

A STUDY ON QUALITY OF WORK-LIFE AT SOUTH CENTRAL RAILWAY WOMENS WELFARE ORGANIZATION

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ABSTRACT

This project aims to investigate and improve the quality of work-life among employees, recognizing its profound impact on productivity, job satisfaction, and overall well-being. By conducting a comprehensive analysis of work environment, work-life balance, and organizational support, we will identify areas for improvement and implement strategic initiatives to promote employee well-being, foster a supportive work culture, and enhance overall quality of work-life. The project's outcomes will contribute to the development of a sustainable and supportive work environment, leading to improved employee satisfaction, reduced turnover rates, and increased organizational performance.

Design: Cross-sectional descriptive study

Methods

: The survey was conducted using four standard questionnaires. Data were collected from 100 employees in south central railway in womens welfare organization 2023. questionnaires and statistical methods were used in this project.

Results: The results indicated an average level of Quality of Work Life and Job Control, while the Turnover Intention level was higher than average, and participants reported a low level of Organizational Indifference.

Conclusion:

Planning properly and effectively with regard to Quality of Work Life and Job Control can play a significant role in the retention and performance of nurses – serious concerns for health policy makers. Nursing policy makers and managers can use these results to increase the number of nurses intending to remain in the profession.]

1. INTRODUCTION

INTRODUCTION TO HUMAN RESOURCE:

The term Human Resources is quite popular in India with the institution of Ministry of Human Resources Development in the Union Cabinet. But most people may not know what exactly the term human resource means.

According to Leon C. Megginson, the term human resource can be thought of as the total knowledge, skills, creative abilities, talents and aptitudes of an organization's workforce, as well as the value, attitudes and beliefs of the individuals involved. The term human resource can also be explained in the sense that it is resource like any natural resource. It does mean that the management can get and use the skill, knowledge, ability etc., through the development of skills, tapping and utilizing them again and again. Thus, it is a long term prospective whereas personnel are a short term prospective. Human resources are also regarded as human factor, human asset, human capital and the like. The terms labor and manpower had been used widely denoting mostly the physical abilities and capacities of employees.

The term personnel had been used widely in the recent past to denote persons employed in any services. Thus, this term denotes the employee as a whole but it does not clearly denote various components of human resources like skill, knowledge, values etc.

NATURE AND SCOPE OF HUMAN RESOURCE:

People in any organization manifest themselves, not only through Individual sections but also through group interactions. When individuals come to work place, they come with not only technical skills, knowledge, but also with their feelings, perception, desires, motives, attitude, values. Therefore, employee management in an organization does mean Management of not only technical skills but also other factors of the human resources.

DEFINITION OF HRM:

Human Resource Management (HRM) can be defined as managing the functions of employees, developing and compensating human resources resulting in the creation and development of human resource with a view to contribute properly to the organizational, individual and social goals.

MEANING OF HRM:

Different terms are used to denote human resource management. They are: Labor management, labor administration, labor management relations, Employer relations, industrial relations, personnel administration, personnel Management, human capital management, human asset management, human resources management and the like. Though these terms can be differentiated widely, the basic nature of distinction lies in the scope or coverage and evolutionary stage. In

simple sense, human resources management means employing people, developing their resources, utilizing, maintaining and compensating their services in tune with the job and organizational requirements.

SCOPE OF HRM:

The scope of HRM is indeed vast. Specifically, the activities included are HR planning, job analysis and design, recruitment and selection, orientation and placement, training and development, performance appraisal and job evaluation, employee and executive remuneration, motivation and communication, welfare, safety and health, industrial relations and the like.

Human Resources take active role in the modern economic scenario of any Country. The abundant physical resources alone cannot benefit the growth of the Country without human resource component, which transforms physical resources into productive resources. In fact, the differences in the levels of economic Development of the country are largely a reflection of the differences in quality of their human resources. The key element in this proposition is that the values, attitudes, general orientation and quality of people of a county that determines its economic development. In the management of 5Ms, men, machine, material, and methods the men is Only fundamental but also dynamic and challenging management of human Resources included guiding human resources into a dynamic organization that attain its objectives with a high degree of morale and to the satisfaction of those concerned with it. The concept of human resources development assumes immense importance as it plays vital role in meetings the challenging Requirements of highly skilled and competent human resources due to globalization. The maintenance of industrial peace plays vital role as Indian economy cannot afford industrial unrest in the context of global competition.

NEED FOR THE STUDY:

The research covers a major organization. This organization is well known for the best performance throughout the nation. Therefore, to lend a comprehensive study to this research work at South Central Railway (Vijayawada), I was chosen. The Quality of Work Life of employees at South Central Railway is examined.

SCOPE OF THE STUDY:

- Gathering information and theoretical knowledge is a part of study.
- It become complete when added with practical knowledge as the noted truth comes to sight.
- Hence one becomes more efficient and effective when a flavor of practical outlook is added to the bossy mind.
- As the study has got wide relevance is formulating valid information about the organization, it helps in getting a critical look in to the personnel practices of the organization.
- As there is saying, practices makes a man perfect and the knowledge. This does not deal with the practical application, is said to be unscientific and unsystematic.

More over the branch of management, which deals with the most critical and important factor of production, requires not only theoretic background but also some practical experiences to have some knowledge on day-to-day problem solving.

OBJECTIVES OF THE STUDY:

- To study the quality of work life among the employees of South Central Railway (Vijayawada).
- To find out whether the employees are satisfied with the salary provided by the organization.
- To know whether the employees are satisfied with the working conditions.
- To find out whether employee suggestions are considered at the time of decision making.
- To know whether the employees are facing stress at the work place.

To analyze the union activities at South Central Railway (Vijayawada)

2. METHODOLOGY OF THE STUDY

Methodology is a systematic procedure of collecting information in order to analyze and verify. The collection of information is done two principles, viz.

1. Primary data
2. Secondary data

PRIMARY DATA:

Responses collected with the help of the schedule administered to the employees and management of South Central Railway is the main primary source of data for this research work. The primary data are collected in three phases. In the first phase, the purpose and objectives of study are explained to them and requested to go through the schedule thoroughly. In the second phase, doubts of the respondents about the contents of the schedule, if any are clarified. In the third phase, the filled in schedules are collected from the respondents by holding further discussions to elicit additional information.

SECONDARY DATA:

The secondary sources of data are collected from the magazines, journals; bulletins web sites and annual reports, etc., published by the organisation.

In addition to these, several structured interviews, and unstructured interviews, have also been conducted with experts on the subject and also a number of persons who are connected in one way or other, either directly or indirectly to know about the quality of work life of the employees.

SAMPLE SIZE:

The sample size was put to 100 chosen from various functional areas of the organization/ Stratified random sampling system has been followed to select employees of Security Department, South Central Railway (Vijayawada).

3. RESEARCH INSTRUMENTS

Personal Interview : Schedules where administered personally for collecting the data

Questionnaire : The questionnaire comprises of closed-ended questions and open ended questions.

STATISTICAL TOOLS USED:

- Bar Charts
- Tables

4. LIMITATIONS OF THE STUDY

The schedule used for the purpose of collecting the opinions of employees has the following limitations.

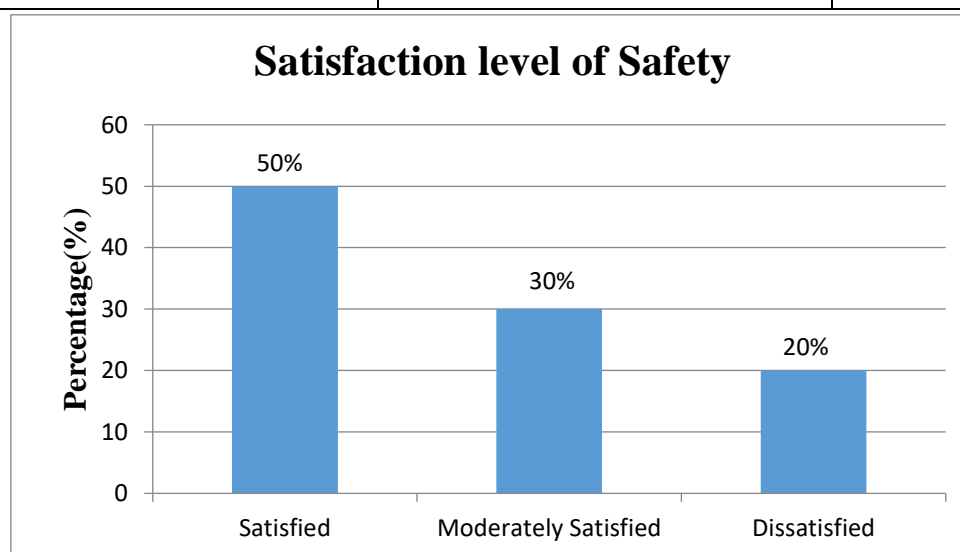
1. In the process of data collection some of the respondents have expressed difficulty in answering the schedule.
2. Sub-staff personnel have been excluded from the study as it is assumed that they lack comprehensive view to respond.
3. The present study is confined to a sample of employees in South Central Railway, Vijayawada.

1) How is the satisfaction level of safety at workplace?

Illustration:

Table.1

S. No	Options	Number of Employees	Percentage (%)
1	Satisfied	50	50
2	Moderately Satisfied	30	30
3	Dissatisfied	20	20
Total		100	100%



Graph:1

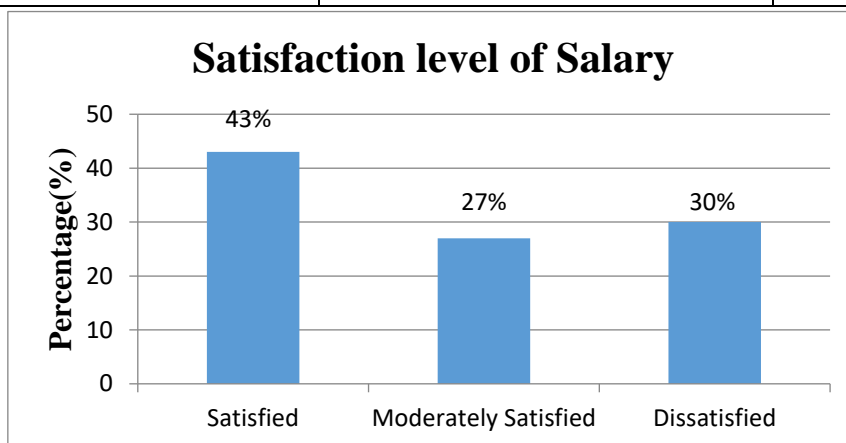
Interpretation: From the above graph it is interpreted that, 50% of the employees are satisfied with the safety at work place, 30% of the employees are moderately satisfied and 20% of the employees are dissatisfied with regard to the safety at work place.

2) How is the satisfaction level of salary provided by the organisation?

Illustration:

Table.2

S. No	Options	Number of Employees	Percentage (%)
1	Satisfied	43	43
2	Moderately Satisfied	27	27
3	Dissatisfied	30	30
Total		100	100%



Graph:2

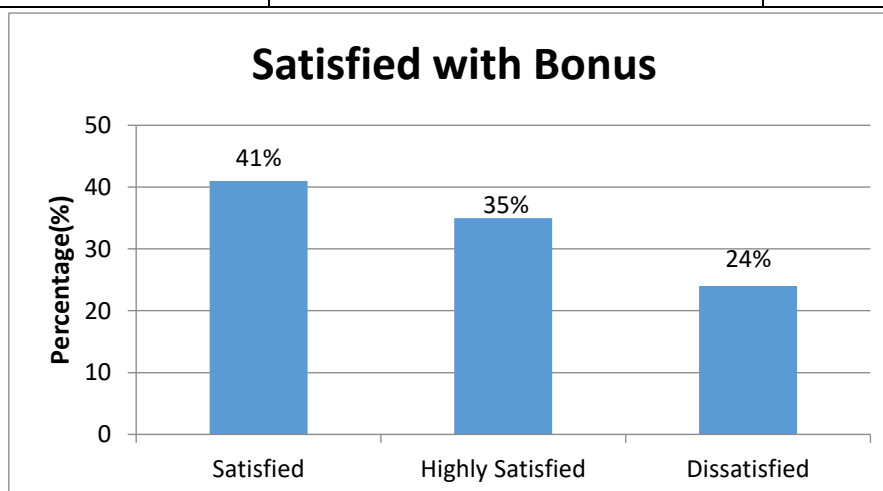
Interpretation: From the above graph it is interpreted that, 43% of the employees are satisfied with the salary provided by the organization, 27% of the employees are moderately satisfied and 30% of the employees are dissatisfied.

3) Are you satisfied with the bonus provided by the South Central Railway?

Illustration:

Table.3

S. No	Options	Number of Employees	Percentage (%)
1	Satisfied	41	41
2	Highly Satisfied	35	35
3	Dissatisfied	24	24
Total		100	100%



Graph:3

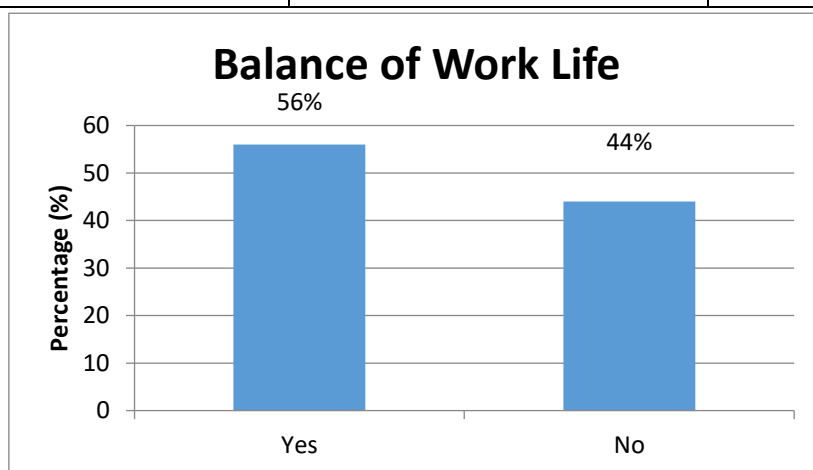
Interpretation: From the above graph it is interpreted that, 41% of the employees are satisfied with the bonus provided by organization, 35% of the employees are highly satisfied and 24% of the employees are dissatisfied with the bonus provided by the organization.

4) Are you able to balance work life?

Illustration:

Table.4

S. No	Options	Number of Employees	Percentage (%)
1	Yes	56	56
2	No	44	44
Total		100	100%



Graph:4

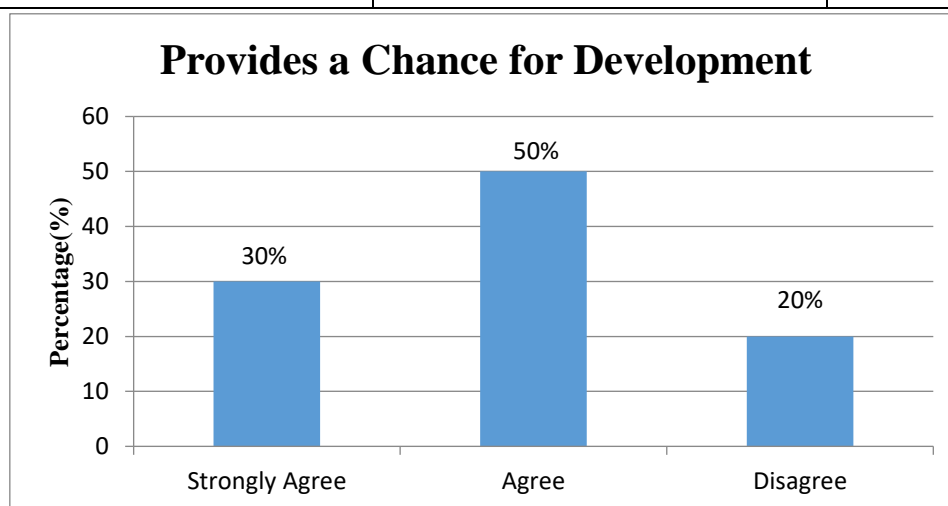
Interpretation: From the above graph it is interpreted that, 56% of the employees are able to balance their work life whereas 44% of the employees are unable to balance their work life.

5) Do you agree that organization provides a chance for employee development?

Illustration:

Table.5

S. No	Options	Number of Employees	Percentage (%)
1	Strongly Agree	50	50
2	Agree	30	30
3	Disagree	20	20
Total		100	100%



Graph:5

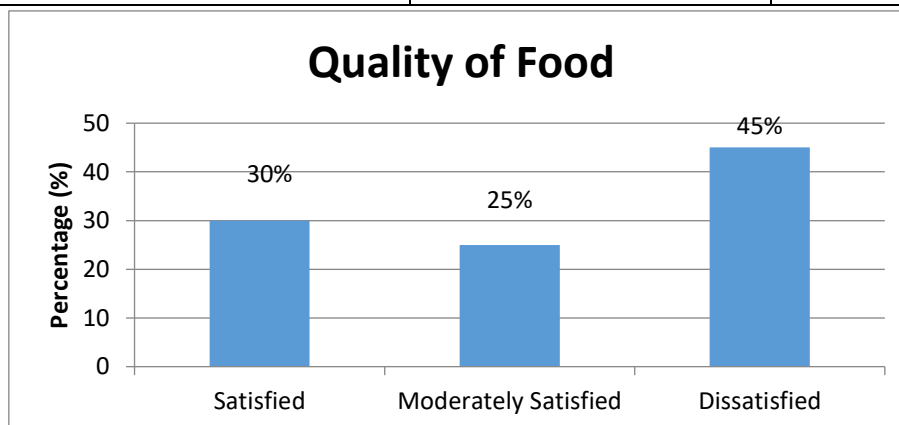
Interpretation: From the above graph it is interpreted that, 50% of the employees are agree that the organization provides a chance for development ,30% of the employees are strongly agree and 20% of the employees are disagree.

6) How do you feel about the quality of food available in Railway Canteen?

Illustration:

Table.6

S. No	Options	Number of Employees	Percentage (%)
1	Satisfied	30	30
2	Moderately Satisfied	25	25
3	Dissatisfied	45	45
Total		100	100%



Graph:6

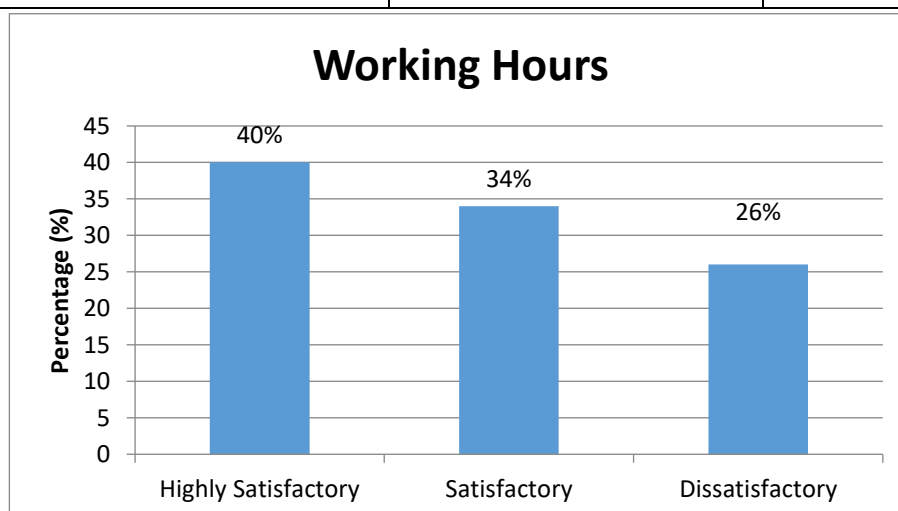
Interpretation: From the above graph it is interpreted that, 45% of the employees are dissatisfied with the quality of food available in Railway Canteen, 30% of the employees are satisfied whereas 25% of the employees are moderately satisfied with the quality of food available in the railway canteen

7) How are the working hours of the organization?

Illustration:

Table.7

S. No	Options	Number of Employees	Percentage (%)
1	Highly Satisfactory	40	40
2	Satisfactory	34	34
3	Dis satisfactory	26	26
Total		100	100%



Graph:7

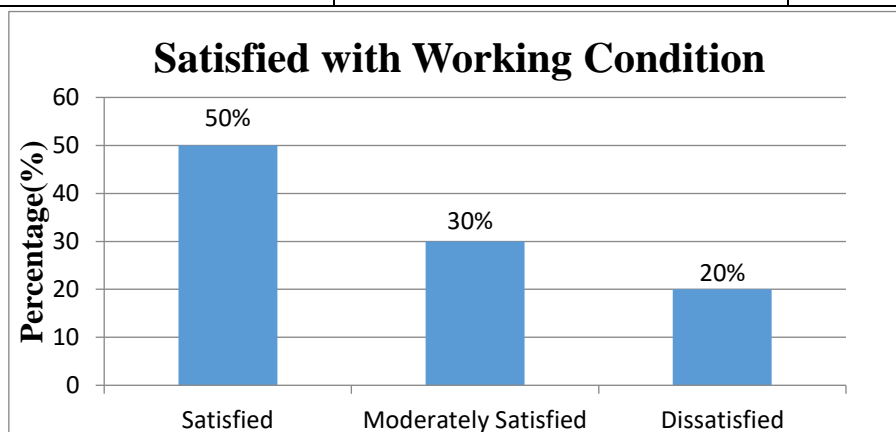
Interpretation: From the above graph it is interpreted that, 40% of the employees are highly satisfied with the working hours, 34% of the employees are satisfied whereas 26% of the employees are dissatisfied with the working hours in the organisation.

8) Are you satisfied with the working conditions (Hours, Place, Air, Light) in the organization?

Illustration:

Table.8

S. No	Options	Number of Employees	Percentage (%)
1	Satisfied	50	50
2	Moderately Satisfied	30	30
3	Dissatisfied	20	20
Total		100	100%



Graph:8

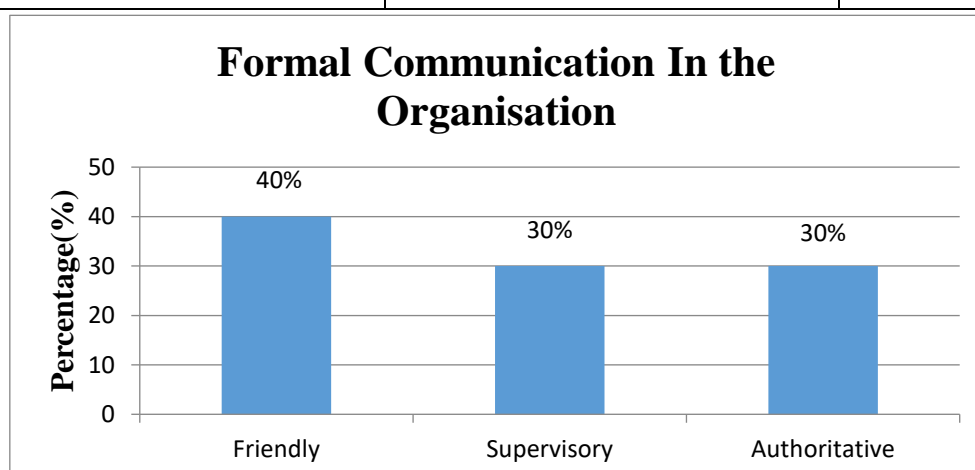
Interpretation: From the above graph it is interpreted that, 50% of the employees are satisfied with the working conditions (Hours, Place, Air, and Light), 30% of the employees are moderately satisfied and 20% of the employees are dissatisfied with the working conditions in the organization.

9) How do you feel about the formal communication in the organisation?

Illustration:

Table.9

S. No	Options	Number of Employees	Percentage (%)
1	Friendly	40	40
2	Supervisory	30	30
3	Authoritative	30	30
Total		100	100%



Graph:9

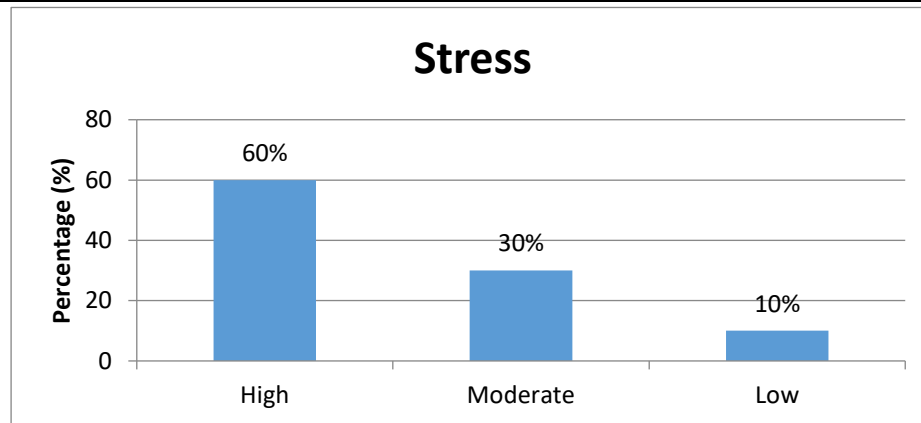
Interpretation- From the above graph it is interpreted that, 40% of the employee's opinion is that the formal communication in the organization is friendly, 30% of the employee's opinion is supervisory and 30% of the employees is that the formal communication in the organization is authoritative.

10) How much stress involved in the nature of work?

Illustration:

Table.10

S. No	Options	Number of Employees	Percentage (%)
1	High	60	60
2	Moderate	30	30
3	Low	10	10
Total		100	100%



Graph:10

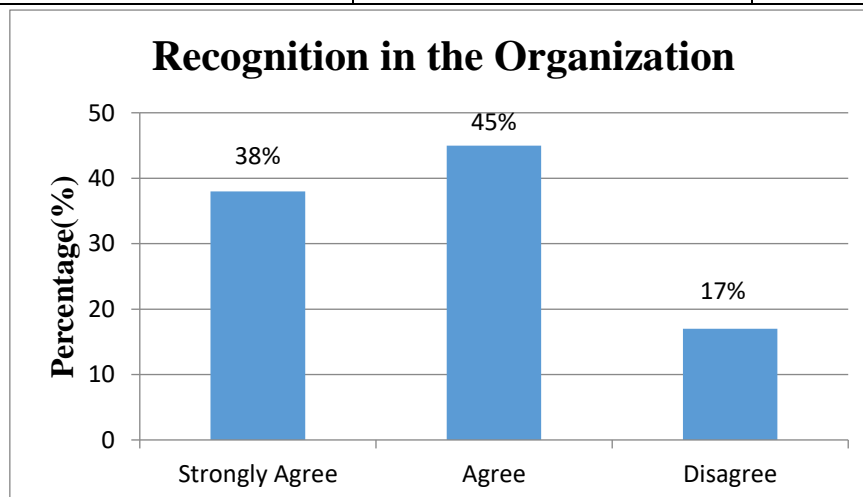
Interpretation: From the above graph it is interpreted that, 60% of the employees are facing stress in their work, 30% of the employees are facing moderate stress whereas 10% of the employees are facing low stress in their work.

11) Do you agree with the recognition of employee performance in the organisation?

Illustration:

Table.11

S. No	Options	Number of Employees	Percentage (%)
1	Strongly Agree	38	38
2	Agree	45	45
3	Disagree	17	17
Total		100	100%



Graph:11

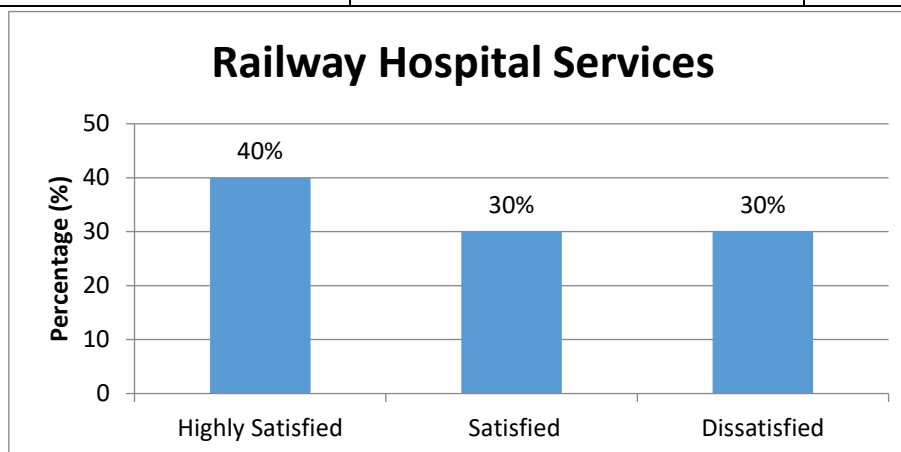
Interpretation: From the above graph it is interpreted that 38% of employees opinion is strongly agree that there is employee recognition in the organization, 45% of employees opinion is agree that there is employee recognition in the organization and 17% of employees opinion is dis-agreed that there is no employee recognition in the organization.

12) What is your satisfaction level regarding Railway Hospital services provided by the organization?

Illustration:

Table.12

S. No	Options	Number of Employees	Percentage (%)
1	Highly Satisfied	40	40
2	Satisfied	30	30
3	Dissatisfied	30	30
Total		100	100%



Graph:12

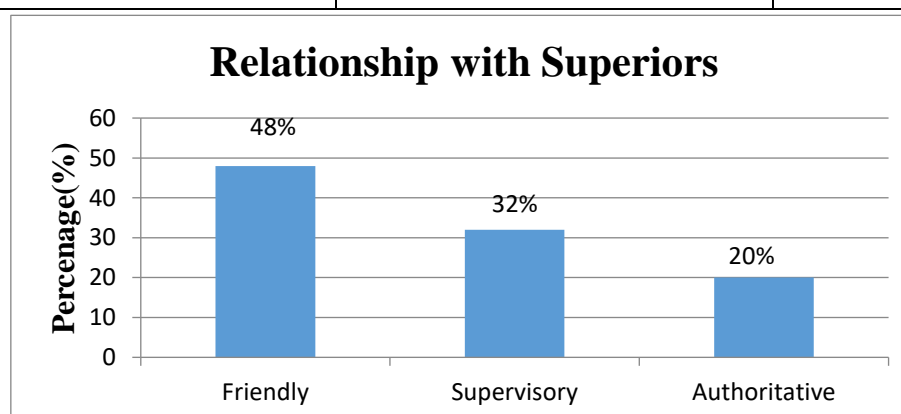
Interpretation: From the above graph it is interpreted that 40% of employees are highly satisfied with the hospital services provided by the organization, 30% of employees are satisfied with the hospital, 30% of employees are dissatisfied with the railway hospital services provided by the organization.

13) How do you feel about the relationships with superiors and peers in the organization?

Illustration:

Table.13

S. No	Options	Number of Employees	Percentage (%)
1	Friendly	48	48
2	Supervisory	32	32
3	Authoritative	20	20
Total		100	100%



Graph:13

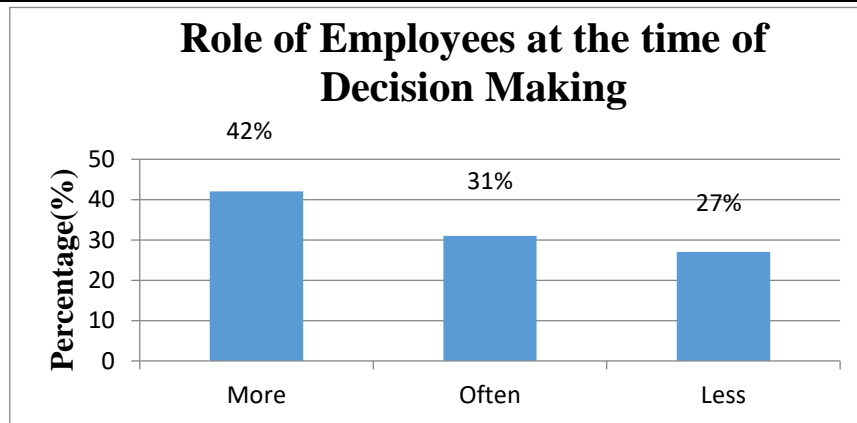
Interpretation: From the above graph it is interpreted that 48% of employees opinion is that the relationship is friendly with superiors and peers in the organization, 32% of employees opinion is that the relationship is supervisory with superiors and peers in the organization, 20% of employees opinion is that the relationship is authoritative with superiors and peers in the organization.

14) What is the role of the employees in consideration of workers suggestions at the time of decision making?

Illustration:

Table.14

S. No	Options	Number of Employees	Percentage (%)
1	More	42	42
2	Often	31	31
3	Less	27	27
Total		100	100%



Graph:14

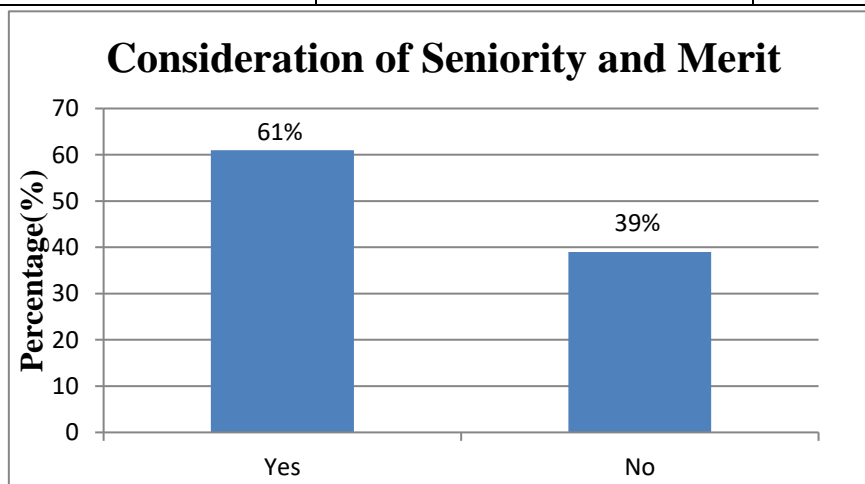
Interpretation: From the above graph it is interpreted that 31% of employees opinion is that the workers suggestions are often considered at the time of decision making, 42% of employees opinion is that the workers suggestions are more considered at the time of decision making, 27% of employees opinion is that the workers suggestions are less considered at the time of decision making.

15) What is your opinion with regard to the consideration of seniority and merit in promotion without any partialities?

Illustration:

Table.15

S. No	Options	Number of Employees	Percentage (%)
1	Yes	61	61
2	No	39	39
Total		100	100%



Graph:15

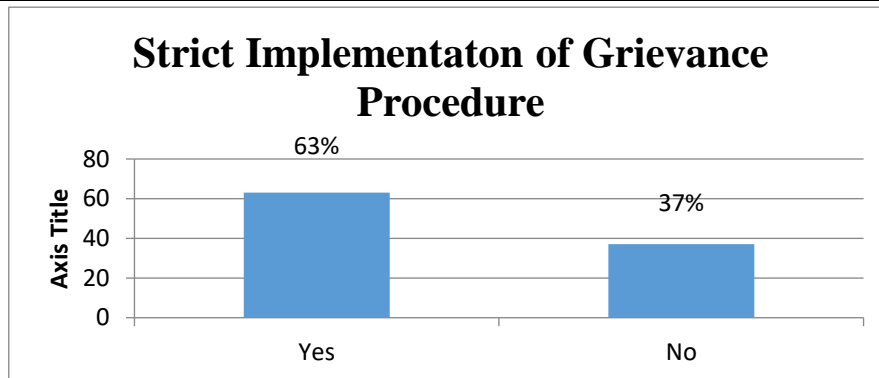
Interpretation: From the above graph it is interpreted that, 61% of employee's opinion is that the organization considers seniority and merit in promotions without any partialities, 39% of employees opinion is that the organization is not considering seniority and merit in promotions.

16) What is your opinion in the matter of strict implementation of grievance procedure in organisation?

Illustration:

Table.16

S. No	Options	Number of Employees	Percentage (%)
1	Yes	63	63
2	No	37	37
Total		100	100%



Graph:16

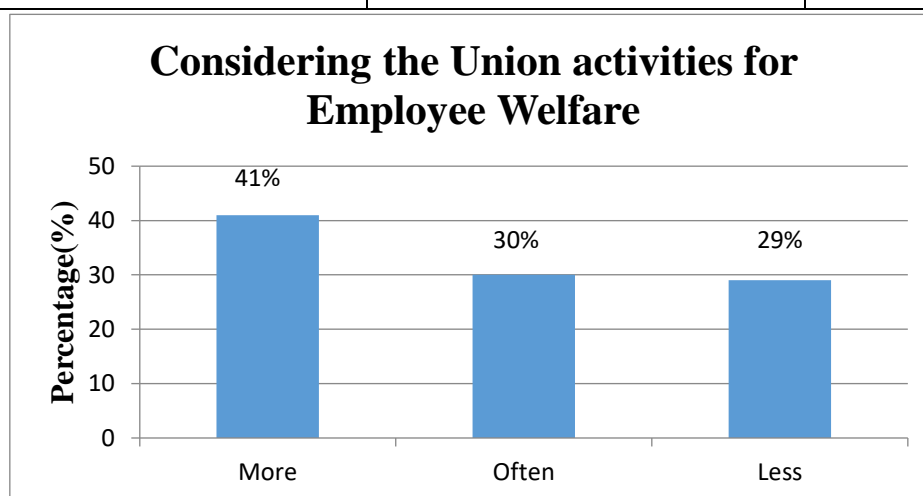
Interpretation: From the above graph it is interpreted that 63% of employee's opinion is that the grievance procedure is strictly implemented in the organization, 37% of employee's opinion is that the grievance procedure is not strictly implemented in the organization.

17) Does the organisation consider the union activities for employee welfare?

Illustration:

Table.17

S. No	Options	Number of Employees	Percentage (%)
1	More	41	41
2	Often	30	30
3	Less	29	29
Total		100	100%



Graph:17

Interpretation: From the above graph it is interpreted that, 30% of employees opinion is that often respect and consideration is given to the union activities by the organization for employee welfare, 41% of employees opinion is that more respect and consideration is given to the union activities by the organization for employee welfare and 29% of employees opined that less respect and consideration is given to the union activities by the organization for employee welfare.

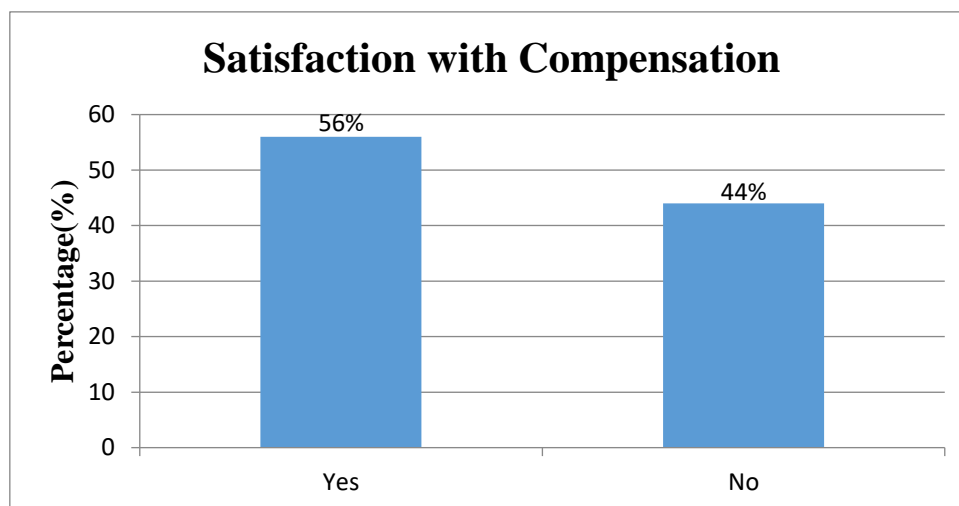
18) Are you satisfied with the compensation in case of accidents, fire and explosion?

Illustration:

Table.18

S. No	Options	Number of Employees	Percentage (%)
1	Yes	56	56
2	No	44	44
Total		100	100%

Graph:



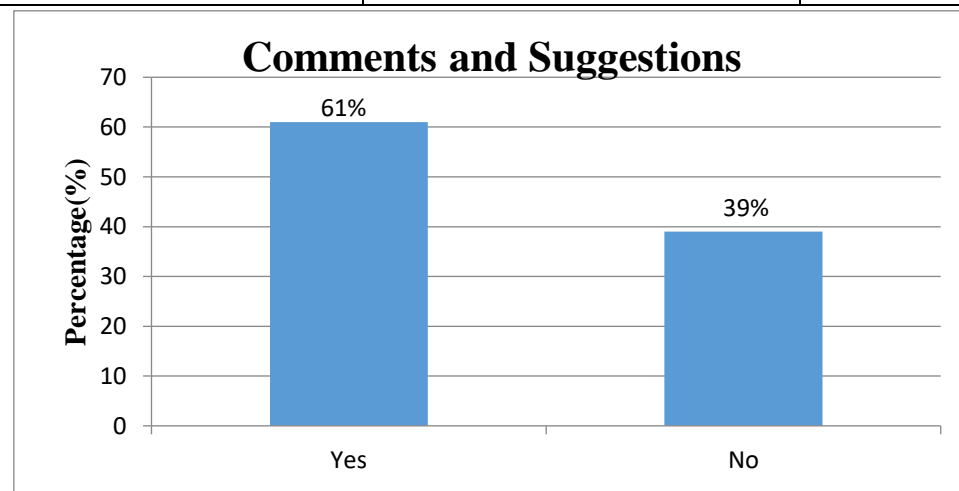
Interpretation: From the above graph it is interpreted that, 56% of employees opinion is that the organization provides compensation in case of accidents, fire and explosion and 44% of employees opined that the organization does not provides compensation in case of accidents, fire and explosion.

19) Do you feel free to offer comments and suggestions in your environment?

Illustration:

Table.19

S. No	Options	Number of Employees	Percentage (%)
1	Yes	61	61
2	No	39	39
Total		100	100%



Graph:19

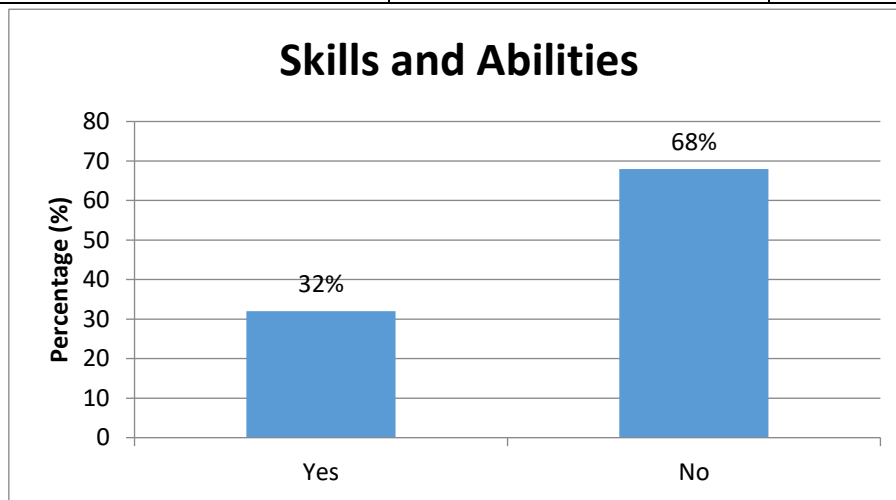
Interpretation: From the above graph it is interpreted that, 61% of the employees are feeling free to offer comments and suggestions in the work environment and 39% of the employees are not feeling free to offer comments and suggestions in the work environment.

20) Does the organisation allow you to use skills and abilities to the maximum level?

Illustration:

Table.20

S. No	Options	Number of Employees	Percentage (%)
1	Yes	32	32
2	No	68	68
Total		100	100%



Graph:20

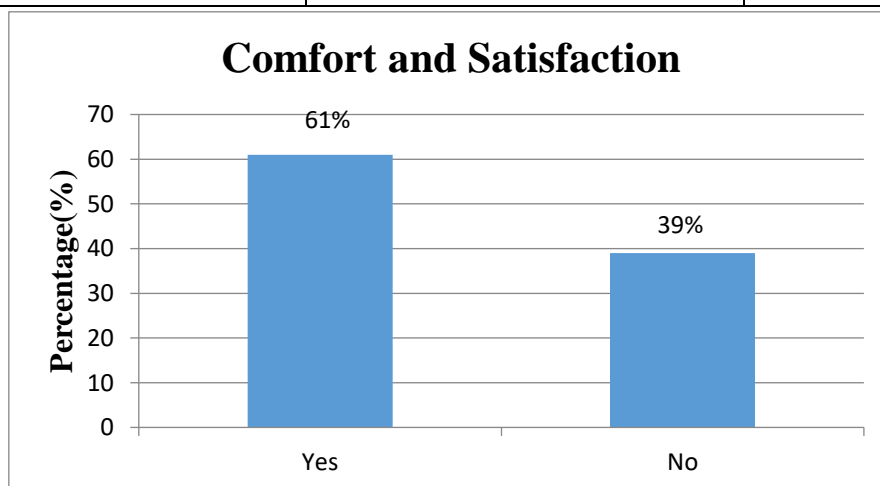
Interpretation: From the above graph it is interpreted that, 68% of the employees are felt that their skills and abilities are not used at the maximum level whereas 32% of the employees are felt that organisation using their skills and abilities to the maximum level.

21) Do you feel comfortable and satisfied with your job?

Illustration:

Table.21

S. No	Options	Number of Employees	Percentage (%)
1	Yes	61	61
2	No	39	39
Total		100	100%



Graph:21

Interpretation:

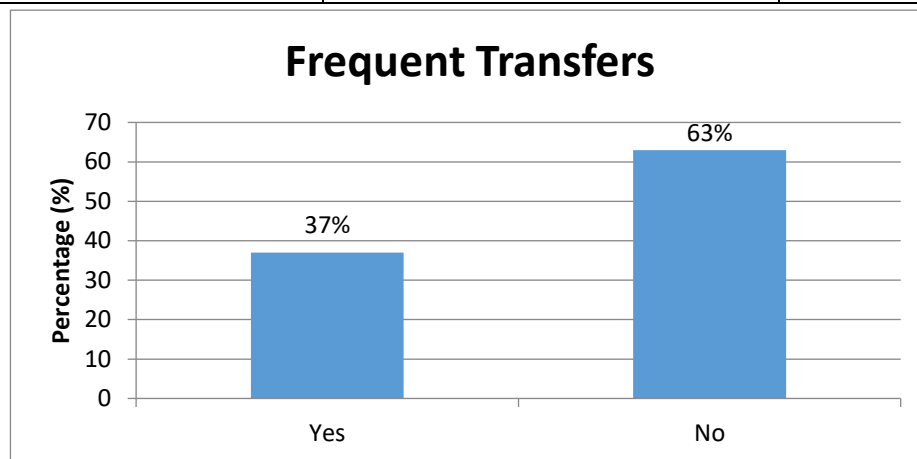
From the above graph it is interpreted that, 61% of the employees are comfortable and satisfied with their job and 39% of the employees are not comfortable with their job.

22) Are you comfortable with the frequent transfers in the organisation?

Illustration:

Table.22

S. No	Options	Number of Employees	Percentage (%)
1	Yes	37	37
2	No	63	63
Total		100	100%



Graph:22

Interpretation: From the above graph it is interpreted that, 63% of the employees are not comfortable with the frequent transfers and 37% of the employees are satisfied with the frequent transfers.

5. FINDINGS

- It is identified that 30% of the employees are dissatisfied with the level of salary provided by the organization.
- It is identified that 44% of the employees are unable to balance the work life.
- It is identified that 63% of the employees are not comfortable with the frequent transfers.
- It is identified that 20% of the employees are dissatisfied with the working conditions in the organization.
- It is identified that 60% of the employees are facing more stress in their work.
- It is identified that 30% of the employees are dissatisfied with the railway hospital services.
- It is identified that 27% of the employees stated that workers suggestions are not considered by the organisation at the time of decision making
- It is identified that 37% of the employees stated that there is no strict implementation of grievance procedure in the organisation.
- It is identified that 44% of the employees are not satisfied with the compensation provided by the organisation at the time of accidents, fire & explosion.
- It is identified that 68% of the employees are dissatisfied about the usage of skills and abilities at work place.
- It is identified that 63% of the employees are not comfortable with the frequent transfers.

6. SUGGESTIONS

- It is suggested that the organisation should consider the needs and necessity of the employees of various designations and should provide fair salaries for the retention of prospective employees.
- It is suggested that the organisation should take an initiative about the workers who are unable to balance their work life and should conduct counselling and encourage them to build up their career with the support of organisation.
- It is suggested that the organisation should provide qualitative and hygienic food with better quality standards for the employees at railway canteens to attract the employees for having food at canteen which can be a factor of revenue generation for the organisation.
- It is suggested that the organisation should provide better working conditions with the better environment which makes employee feel free to work.
- It is suggested that the organisation should conduct Yoga classes and motivational workshops for making the employees stress free so that employee can enjoy their work without any tensions.

- It is suggested that the organisation should maintain hospital with 24/7 medical services with qualified doctors with proper medical aid and also cleanliness which can improve the health of workers when got admitted to gain the employee satisfaction with the medical services provided by the organisation.
- It is suggested that the organisation should encourage employee participation by considering their suggestions at the time of decision making for building employee employer relationship and also get the creative ideas from the workers for betterment of organisation success.
- It is suggested that the organisation should make the employees aware about the grievance handling procedures and its implementation which makes them feel free to express their problems and to get best solutions for their personnel and professional development.
- It is suggested that the organisation should provide compensation basing on a type of accident met by an employee and also provide medical leaves with salary and free hospital services to retain the employees.

7. CONCLUSION

I conclude that the family and work life are both important for employees in any sector and if these two are not maintained properly it may create stress and strain resulting in various problems. This study is found important because it tries to know how a individual should balance the work life and family life.

Achieving a good balance between work and family commitments is a growing concern for contemporary employees and organisations. There is now mounting evidence linking work-life imbalance to reduced health and wellbeing among individuals and families. It is not surprising then that there is increasing interest among organisational stakeholders (e.g. CEOs, HR managers) for introducing work-life balance policies in their organisation.

Quality of work-life policies in South Central Railways (Vijayawada) are most likely to be successfully mainstreamed for the development of employees. However worker suggestions if considered by the organisation it might helpful for the improvement of workers.

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