

Eco-social environment of labour process as a factor of labour life quality of employees in an organization

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ABSTRACT

In article conceptual problems of ecology of labour process from the point of view of quality of labour life of workers of the organization are considered. Under quality of a working life the author understands degree of satisfaction of workers of the organization with the basic components of a working life, including both average, and personal components of industrial process, including social, spiritual, moral and psychological. Improving the quality of working life determines the high corporate loyalty of employees and contributes to the competitiveness of the enterprise in the market. On the basis of empirical research of social well-being of employees of the organization and their satisfaction with working conditions and production environment, the author concludes that environmental conditions of working activity are the determining factors of quality of working life of employees and play a significant role in their motivational structure.

Keywords: Quality of life, Factors of quality of working life, Eco-social environment, Environmental sociology, Social ecology.

INTRODUCTION

Scientific ideas about the impact of the life-supporting environment on society become important when analysing the real practice of this interaction. The practice of the mutual influence of the environment and the social system to each other finds its scientific understanding in a number of sociological concepts and theories, in particular in social ecology and environmental sociology, which uses a socio-ecological approach in the analysis of social phenomena and processes. Social ecology as an area of problematization of sociology arose in response to the crisis phenomena in the socio-economic life of the United States at the beginning of the last century (Durkheim 1995). There was the need to comprehend the problems of society arising in the wake of crises and social upheavals. Further, research in the field of environmentalism will be associated with the problem of ecological survival in an urban environment, the need to develop an acceptable way for society to solve environmental and social problems (Giddens 1999; Egoroshin 2003). The creation of the classical socio-ecological concept is associated with the works of the sociologists of the Chicago School (Park *et al.* 1926) etc., aimed not only at theoretical understanding of the existing issues of interaction between society and the environment, but also to solve problems of an empirical and reformist sense. Thus, Park perceived the urban environment as a natural phenomenon, obeying natural laws, functioning in accordance with its own rules and norms immanently inherent in this environment, at the same time combining social, biotic and cultural components. He identified four phases of dynamic evolutionary change from ecological to economic - political - cultural order (Park 1955; Nagimova 2016). Consequently, social ecology is an organic unity of social, economic, political and administrative, and also cultural and traditional components of social institutions and social structures of society considered as the result of collective action aimed at improving the living conditions of mankind while maintaining bio-social parity. Ultimately, social ecology is one of the main components of the life quality of society, its social well-being. In the

modern world, environmental factors are becoming one of the most important components of an individual's life (Zhulina 2001; Yankowskaya 2003). They manifest themselves literally in all spheres of life: in everyday life (environmental friendliness of dwelling, clothing, food), the environment (city, village, atmospheric air, water, etc.), the labour process (safety and absence of components harmful to the body in the implementation of labour functions), and even the social and psychological environment (moral and psychological comfort, a sense of security and calmness), etc. In this understanding, social ecology acquires a decisive importance in the well-being and quality of life of society, including the capacity of the working life of the organization's employees.

MATERIALS AND METHODS

A sociological survey to study the impact of the eco-social environment on the quality of working life of the organization's employees was carried out from October 12 to January 10, 2019 at the Foundry of PJSC Kamsky Automobile Plant (KamAZ). The choice of the object of research was not accidental, since the Foundry belongs to enterprises with hazardous working conditions associated with the technological features of the production process itself. The research was carried out by the method of a questionnaire survey based on a cluster sample. Separate structural subdivisions were taken as a nest, within which the survey was conducted in a continuous way. The sample size was 924 respondents, representing employees and managers of various management levels. The social portrait of the survey participants allows us to determine the level of reliability of the results obtained during the study. Since the social portrait of the analysed group is a collection of information about the status and role set of respondents, it allows us to determine the normative requirements for representatives of a certain profession, to assess their motivational structure with the possible highlighting of its prevailing characteristics, social moods, material claims, etc., necessary to analyse their behaviour and activities.

The most important characteristic of the social portrait of the surveyed work collective is the work experience of the employees participating in the survey at the given enterprise.

The longer a person works at the same enterprise, the more he or she is immersed in its problems, knows the peculiarities of its inner life, interpersonal relationships and the specifics of the labour process. According to the results of the survey, every second respondent (51.17%) has worked at this enterprise for at least ten years, and 18.17% of the survey participants have been working at this enterprise for five to ten years. Thus, the overwhelming majority (70%) of the plant's employees have work experience at this enterprise for at least five years, which allows us to assert a high degree of reliability of the data obtained during the survey, since the majority of respondents are well informed about the situation at the plant. This category of workers is highly competent in production issues, knows the features and specifics of the functioning of the organization and is included in the problems of the labour collective. In addition, this indicator is proof that the plant has a fairly stable workforce, low staff turnover indicating an established personnel management system. Every tenth respondent (10.93%) has work experience at the plant from three to five years, 12.26% of respondents work at this enterprise from one to three years, 7.47% of respondents have work experience at this plant for less than a year. These data allow us to assert that there is a certain change of personnel at the plant, the arrival of new people who bring the effect of novelty to the established traditional relationships in the team. This is how the basis for future growth and team renewal is created.

62.44% of the plant workers we surveyed are skilled workers; 7.08% of the respondents are unskilled workers and 16.55% of the survey participants are engineering and technical workers of the functional level. 11.19% of the respondents are employees of various departments of the headquarters structure, 2.74% of the respondents are represented by managers of various levels (0.34% are top managers, 2.40% are middle managers). Such a distribution of the job structure is inherent in enterprises of a production nature, of a linear-functional type, which is the plant itself. In addition, the proportions of the distribution of respondents by job function allow us to assert that the results of the survey will largely reflect the opinions of skilled workers and, to a lesser extent, engineering and technical and managerial workers.

The gender and age distribution of the respondents shows the possible potential of the work collective in the time dimension in terms of the sustainability of collective claims. The most stable are collectives mixed in terms of gender indicators, and a greater potential in the temporal dimension is shown by the collectives, in which there is a predominance of young people and middle-aged people who demonstrate innovation and activity, and also have a certain proportion of older employees who carry the traditional values of the collective and.

Slightly more than a third of respondents (37.62%) are represented by the age group from 31 to 45 years old. 16.76% of survey participants are young people under 30 years old. Thus, the aggregate share of young people and workers in the middle age group is 54.38%, which indicates that the team is rather young, developing, and inclined to perceive new and innovative things. 19.98% of respondents are represented by the older age group from 46 to 55 years old. Slightly less than a quarter of the respondents (22.97%) are people of pre-retirement age from 55 to 65 years. 2.66% of respondents are over 65 years old. The combined share of senior and pre-retirement age groups is 45.61%. This fact demonstrates the presence in the team of a stabilizing conservative factor aimed at preserving, accumulating and transferring internal organizational values and traditions, which is an important factor in organizational stability and development. The indicated distribution of respondents demonstrates a fairly balanced age composition of the team consisting of approximately half of both the older generation and representatives of young people and middle-aged people.

RESULTS AND DISCUSSION

With the development of the labour market, an important function of the organization is to improve the quality of working life: the level of satisfaction of the personal needs of employees through their activities in the organization. The quality of working life is an integral concept that comprehensively characterizes the level and degree of well-being, social and spiritual development of a person in the organization. The participation of a person in economic activity is characterized by his or her needs and the possibilities for their satisfaction, which are primarily determined by the characteristics of human potential discussed above: health, morality, creativity, education and professionalism. Thus, a person in a market economy acts, on the one hand, as a consumer of economic benefits produced by organizations, and on the other, as the owner of the abilities, knowledge and skills necessary for organizations, and also for state and public bodies. The concept of the working life quality is based on the creation of conditions that ensure the optimal use of a person's labour potential. The quality of working life can be improved by changing any parameters that affect people's lives for the better. This includes, for example, employee participation in management, their training, management training, implementation of career development programs, training employees in methods of more effective communication and behaviour in a team, improving working conditions, improving work organization, etc. Creation of programs and methods for improving quality working life is one of the important modern areas of personnel management. Improving the quality of working life provides for improving the social and environmental content of labour, the development of those characteristics of labour potential that allow managers to more fully use the intellectual, creative, organizational, and moral abilities of their employees. An appropriate quality of working life should create conditions in order to give an outlet to the creative abilities of an employee, when the main motive is not salary, not position, but satisfaction from work achievements as a result of self-realization and self-expression. As a result, the labour potential gets maximum development, and the organization gets a high level of labour productivity and maximum profit. Consequently, we can talk about two main components of the working life quality: internal and external components. Internal components of the working life quality represent satisfaction of employees with the degree of self-realization in the labour process, and also career opportunities. External components are represented in the eco-social environment, expressed in satisfaction with working conditions, working life and the organization and content of the labour process. We identified such components as the main elements of the eco-social environment: working conditions, provision of workers with personal protective equipment (PPE), condition of household premises, work of the canteen, satisfaction with the work schedule, work organization of employees, content of work of employees (Fig. 1). As can be seen from the diagram, workers' dissatisfaction is most caused by such an indicator as working conditions. We mean by working conditions the characteristics of the production process and the working environment that affect the employee of the enterprise. The characteristics of the production process are determined by the equipment used, objects and products of labour, technology, and the system of servicing workplaces. The working environment, first of all, is characterized by sanitary and hygienic working conditions (temperature, noise, illumination, dustiness, gas pollution, vibration, etc.), labour safety, work and rest hours, as well as the provision of employees with office and computer equipment, and also consumables to them. The most important reason for dissatisfaction with working conditions is air pollution in working rooms. This is understandable to some extent, since a foundry is a hazardous production, where the technological process is

carried out by certain harmful emissions into the air space, as well as by a high temperature regime in production facilities. As can be seen from the results of the study, the air ventilation system does not always cope with this problem: approximately every second respondent complained about poor air ventilation (53.53%), dustiness of the air and premises (51.09%), and 39.81% of respondents pointed to the gas contamination of the air in industrial premises. This shows the high urgency of the problem requiring a solution.

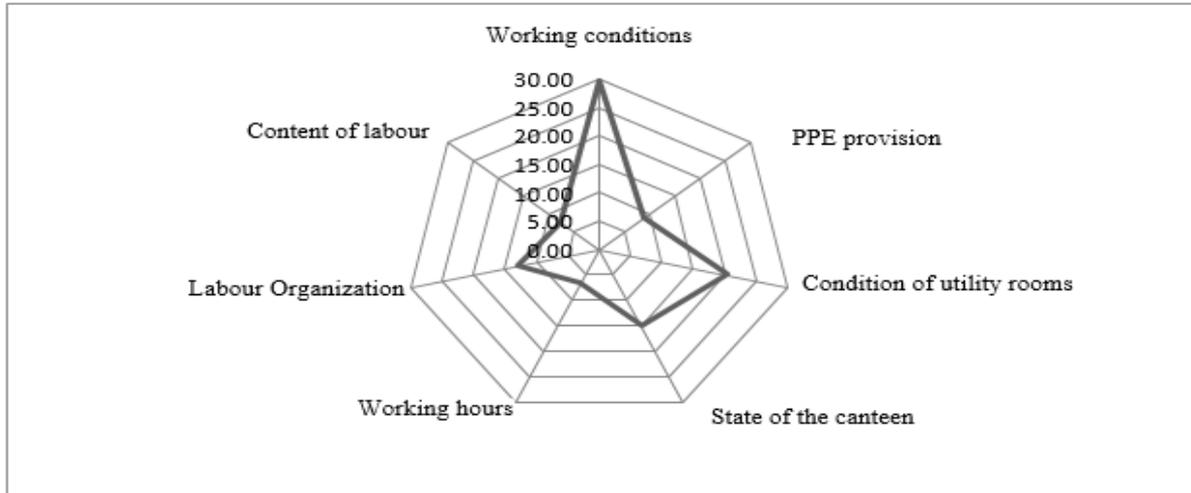


Fig. 1. Estimated indicators of the eco-social environment according to the criterion of dissatisfaction (in percent).

48.37% of the survey participants noted that the temperature conditions in the working rooms are unsatisfactory, which is also associated with the specifics of the production process. 43.61% of respondents indicated a high level of industrial noise, and 42.66% of respondents are not satisfied with the state of illumination of work premises. Another group of problems is in the plane of the material and equipment capability of the labour process; this worries about twenty percent of the respondents. Thus, 19.84% of respondents believe that there is insufficient material and equipment capability at the plant. 17.12% of survey participants noted a shortage of consumables needed in the process. Every tenth respondent (10.33%) indicated a shortage or obsolescence of computer and / or office equipment; the same share of respondents (10.33%) noted increased humidity in industrial premises. 7.88% of respondents are not satisfied with the observance of cleanliness in the workplace. 7.07% of the respondents chose the answer option “other”, among which there are such answer options as “I find it difficult to answer” (occurs many times), “there has been no repair in the working premises for a long time”, “drinking water of unsatisfactory quality” (occurs many times), "drafts, noisy lamps" (Fig. 2).

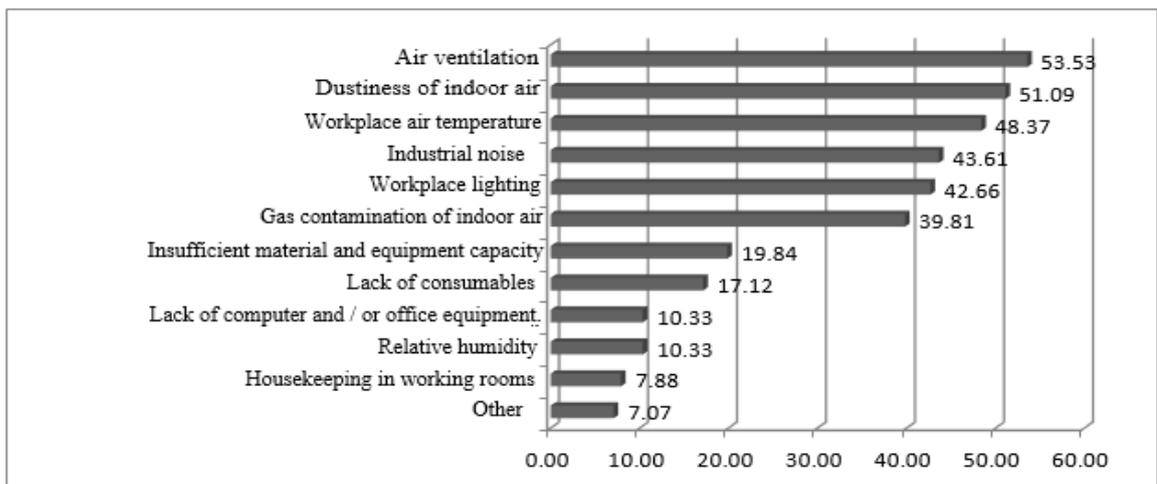


Fig. 2. Distribution of respondents' answers to the question: "If you are not satisfied with working conditions, then what exactly?" (In percentages).

The majority of the respondents are fully (38.5%) or partially (41.2%) satisfied with the state of the household premises. However, every fifth respondent (20.3%) pointed out the need for repairs in them, unsatisfactory temperature conditions, lack of qualitative drinking water, etc. 14.9% of employees are not satisfied with the work of the factory's canteen. Among the existing problems, they named the high cost and unsatisfactory quality of food, as well as the lack of a variety of menus, as well as the lack of a canteen in certain departments, etc.

The overwhelming majority of the respondents are satisfied with the existing work regime at the enterprise (72.4%). At the same time, some workers expressed dissatisfaction with the frequent occurrence of emergency situations, shift work (it is necessary to work the night shift), etc. Every second respondent (50.3%) is satisfied with the organization of labour at the enterprise. There are problems of unsettled relationships between the departments of the plant, on building relationships with colleagues within their structural units, awareness of employees. The majority of respondents (59.9%) are satisfied with the content of labour performed at the plant. Among the problems identified were the physically difficult nature of the work performed and the uneven distribution of the load during the day.

CONCLUSION

Thus, it can be noted that the quality of working life is directly dependent on the eco-social environment of work, which has a significant impact on the social well-being of the organization's employees. This ultimately leads to the fact that only every fifth employee is fully satisfied with the working conditions at the plant. The main factors of employee dissatisfaction are, first of all, air pollution, temperature conditions in the premises, the presence of industrial noise and poor illumination of the workplace, as well as some problems in the organization of the production process. All these problems create an atmosphere of dissatisfaction and moral and psychological stress among the employees of the organization, lead to deterioration in the socio-psychological climate and have a direct impact on labour productivity. As a result, there is a decrease in the quality of work and that, as a result, can lead to an outflow of qualified personnel. To prevent the occurrence of the above possible risks, we have developed measures to improve the eco-social environment of the labour process at the plant, including the introduction of a monitoring system for the eco-environment of the labour process and periodic measurements of the social well-being of personnel, which ultimately should lead to an improvement in quality of working life of employees in the organization.

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محیط زیست اجتماعی در فرآیند کار به عنوان عاملی برای کیفیت زندگی کارگران و کارمندان در یک سازمان

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چکیده

مشکلات مفهومی اکولوژی فرآیند کار از نظر کیفیت زندگی کارگری کارگران سازمان در این مطالعه مورد توجه قرار گرفته است. در این تحقیق، تحت کیفیت زندگی کاری، میزان رضایت کارگران سازمان از مؤلفه‌های اساسی زندگی کاری، از جمله مؤلفه‌های متوسط و شخصی فرآیند صنعتی، اجتماعی، معنوی، اخلاقی و روانی بررسی می‌شود. بهبود کیفیت زندگی کاری، وفاداری شرکتی بالای کارمندان را تعیین می‌کند و به رقابت شرکت در بازار کمک می‌کند. بر اساس تحقیقات تجربی در زمینه رفاه اجتماعی کارکنان سازمان و رضایت آنها از شرایط کار و محیط تولید، در این مطالعه نتیجه گرفته شده است که شرایط محیطی فعالیت کاری از عوامل تعیین کننده کیفیت زندگی کاری کارکنان است و نقش قابل توجهی در ساختار انگیزشی آنها دارد.

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