

### **Meaning of Quality Circles:**

Conceptually Quality Circles can be described as a small group of employees of the same work area, doing similar work that meets voluntarily and regularly to identify, analyse and resolve work related problems. This small group with every member of the circle participating to the full carries on the activities, utilising problem solving techniques to achieve control or improvement in the work area and also help self and mutual development in the process.

The concept of the Quality Circle is based on “respect for the human individual” as against the traditional assumption based on suspicion and mistrust between management and its employees.

Quality circles built mutual trust and create greater understanding between the management and the workers. Cooperation and not confrontation is the key element in its operation. Quality Circles aims at building people, developing them, arousing genuine interest and dedication to their work to improve quality, productivity, cost reduction etc.

### **BARS:**

1. A partition or railing running across a court room, intended to separate the general public from the space occupied by the judges, counsel, jury, and others concerned in the trial of a cause. In the English courts it is the partition behind which all outer barristers and every member of the public must stand. Solicitors, being officers of the court, are admitted within it; as are also queen’s counsel, barristers with patents of precedence, and Serjeants, in virtue of their ranks. Parties who appear in person also are placed within the bar on the floor of the court 2. The term also designates a particular part of the court room; for example, the place where prisoners stand at their trial, whence the expression “prisoner at the bar.” 3. It further denotes the presence, actual or constructive, of the court. Thus, a trial at bar is one had before the full court, distinguished from a trial had before a single judge at nisi prius. So the “case at bar” is the case now before the court and under its consideration; the case being tried or argued. 4. In the practice of legislative bodies, the bar is the outer boundary of the house, and therefore all persons, not being members, who wish to address the house, or are summoned to it, appear at the bar for that purpose. 5. In another sense, the whole body of attorneys and counsellors, or the members of the legal profession, collectively, are figuratively called the “bar,” from the place which they usually occupy in court They are thus distinguished from the “bench,” which term denotes the whole body of judges. 6. In the law of contracts, “bar” means an impediment, an obstacle, or preventive barrier. Thus, relationship within the prohibited degrees is a bar to marriage. In this sense also we speak of the “bar of the statute of limitations.” 7. It further means that which defeats, annuls, cuts off, or puts an end to. Thus, a provision “in bar of dower” is one which has the effect of defeating or cutting off the dower rights which the wife would otherwise become entitled to in the particular land. 8. In pleading, it denoted a special plea, constituting a sufficient answer to an action at law; and so called because it barred, i.e., prevented, the plaintiff from further prosecuting it with effect, and, if established by proof, defeated and destroyed the action altogether. Now called a special “plea in bar.” See Plea in Bar

### **Fringe and Job description:**

1. Employee motivation, Incentives and Fringe Benefits
2. FICCI CE Employee motivation Individual Performance=f(ability\*motivation) Motivation is defined as an innate need or desire with a physiological or psychological basis that propels an individual to undertake an activity to satisfy the need or desire.

3. FICCI CE Employee motivation Motivational Process: 1. Awareness on the part of the individual that a need is operating. 2. Identifying mechanisms to satisfy the need. 3. Drive mechanism implementation. 4. Attainment of goals.
4. FICCI CE Employee motivation Freud's Defense Mechanisms Repression Reaction Formation Projection Rationalization Intellectualization Displacement Regression
5. Relate to and contribute towards society.
  - ⊗Generates self-confidence.
  - ⊗Growth and Development.
  - ⊗Status and self-respect.
  - ⊗Provides opportunities for interaction with others.
  - ⊗Contributes to personal identity
  - ⊗Work is instrumental for survival.
 FICCI CE Employee motivation Functions of Work:
6. FICCI CE Chris Argyris' Immaturity-Maturity Theory: Immaturity Characteristics • Passivity • Dependence • Capable of behaving in few ways • Shallow interest • Short-term perspective • Subordinate position • Lack of Self-Awareness Maturity Characteristics • Active • Independence • Capable of behaving in many ways • Deep interest • Long-term perspective • Super ordinate position • Self-Awareness and Control
7. FICCI CE Content Theories of Work Motivation These theories attempt to determine what motivates people at work and are concerned with identifying and prioritizing needs. Maslow's need-hierarchy theory Herzberg's Two-Factor theory Alderfer's ERG theory McClelland's Achievement motivation theory
8. Physiological → Safety → Belongingness Basic needs(B needs): → Esteem → Self-Actualization →FICCI CE Maslow's Need-Hierarchy Theory Geds(G needs):
9. FICCI CE Maslow's Model in a work situation Self-Actualization Esteem Social Security Pay
10. Company policy ⊕FICCI CE Herzberg's Two-Factor Theory Hygiene Factors