

### Alternate Hypothesis H<sub>1</sub>:

There is an association between years of experience and level of communication with their supervisor.

### Inference:

Calculated value  $\Sigma [O-E]^2/E = 13.546$

The tabulated value for degrees freedom at 5% level of significance is 12.8

The calculated value is lesser than tabulated value. Therefore hypothesis is rejected.

### CONCLUSION

It's found that study It is very important to provide the opportunity to the employees of the organization to express their ideas or whatever they want to express, and Management should state their vision, mission and goals towards the employees in the organization, Management should involve the employee representatives in managerial activities so that the transparency could be maintained and through this they can win the confidence of the employees ,There should be regular review and comparison of current and past performance to detect gradual deterioration in the strategy. Management should give due importance to mental relaxation & social cultural development of the employees who strives hard for the company, There should be regular review and comparison of current and past performance to detect gradual deterioration in the strategy.



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