# CONTENTS

1. Declaration
2. Certificate
3. Acknowledgement
4. Preface
5. List of Tables
6. List of Charts
7. Abbreviations

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Title</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Chapter-1 Quality of work life and Employee Commitment</td>
<td>1 – 31</td>
</tr>
<tr>
<td>1</td>
<td>Introduction</td>
<td>1 - 3</td>
</tr>
<tr>
<td></td>
<td>Scope of Quality of work life</td>
<td>3 - 11</td>
</tr>
<tr>
<td></td>
<td>Effects of Quality of work life</td>
<td>11 - 13</td>
</tr>
<tr>
<td></td>
<td>Strategies to improve Quality of work life</td>
<td>13 - 22</td>
</tr>
<tr>
<td></td>
<td>Organizational Commitment</td>
<td>22 - 24</td>
</tr>
<tr>
<td></td>
<td>Outcomes of Organizational Commitment</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>Guidelines to enhance Organizational Commitment</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Chapter-2 Review of Literature &amp; Research</td>
<td>32 – 61</td>
</tr>
<tr>
<td>2</td>
<td>Methodology</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Introduction</td>
<td>32 - 33</td>
</tr>
<tr>
<td></td>
<td>Need for the Study</td>
<td>33 - 34</td>
</tr>
<tr>
<td></td>
<td>Review of literature</td>
<td>34 - 47</td>
</tr>
<tr>
<td></td>
<td>Research Gap</td>
<td>47</td>
</tr>
<tr>
<td></td>
<td>Objectives</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>Hypothesis</td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>Method of study, sampling and data collection</td>
<td>49 - 52</td>
</tr>
<tr>
<td></td>
<td>Scope of the study</td>
<td>52</td>
</tr>
<tr>
<td></td>
<td>Limitations</td>
<td>53</td>
</tr>
<tr>
<td></td>
<td>Presentation of the study</td>
<td>53 - 54</td>
</tr>
</tbody>
</table>
Chapter-3 Profile of Singareni Collieries Company Limited

Introduction 62 - 64
Mission 64
Awards 64 - 66
Technology 66 - 67
Information Technology 67 - 68
Management 68 - 71
Organizational Structure 71 - 85
Number of mines in SCCL 86
Customers 86 - 87
Cost Control Measures 87 - 92
Human resources 92 - 93
Shift system 93 - 94
Recruitment and Selection 94 - 95
Training and Development 95 - 102
Leave facilities 102 - 104
Communication Policy 104 - 105
Interpersonal Relations 105
Contribution to the Exchequer 106
Employee Welfare 107
Eco-friendly measures 107 - 108

Chapter - 4 Quality of work life and employee commitment in SCCL 109 - 148

Introduction 109
Job security 109
Working conditions 110
Wages and salaries 110 - 111
Promotions 112 - 114
Health 114 - 115
Family Planning 115 - 116
Safety 116 - 117
Social relevance of work 117-118
Stress control measures 118
Alternative work schedules 119
Participative decision making 119
Autonomy 119-120
Multi departmental teams 120
Rewards 120 - 121
Equity 121
Literacy mission 121
Grievance redressal procedure 122 - 124
Employee Welfare 124 - 140
Performance of SCCL 140 - 145
Organization Commitment 145 - 148

5 Chapter - 5 An insight into the data 149 - 209

6 Chapter – 6 Summary of findings and suggestions 210 - 256

Bibliography 257 - 268

Questionnaire 268 - 279