CHAPTER - I

OBJECTIVES OF THE STUDY

Some amount of research work in the field of QC has been made in the industrially-advanced countries all over the world. However, the researcher has not come across any documented serious research work on QC in India. This has encouraged the researcher to undertake this type of study.

As the QC's in vogue are mostly found in the industrial organisations, the researcher as a matter of convenience has covered only the industrial organisations. The major objective of this study is to assess the role of the QC's in the industrial organisations in India. Keeping that in mind, the study attempts to have a clear idea regarding the functioning of the QC's in the industrial organisations by enquiring about the members' status in their QC's; frequency, duration and place of the QC meetings; the system of giving feedback of the QC's activities to the managements; whether the superiors encourage QC activities; how the QC's present their cases to the managements; whether the QC's are sponsored for competitions and have bagged awards; resignation or discontinuation of members from the QC's, etc. The study also attempts to take a deep look regarding the members' perceptions regarding different issues relating to the
QCs in their organisations, viz., general awareness of the employees regarding the role of the QCs, whether the employees, in general, are disinterested in the QC activities, top management's seriousness to make the QCs operationally effective, whether the trade unions encourage the QC activities, whether any financial rewards systems are linked to the functioning of QCs and whether absence of that adversely affect the QC members, whether there is any delay in implementing the QCs' recommendations and whether the QC members get adequate training. The study further attempts to capture the QC members' perceptions vis-a-vis the expected positive outcomes in general as a result of functioning of QCs, viz., increase in the level of employee motivation, improvement in organisational productivity, increase in loyalty and commitment towards the organisation, increase in functional effectiveness of QC members, reduction in employees' grievances, improvement in inter-personal relations and development of participative culture throughout the organisation.

The study, apart from attempting to focus on the definitional aspects and philosophy and objectives of QC, tries to appreciate the conceptual aspects of operationalisation of, and the techniques used by QCs. Based on the literature available in India, this study
also attempts to construct the international and national scenarios. The study further attempts to make a theoretical discussion on the role of QC vis-a-vis employee motivation and productivity improvement.

Finally, the study intends to come out with suggestions, based on the literature available in India and the findings of the empirical survey, for making the QCs in the Indian industrial organisations functionally effective, keeping in mind the barriers to their operationalisation.