Quality Circles And Its Impact On Employee Performance With Reference To IT Companies Located In Hyderabad-A Study.

A.Balakrishna reddy
Asst Professor,
Training and placement coordinator,
TKR Institute of management and science.

Abstract:

Quality is a description of the culture, attitude and organization of a company that aims to provide, and continue to provide, its customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's operations, with things being done right first time, and defects and waste eradicated from operations. The Employees were randomly selected from the IT Companies will form part of 100 sampling units. The sample size of 100 employees was taken for the Study dividing equally among five IT companies. Data was collected from employee from different departments in an Organization using questionnaire. The respondents showed their affirmation to the factors which impact the quality in the organization. This study helps the importance of Quality circles and its impact on employee's productivity which in turn help the organization to achieve its goals. Most of the respondents are agree with the organization quality management. The respondents showed their affirmation to the factors which impact the quality in the organization. Also for the question which focused mainly on testing the quality management in the organization shows 69% of acceptance from the respondents. Hence alternative hypothesis is accepted. Therefore we can strongly say that the organization manages quality very well.

1.INTRODUCTION

Total Quality Management, is a method by which management and employees can become involved in the continuous improvement of the production of goods and services. It is a combination of quality and management tools aimed at increasing business and reducing losses due to wasteful practices.

Total Quality Management is a management approach that originated in the 1950's and has steadily become more popular since the early 1980's. Total Quality is a description of the culture, attitude and organization of a company that strives to provide customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's operations, with processes being done right the first time and defects and waste eradicated from operations.

Total Quality Management, TQM, is a method by which management and employees can become involved in the continuous improvement of the production of goods and services. It is a combination of quality and management tools aimed at increasing business and reducing losses due to wasteful practices.

Many companies have difficulties in implementing TQM. Surveys by consulting firms have found that only 20-36% of companies that have undertaken TQM have achieved either significant or even tangible improvements in quality, productivity, competitiveness or financial return. As a result many people are skeptical about TQM. However, when you look at successful companies you find a much higher percentage of successful TQM implementation.

2. Need for the Study:

The study focuses on the running of quality circles in the IT companies. The study is confined to certain factors which are described the quality management in an organization. The study explains the employee efficiency of working and it determines the employee abilities to their work.

By benchmarking the performance and setting quality standards when dealing with clients of the companies.

3. Objectives of the study:

1.To find the degree to which the Quality circles implemented in the IT Companies in Hyderabad.

2.To study the level of commitment of employees towards their work in IT Companies of Hyderabad.

3.To analyze the techniques used for maintaining quality in IT Companies in Hyderabad.

4.To study the opinions of employees towards quality management of IT Companies in Hyderabad.

5.To study the impact of TQM on employee performance in the IT companies.

4. LITERATURE REVIEW: QUALITY CIRCLE

"Quality Circles arc small groups of people doing similar work who, together with their supervisors volunteer to meet for an hour a week to study and solve work related problems which affect them. Circle leaders and members are trained in simple problem solving techniques which identify causes and develop solutions. At an appropriate time, presentations are made by the quality circles to the management who decide whether to accept, modify or decline the proposals."

Tools and techniques of quality circle

a)Benchmarking: It is the process of learning how other organizations do exceptionally high- quality things. For example, an organization can identify the most important features of its product from customer's point of view, examine the products of its competitors and strive to equal or surpass the best job on each feature.

b)Outsourcing: It is the process of subcontracting services and operations to other organizations that can do them cheaper and better. If a business organization performs each and every one of its own business services and operations, it is most likely to be doing at least Some of them in an inefficient and low quality manner. If those activities can be identified and outsourced, the organization will save money and realize a higher- quality service or operation.

c)Speed: Speed is the time needed by an organization to get its activities, including developing, making and distributing products or services, accomplished. Many organizations today are using speed for competitive advantage.

d)Statistical Quality Control (SQC): As the term suggests SQC is primarily concerned with managing quality Moreover, it is a set of specific statistical techniques that can be used to monitor quality.

e)ISO 9000: It refers to set of quality standards created by the International Organization for Standardization. There are five sets of standards covering area such as product testing, employee training, record-keeping, supplier relations, and repair policies and procedures.

Benefits of quality circles to the organization

a)Improve: employer-employee's relationships

b)Develop: participative culture and team spirit

c)Reduce: work related errors.

d)Increase: productivity and reduce cost

e)Improve: quality of goods and services produced by the firm.
f)Leads: to better efficiency in the organization.

g)Create: consciousness regarding quality, cost, safety, housekeeping, etc.

h)Save: a certain amount of managerial time previously spent to solve problems which will be now

solved by quality circle.

Benefits of quality circles to the employees

a)Provide: job interest which is absent in the routine work.

b)Give: sense of participation.

c)Develop: latent problem solving capabilities of the employees.

d)Improve: individuals communicate abilities.

e)Advance: employee's career and personal development.

f)Inculcate: team spirit.

g)Provide: improved work environment and work methods.

h)Improve: morale on the shop.

i)Involve: workers in decision - making.

j)Remove: frustration.

k)Encourage: employees to get involved with common goals of the company.

Impact of quality circle

Quality of Product/Service	Customer Satisfaction	Profitability

Quality Circles are the small voluntary groups of 6 to 12 people where techniques used to give the free hand to the people in an organization to initiate ideas, to participate in group discussions voluntarily, discuss the problems, come out with the solutions and implement the same for further improvement.

The innovations are welcomed and organizational changes are accepted voluntarily without resistance. The P.D.C.A. (Plan-Do-Check-Act) Cycle helps in developing the skill to motivate the people towards job commitment and job responsibility.

The cycle continuously moves and people take part in planning day to day things, implement those ideas and plans, checking the results to conform to the plans and make the necessary corrections. This ensures the willful participation of people in the total processes which motivates them to have better and better performance. Kaizen is the process of continuous improvement is also closely related to the QC for human resource motivation.

In this process everyone in the organization is involved in making the continuous improvements in small increments which is done without expensive equipment or with no expense at all. These techniques promote the intrinsic motivation in the people. People work willfully and joyfully taking initiatives and voluntarily accepting the responsibilities always committed to the talks.

2.Research Methodology:

The research design used in this research is partly exploratory and partly descriptive in nature. The primary data was collected from among the 100 employees working in IT companies such as InfoTech, Wipro, Infosys, Mahindra Satyam and IBM having branches in Hyderabad for a period of 40 days.
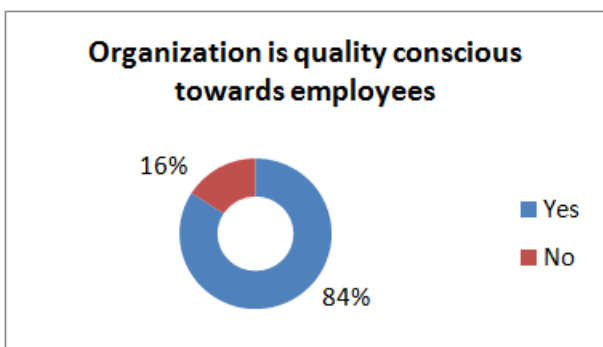
Hypotheses Testing:

Null hypothesis: The organization does not manage quality well.

Alternative Hypothesis: The organization manages quality well.
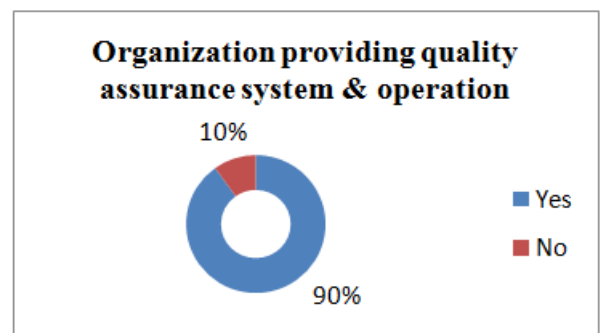
3. Data Analysis and Interpretation:

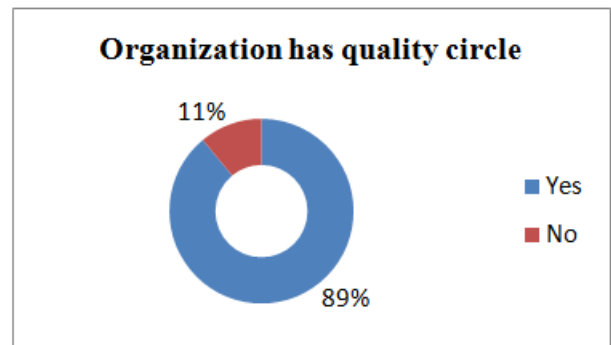a)Organization is quality conscious towards employees?

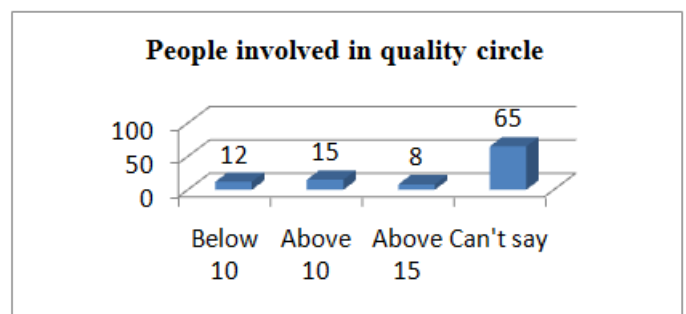b)organization having the certification of ISO 9000.

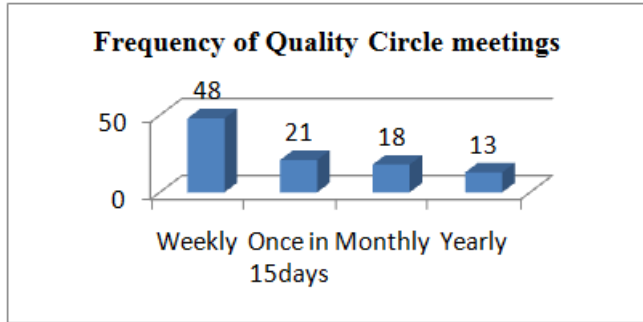c)organization providing quality assurance system & operation.
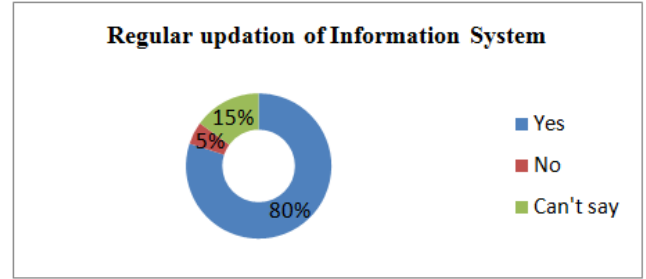

d)Quality circle in organization.

e)   People involved in quality circle

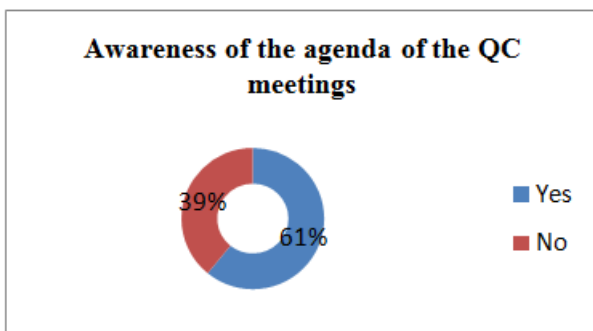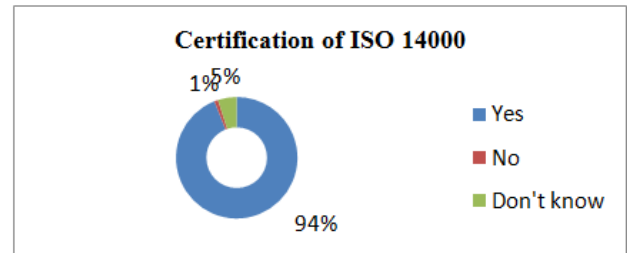f)frequency of the organizations to have the meeting of quality circle.

Frequency of Quality Circle meetings

g)Awareness of the agenda of the QC meetings.

Awareness of the agenda of the QC meetings

h)organization going for the quality audit.

Quality Audit

i)Presence of quality information system in organization.

Quality Information System

j)Updating of Quality information system in Organization.

Regular updation of Information System

k) organization having the certification of ISO 14000.

Certification of ISO 14000

l)Practicing of the six sigma for the error control.

Six sigma for error control
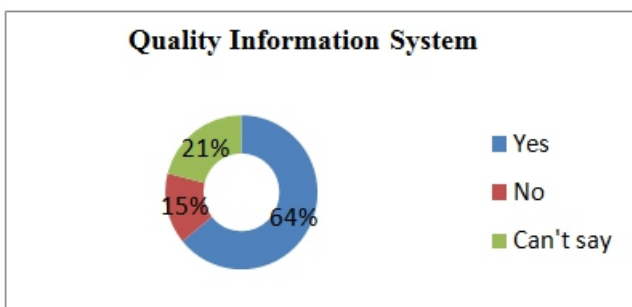
4. FINDINGS:

1.Among the respondents, 84% of the respondents feel that the organization is aware of quality conscious towards the employees.

2.The Organization holds ISO 9000 certification and provides quality assurance system and operation according to 90% of the respondents.

3.¾ of the respondents agree that the organization has quality circle and 65 of the respondents are unable to say the strength of the quality circle.

4.48 respondents informed that they will have a weekly meeting, 21 respondents informed as once in a week, 18 respondents informed as monthly and 13 respondents informed as yearly.

5.60% of the respondents are aware of the agenda and having information regarding the quality circle meeting.

6.Among the respondents, 42% of the respondents informed that the organization goes for quality audit, 24% of the respondents disagree and the remaining 34% of the respondents don't have any idea regarding the quality audit in the organization.

7.64% of the respondents informed that the organization is having quality information system and 15% of the respondents said NO. While 21% of the respondents don't have any information regarding the same.

8.80% of the respondents notified that the information system is regularly updated and 5% of the respondents notified that there is no update. While the remaining 15% of the respondents are not aware of the same.

9.The organization is following the bench marking according to 85% respondents and also conducting brain storming sessions according to 72% of the respondents.

10.According to 94% of the respondents the organization is certified to ISO 14000.

11.Very less respondents(22) are not having knowledge and uses of six sigma for the error control

5. SUGGESTIONS:

1.Some of the respondents are aware of the agenda on the quality check meeting. It is suggested to the management to inform about the agenda details on quality check meeting so that the respondents can prepare the agenda which will help for discussions.

2.Only 42% of the organizations prefer for quality audit. It is suggested that the remaining organizations should also have quality audit in their organizations.

3.Only 64% are using quality information system in their organizations. It is suggested to the organizations to implement the quality information system in the re maining organizations also and should be regularly updated.

4.3/4th of the organizations are conducting brain storming sessions. The remaining organizations also should conduct the brain storming sessions for better productivity.

5.1/4th of the organization are not practicing the six sigma for the error control. It is suggested that the organizatio should implement the six sigma control error.

6. CONCLUSION:

In the organization employees should be clearly informed of the quality management system in the organization.

The employees should be actively involved in the quality circles and each employee should be communicated of the quality circle meetings, their agenda etc.

Further, the organization should revise its rules and policies in order to make the employees comfortable at work and regular feedback should be taken in order to maintain the whole system effectively.

A successful TQM environment requires a committed and well-trained work force that participates fully in quality improvement activities.

Such participation is reinforced by reward and recognition systems which emphasize the achievement of quality objectives.

On-going education and training of all employees supports the drive for quality.

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