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## EFFECTIVENESS OF EMPLOYEE WELFARE FACILITIES AT PRIVATE CHEMICALS ORGANIZATION SURAT

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### ABSTRACT

In organization, welfare facilities are very important and directly affected on employee's behavior and productivity. The main purpose of the study is survey on effectiveness and welfare facilities. The research design of the study is descriptive in nature. The research based on primary as well as secondary data. The research is based on non-probability judgmental sampling method. The sample size is 100 employees. The data are collected to the far side of employee by using questionnaire. The data analysis, frequency and T-test have been used. It is found that the organization provided welfare facility very efficient and power full. The study is specifying that employees are happy with their present welfare facilities at the organization.

**Key Words:** satisfaction level, effectiveness of welfare facilities.

## INTRODUCTION

Employees welfare facilities in the organization affects on the behavior of the employees as well as on the productivity of the organization. If proper welfare facilities are provided to employees then it leads to improve their job satisfaction. The management should provide good facilities to all employees in such way that employees become more satisfied and they work harder and more effectively and efficiently. Welfare is a broad concept which shows the art of living of an individual or a group which should be in a desirable relationship. It aims at social development by the means of social legislation, social reform social service, social work and social action.

The main objective of economics welfare is to support the economic production and productivity through development by increasing equitable distribution. Employee welfare is an area of social welfare facilities and it is conceptual as well as operational. It covers a broad field and develops a state of well-being, happiness, satisfaction, commitment, loyalty and development of human resources. The basic propose of employee welfare is to improve the life of employees and to stay to happy and conducted. There are mainly two types of welfare measures Statutory and Non statutory.

Organization provides welfare facilities to their employees to keep their motivation levels high and make them more loyal towards the organization. The welfare schemes can be classified into two categories viz. statutory and non-statutory schemes. The statutory schemes are those schemes that are compulsory to be provided by an organization to their employees by keeping in mind the laws governing employee health and safety these include: canteen facilities, drinking water, proper and sufficient lighting, facilities for sitting, changing rooms, first aid appliances, latrines and urinals, washing places, spittoons and rest rooms. Personal health care, flexible time, assistance programs, harassment policy, employee referral schemes, and medi-claim insurance schemes are all covered under the welfare facilities. The non statutory amenities at variance from organization to organization and from industry to industry.

The Organization provide the welfare facilities to their employees are as above,

According to factories act 1948 -

- Washing facilities section 42
- Facilities for storing & drying clothing section 43
- Opportunities for rest section 44
- First aid box for every 150 workmen / employees' section 45
- Provided and maintain ambulance provided to 500 employees charge of such medicate and nursing staff section 45(4)
- Canteen facilities are provided to more than 250 section 46
- Suitable shelters or rest rooms and a lunch room provision for drinking water provided to more than 150 employees section 47
- Housing loan

- Education loan

### **Intramural Facilities by organization:**

The intramural facilities known as facilities provided inside the firm. In these facilities include all type of activity related to maintaining of industry, safety measures like fencing and covering of machines, proper layout structure of the plant and machinery, sufficient lighting etc. The provision of some facilities is compulsory in all industrial establishment and organization to all over the world

- Healthiness and medical facilities
- Drinking water facilities
- Canteen
- Crèches
- Facilities for storing and drying clothing

### **Extra-Mural Facilities by organization:**

The extra mutual facilities is known as the offered to the employee's outside the workplace. In this include transport facilities, health and medical services, market, consumers etc. It may be started that the welfare activities may be provided by the employer, the government etc. The extra-mural facilities are very important for the general welfare and upliftment of the workers.

- Housing and quarter
- Recreational & Sports facilities
- Transport facilities
- Educational Facilities

### **Statutory facilities:**

Organization provide welfare facilities to hold the employee motivation level high. These facilities have to take by every employer as per the various labour enactments. This facility may be related to working conditions, house of works, industrial safety. Other facilities provided to the worker make their work easy, smooth and they can enjoy their work.

### **Voluntary:**

Voluntary welfare includes all those activities which employees undertake for their employees on voluntary basis. They included such activities conducive to welfare of the worker which are undertaken by the employers on their own free will. The activities under this category ultimately lead to increase in the efficiency of worker.

## NEED/ IMPORTANCE OF THE STUDY:

Measuring the effectiveness of welfare facilities affects on employee's morale in an organization. Welfare facilities are very important for employees. The welfare facilities provided to worker and employees to make them happy and satisfy. Therefore, it is necessary to identify effectiveness of welfare facilities.

- This study helps to found the huge impact on productivity of the employees in the organization.
- In the organization, welfare facilities are essential for retention of employees.

## STATEMENT OF THE PROBLEM:

If sufficient welfare facilities are not provided to employees then it leads to increase employees' turnover. It reflects negatively on the image of the company.

## OBJECTIVES:

- To know the effectiveness of various employees' welfare measures provided in the organization
- To find out the levels of satisfaction among employees with respective to various welfare measures providing to them.
- To suggest which factors affects workers to perform their tasks effectively at workplace.
- To identify remedial measures to improve the employee welfare.

## LITERATURE REVIEWS:

- 1) **Srinivat KT (2013)** studied on employee's welfare facilities. The objectives of the study to understand the extent of awareness of among the employees for various statutory and non-statutory facilities and to find out satisfaction level of the employees in the organization. This study concluded that the fundamental propose of labour welfare facilities is to enrich the employee's life and make more joyful and conducted that helps to development of the organization.
- 2) **Dr. M Surat Kumari (2014)** studied on impact of employee welfare facilities on job satisfaction. Objectives of this study are to boots up employee morale and to protect from health and safety and provide facilities to protect them. The study concluded that employees are satisfied with the facilities and improvement of the facilities is raising the standard of employee's performance.
- 3) **Dr. Usha Tiwari (2014)** studied on employee welfare facilities and its impact on employee's efficiency. Objective of this study is the employee welfare facilities provided by the company to employees are satisfied. This study concluded that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals.
- 4) **B.R. Manasa, Dr.C.N.Krishnanaik (2015)** studied on employee welfare measures – A study on cement of India unit. Objectives of study are to know various welfare facilities and satisfaction

level of the employees. This study concluded that the employee welfare facility provided by the organization is to satisfy the employees but there is more scope for further improvement.

5) **Ramya. J, Bhavani shree, Arepalli, Dr. Lakshmi ( 2016)** studied on Employee Welfare Facilities and Its Impact on Employee Satisfaction .Objective of this study are to find that workers were fulfilled by the approach of employee welfare procedures taken for the workers, Operating environment has satisfactory airing but the employee's sense there must be adequate arrangements for fresh air wherever possible .This study concluded that the Employee satisfaction involves taking measures to encourage staff to stay within the organization.

6) **Dr. P. C. Sai Babu Goli Gurunadham (2016)** studied on employee satisfaction labour welfare measure. Objective of this study Awareness level of the respondents on Labour welfare measures and their Level of Satisfaction. This study concluded that the employees in the sampling units do have a strong perception and satisfaction levels towards the labour welfare measures being implemented in their organizations.

7) **R. Ramamoorthy, K.P.Thooyamani, Karthick K (2017)** studied on effectiveness of employee welfare measure and employee morale. Objectives of this study are to find out the satisfaction level of the employees and to evaluate the effect of the welfare measures on morale of employees in the organization. This study concluded that the workers confidence helps the running to know the fulfillment level of welfare facilities in the organization.

8) **D.S.B. Bharathi Dr.R.Padmaja (2018)** studied on The Role of Employee Welfare Facilities in Engaging Employees. objective of this is the Job satisfaction leads to employee engagement significantly substantiated by the results of this study. This study concluded after thorough the study of all the aspects of Employee welfare activities is pruning to job satisfaction and that leads to employee engagement.

9) **K. PRABHA KUMARI R. KANNAN (2018)** studied on statutory labour welfare measure. Objective of this Significant relationship between Age & Welfare facilities. The study conclude on labour welfare measures aims find out the various welfare schemes provided by the organization. The staff and workers want more co-operations with the management.

10) **Lonah Moruri, Dr. Ogoti Evans, and Dr. Munyua Jennifer (2018)** studied the influence of employee welfare facilities on their performance in this study discussed about the relationship between employee welfare practices and employee performance. The study concluded that if the employee welfare facilities are continuously enhanced, so the performance of employees is improve.

**RESULT AND DISCUSSION:**

Gender	Percentage
Male	82
female	18
Total	100

Interpretation: From the total respondents 82% are males and 18% are females.

Awareness of welfare facilities	Percentage
Yes	100
No	0

Interpretation: All the respondents are aware with welfare facilities provided by the company.

Questions No.	Percentage			Questions No.	Percentage		
	Neutral	Satisfied	Highly Satisfied		Neutral	Satisfied	Highly Satisfied
2A	10	80	10	4	0	100	0
2B	4	91	5	5A	72	22	5
2C	10	80	10	5B	60	25	15
2D	62	26	12	5C	1	75	13
2E	65	30	5	5D	15	70	25
2F	60	32	8	7A	20	85	5
2G	30	57	13	7B	5	90	5
2H	10	75	15	7C	10	87	3
2I	15	80	8	7D	60	38	2
2J	10	80	12	7E	15	75	10
3A	60	25	15	7F	60	35	5
3B	19	80	9	7G	18	80	9
3C	9	87	5	7H	9	87	15
3D	55	33	12	7I	9	79	11

Questions No.	Moderate	Agree	Strongly Agree
8A	7	89	4
8B	5	93	2
8C	9	88	3
8D	9	88	3

Questions No.	Moderately Appropriate	Appropriate	Absolutely Appropriate
9A	0	97	3
9B	4	91	5
9C	3	92	5
9D	7	83	10
9E	6	87	7
9F	4	89	7

## HYPOTHESIS:

### One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Q.8A	100	3.97	.332	.033

### One-Sample Test

	Test Value = 4					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.8A	-.904	99	.368	-.030	-.10	.04

H0: Employees are not agreeing with the statement that my company has effective welfare facility.

H1: Employees are agreeing with the statement that my company has effective welfare facility.

Interpretation: From the table, it can be said that P value is 0.368, that is greater than 0.05, so null hypothesis is not rejected, it means employees are agreeing with the statement that my company has effective welfare facility.

### One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Q.8B	100	3.97	.264	.026

### One-Sample Test

	Test Value = 4					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.8B	-1.136	99	.259	-.030	-.08	.02

H0: employees are not agreeing that effective welfare is increasing their job commitment and loyalty.

H1: employees are agreeing that effective welfare is increasing their job commitment and loyalty.

Interpretation: from the table, it can be said that P value is 0.259 that is greater than 0.05, so null hypothesis is not rejected, it means employees are agreeing with the statement that effective welfare is increasing their job commitment and loyalty.

### One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Q.8C	100	3.94	.343	.034

### One-Sample Test

	Test Value = 4					
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.8C	-1.750	99	.083	-.060	-.13	.01



H0: Employees are not agreeing that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.

H1: Employees are agreeing that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.

Interpretation: From the table, it can be said that P value is 0.083 that is greater than 0.05, so null hypothesis is not rejected, it means employees are agreeing with the statement that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.

## RESEARCH METHODOLOGY:

### DATA COLLECTION SOURCES:

The purpose of methodology section is to descriptive researcher of the current study.

**Primary data** collected by employees and questionnaires provided to the 100 employees of spectrum dyes and chemicals pvt ltd.

### SAMPLE DESIGN:

A sample design is the framework to distribute as the basis for the selection of a survey sample and affects many other important aspects of a survey as well.

- Sample Element: Employees at spectrum dyes and chemicals pvt. Ltd.
- Population: 1200
- Sample size: 100 samples
- Sampling methods: judgmental sampling.

### RESEARCH ANALYSIS TOOLS:

- Frequencies

### FINDINGS:

- 82% of respondents are males and 18% of respondents are females from the 100-sample size.
- All respondents are aware with the various welfare facilities provide by the company.
- Majority of total respondents are satisfied with provide the drinking water facilities, seating arrangement, first aid appliances, latrine urinals & spittoons facilities, canteen facilities, rest room facilities, housing facilities, health & medical facilities, place, education facilities provided by the company.

- Majority of respondents are pleased with the Extramural, Intramural, Statutory and voluntary welfare facilities are provided by the company.
- All respondents are satisfied with the motivational facility provided by the company.
- Majority of respondents are pleased with creates efficiency towards work, improves physical & mental health, Increases the standard of living, Loyalty towards the work perception in company.
- Majority of respondents are satisfied with the company provided by training & safety measures, social security benefits, fridge benefits, extramural benefits, statutory facilities, sanitary facilities, grievance handling, career growth activities and motivational activities.
- Employees are agreeing with the statement that my company has effective welfare facility.
- All employees are agreeing that effective welfare is increasing their job commitment and loyalty.
- Employees are agreeing that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.
- Employees are agreeing that welfare is more important than reward system.
- Employees have a view that management is concern for welfare facilities.
- Employees have view that company is providing appropriately fringe benefits and security schemes
- Employees have a view that company is appropriate for welfare facilities provided at the right time also in health care programs, motivational programs, conducive work environment

## RECOMMENDATIONS:

- Improvement in Complete Medical facilities should be maintaining good health pf workers and employees so that the employees more healthy and fit enough.
- Company should be more required to promote effective welfare facilities as it creates more productivity which in return benefits to the organization.
- Providing Health center for regular checkup of employees and workers.
- The number of medical practitioners should be increased.

## CONCLUSION

The study indicates that employees' welfare measures are responsible to maintain employees in the organization. The employees have provided effective welfare facilities. All respondents are agree with the different welfare facilities provided by the organization. The motivation, carrier development, grievance handling, medical facilities, education are important factors that affects on employee's productivity at workplace. It has been concluded that all employees are satisfied and agree with their provided welfare facilities by organization which in turn would be build the confidence, self-esteem and also increase the productivity of employees.

## LIMITATION:

- Due to the time constraints only, limited population is taken for the study.
- As a student limited finance and resources utilized in the study.

## SCOPE FOR FURTHER RESEARCH:

- The study can help organization to know the satisfaction level of employees on welfare measures.
- The study gives important insights to employer about what kind of strategies and policies require improving welfare facilities.
- In this competitive world organization should focus on their employees' priorities by providing different and unique welfare facilities for retaining them into the organization.

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## APPENDIX

Dear Respondents,

The present survey is purely for research purpose only. All information given by you will be kept confidential.

Name: \_\_\_\_\_

Gender:  Male  female

Age: \_\_\_\_\_

Designation: \_\_\_\_\_

Organization name: spectrum dyes & chemicals pvt. Ltd.

1) Do you aware of various welfare facilities provided in your company?

A). Yes

B). No

2) Rate the following facilities in accordance to your satisfaction level

(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4=satisfied, 5-highly satisfied)

Sr no.	Welfare facilities	1	2	3	4	5
1	Drinking water facilities					
2	Seating arrangement					
3	First aid appliances					
4	Latrine urinals, and spittoons facilities					
5	Canteen facilities					
6	Rest room facilities					
7	Housing facilities					
8	Health & medical facilities					

9	Place						
10	Education facilities						

- 3) Rate the welfare facilities mean more prior for you?  
(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4= satisfied, 5-highly satisfied)

Sr no.	Welfare types	1	2	3	4	5
1	Extramural					
2	Intramural					
3	Statutory					
4	Voluntary					

- 4) Does a welfare benefit provided by the company play a motivational factor?

Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied

- 5) According to your perception please rate the following benefits of employee welfare  
(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4= satisfied, 5-highly satisfied)

Sr no.	Welfare benefits	1	2	3	4	5
1	Creates Efficiency towards work					
2	Improves physical & mental health					
3	Increases the standard of living					
4	Loyalty towards the work					

- 6) Do you think that welfare facilities are help to increase your productivity and profitability towards your work?

(a)  Yes  (b) No

- 7) Rate your satisfaction level with the following welfare facilities provided by your company

(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4= satisfied, 5-highly satisfied)

Sr no.	Welfare facilities	1	2	3	4	5
1	Training & safety measures					
2	Social security benefits					
3	Fridge benefits					
4	Extra mural benefits					
5	Statutory facilities					
6	Sanitary facilities					
7	Grievance handling					
8	Career growth activities					
9	Motivational activities					

8)

What is your opinion for following statements?

Sr. No.	Statements	Strongly disagree	Disagree	Moderate	Agree	Strongly agree
1	I think that my company has effective welfare system					
2	Effective welfare is increasing my job commitment and loyalty.					
3	The provision of welfare and social security measures adequacy help in controlling employees' absenteeism					
4	Welfare is more important than reward system?					

9) State the level of appropriateness with respect to following? (Describe your opinion for company)

Sr. No.	Statements	Absolutely inappropriate	Inappropriate	Moderately appropriate	Appropriate	Absolutely appropriate
1	Management concern for welfare activities					
2	Fringe benefits and security schemes					
3	The welfare facilities provided at the right time					
4	Health care programs					
5	Motivation programs					
6	Conducive work environment.					

9) What are your suggestions for improvement in existing welfare measures adopted by your company?