



"A STUDY TO ANALYZE THE SATISFACTION LEVEL OF EMPLOYEES ON EMPLOYEE WELFARE MEASURES"

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Abstract: The study was conducted to analyze the satisfaction level of employees on employee welfare measures. Welfare is the pre requisite of minimal level of well-being and social support for all. Organization provides welfare facilities to their employees to maintain their motivation level high. The main objective is to analyze the satisfaction level of employees with regards to welfare facilities and to propose some measures for improving welfare measures in the organization. Researcher was supported by stratified random sampling of 60 employees from various departments. Structured questionnaire was used for collecting the data. The data was analyzed through the percentage analysis and cross tabulation method by using SPSS 20.0.

Keywords: Employee satisfaction, Employee welfare measures, Statutory welfare Measures, Non-Statutory welfare Measures, Legal compliance.

Introduction:

Welfare: Anything done for the intellectual, physical, moral, and economic betterment for employees, whether by employer or by government or by agencies, over and above what laid down by law or what is normally expected from contractual benefits for which employees may have bargained.

Employee welfare measure in INDIA broadly divided into two types;

Statutory welfare measures: It includes Water facilities, Sitting facilities, Restrooms, First aid kit, Canteen Facilities, etc.

Non statutory welfare measures: It includes Regular medical examinations, Flexi-time, Employee assistance programs, Harassment policy, Medi-claim, etc.

Government role in safety

Factories act and implementation of safety provisions

The history of labour legislation in India goes as far as the eighties of the last century when a new dimension was introduced into welfare in the industry in the shape of the first Indian factories act in the year 1881. A series of development, especially appointment of a number of commissions committees and constitutional changes led to the amendment of this year 1891,1911,1922.

Health and Safety Provisions

Under this act every factory required to ensure cleanliness proper ventilation, prescribed standard, regulation of overcrowding of space and adequate lightning arrangement. With the factory, State governments were empowered to make rules requiring a factory employing more than factory employees to providing adequate rest shelter.

Features of employee welfare

Includes a variety of services provided to employees for development, These measures are flexible and continue to adapt accordingly with changing environmental conditions, Welfare measures are taken by employers, the government or by a non-profit organization.

Benefits of employee welfare

It improves the physical and psychological health of employees therefore promotes the better working conditions, Facilities such as housing programs, medical services, education & recreational facilities for employee's family to facilitate them in improving the standards of living, Welfare measure motivates the employees to pay extra interest to their work so that productivity rises, company obtain constant work force through welfare services.

Review of literature

Joseph, J. S. (2021) A study on satisfaction levels regarding welfare measures of industrial workers working in selected units of MIDC Nagpur. Main objective of the study is to study demographic variables of the industrial workers and to study the level of welfare facilities available in the organization.

Ms. S. Vinitha, Dr. P. Vanitha, Mrs. K Malarkodi (2020) A study on employee satisfaction towards welfare measures it is concluded that this organization is providing various welfare facilities to the employees working in it. The management required to provide good facilities to all employees in such way that employees become satisfied about employee welfare facilities. It increases productivity as well as quality and quantity.

P. Chandrasekaran, P Ganeshprabhu (2020) A study on employee welfare Measures in Construction industry in India, Objective of the study is to identify the place of deviation in the implementation of welfare measures from the statutory regulation of the factories act.

Ms. Yedlapalli Durga, Dr. D. Pranathi (2020) A study on employee satisfaction on welfare measures at selected cement company, Objective is to offer a few suggestions for the effective implementation of welfare activities in Zuari cements Private Limited.

Ms. Asha. & Gururaj B. (2019) A study on employee welfare measures at BHEL, Objective is to study about employee welfare facilities provided in organization.

Problem Statement of the Study

Human resource are most important resources for any organization. Here it is the duty of the management to look after welfare measures of the employees. If the employees are satisfied with the provided welfare measures the production will rise.

The welfare measures of the employee are crucial because of the nature of the industrial system. Today employees are an essential element contribution to the growth of the organization. If we make an overall study of the living and working condition of employees the necessity of employee welfare measures would be apparent.

Objective of the Study

To study satisfaction level of employees towards statutory welfare measures provided to employees.

To study satisfaction level of employees towards non statutory welfare measures provided to employees.

To identify the various welfare measures implemented in the organization.

Research Methodology

Galva Decoparts Pvt. Ltd. is having more than 600 employees. To examine report definite methodology were utilized to impose the topic in a clear approach. This research design uses descriptive research method, which will rely on primary data.

Source of data

Primary data: The data is basically acquired from employees through sampling by using a questionnaire.

Secondary data: The secondary data was collected through several articles, company prospectus and websites.

Data collection method

The data is collected through questionnaire. The responses are collected and analyzed using SPSS software. Then responses are tabulated and analyzed using percentage and cross tabulation. Finally, interpretation is drawn from the tables.

Hypothesis Framework:

Ho₁: There is no significant relationship between age and satisfaction level of employees towards employee welfare measures.

Ha₁: There is a significant relationship between age and satisfaction level of employees towards employee welfare measures.

Ho₂: There is no significant relationship between gender and satisfaction level of employees towards employee welfare measures.

Ha₂: There is a significant relationship between gender and satisfaction level of employees towards employee welfare measures.

Data analysis and interpretation:

Table showing cross tabulation of age, gender and satisfaction level towards Statutory welfare measures.

Facilities provided by an organization		No. of Respondents	Age			Gender	
			20-29	30-39	40-49	Female	Male
The rest room and lunch room facility	Dissatisfied	2(3%)	1	1	0	0	2
	Neutral	10(17%)	5	5	0	0	10
	Satisfied	37(61%)	22	12	3	6	31
	Highly satisfied	11(19%)	4	7	0	1	10
The drinking water facility	Dissatisfied	1(2%)	1	0	0	0	1
	Neutral	7(12%)	6	1	0	0	7
	Satisfied	39(65%)	17	19	3	6	33
	Highly satisfied	13(21%)	8	5	0	1	12
The first aid and dispensary facilities	Dissatisfied	1(2%)	1	0	0	0	1
	Neutral	11(19%)	7	4	0	0	11
	Satisfied	37(60%)	18	16	3	6	31
	Highly satisfied	11(19%)	6	5	0	1	10
The seating arrangement	Neutral	8(14%)	4	4	0	0	8
	Satisfied	35(58%)	19	13	3	4	31
	Highly satisfied	17(28%)	9	8	0	3	14
Cleanliness & hygiene maintained at the washing facility	Dissatisfied	1(2%)	1	0	0	0	1
	Neutral	8(14%)	3	5	0	0	8
	Satisfied	32(53%)	18	11	3	4	28
	Highly satisfied	19(31%)	10	9	0	3	16

Interpretation:

The above table showing cross tabulation of age, gender and employees satisfaction level towards Statutory welfare measures, The above table1showing cross tabulation of age, gender and employees satisfaction level towards Statutory welfare measures,

The employees with high satisfaction level towards **rest room and lunch room facilities** are 19% and the employees who are satisfied are 61%.

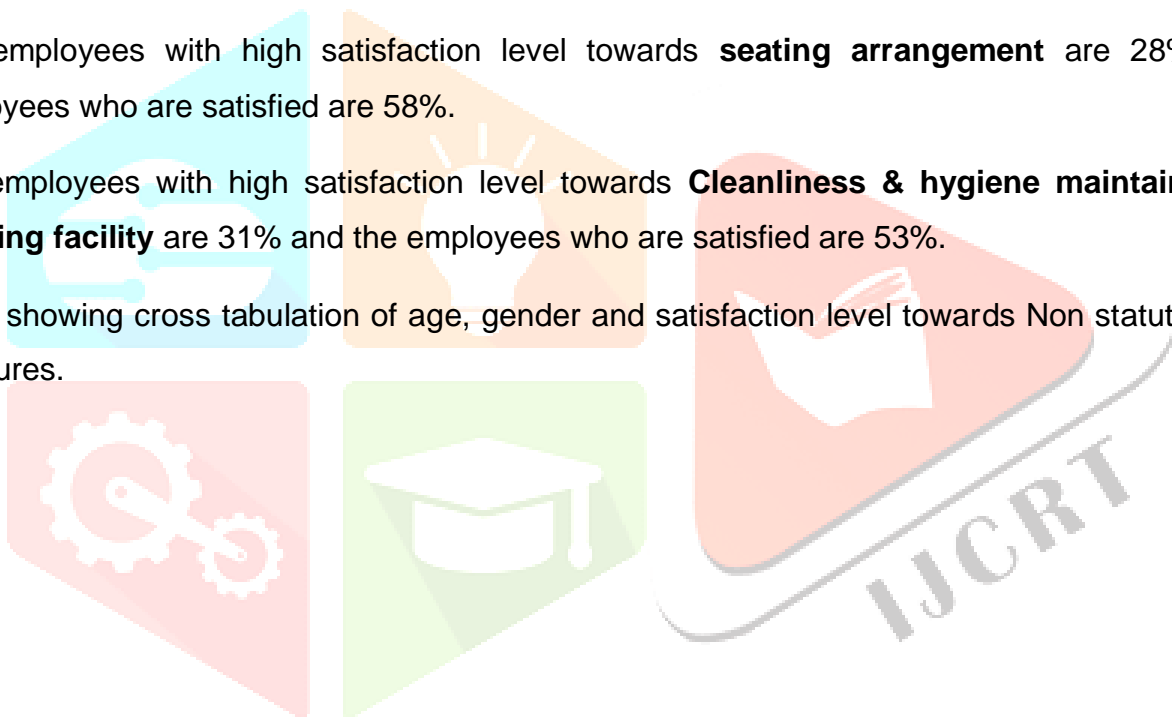
The employees with high satisfaction level towards **drinking water facility** are 21% and the employees who are satisfied are 65%.

The employees with high satisfaction level towards **first aid and dispensary facilities** are 19% and the employees who are satisfied are 60%.

The employees with high satisfaction level towards **seating arrangement** are 28% and the employees who are satisfied are 58%.

The employees with high satisfaction level towards **Cleanliness & hygiene maintained at the washing facility** are 31% and the employees who are satisfied are 53%.

Table showing cross tabulation of age, gender and satisfaction level towards Non statutory welfare measures.



Facilities provided by an organization		No. of Respondents	Age			Gender	
			20-29	30-39	40-49	Female	Male
Medical facilities	Highly dissatisfied	1(2%)	0	1	0	0	1
	Dissatisfied	1(2%)	1	0	0	0	1
	Neutral	11(18%)	5	6	0	0	11
	Satisfied	38(63%)	21	14	3	5	33
	Highly satisfied	9(15%)	5	4	0	2	7
Recreational facilities	Dissatisfied	3(5%)	2	1	0	0	3
	Neutral	11(18%)	4	7	0	0	11
	Satisfied	37(62%)	21	13	3	4	33
	Highly satisfied	9(15%)	5	4	0	3	6
Training programs conducted by the company to improve skills	Dissatisfied	3(5%)	1	2	0	1	2
	Neutral	6(10%)	1	5	0	0	6
	Satisfied	41(68%)	26	12	3	3	38
	Highly satisfied	10(17%)	4	6	0	3	7
Housing loan	Yes	13(22%)	8	5	0	3	10
	No	39(65%)	18	18	3	4	35
	Maybe	1(2%)	1	0	0	0	1
	Don't know	7(12%)	5	2	0	0	7
The organization educate regarding the new technology development	Yes	47(78%)	25	20	2	7	40
	No	6(10%)	3	2	1	0	6
	Maybe	6(10%)	3	3	0	0	6
	Don't know	1(2%)	1	0	0	0	1

Interpretation:

The above table showing cross tabulation of age, gender and employees satisfaction level towards non-statutory welfare measures,

The employees with high satisfaction level towards **medical facilities** are 15% and the employees who are satisfied are 63%.

The employees with high satisfaction level towards **Recreational facilities** are 15% and the employees who are satisfied are 62%.

The employees with high satisfaction level towards **Training programs conducted by the company to improve skills** are 17% and the employees who are satisfied are 68%.

The employees who provided with **Housing loan** are 22% and the employees who are not provided with housing loan are 65%.

The employees who well aware about **the organization educate regarding the new technology development** are 78%.

Chi- square test:

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	19.789 ^a	22	.596
Likelihood Ratio	23.935	22	.351
Fisher's Exact Test	21.398		

The Pearson Chi- square value=19.789, df =22 and p=0.596 indicating that the significant value is more than 0.05. So, the null hypothesis is being accepted and hence There is no significant relationship between age and satisfaction level of employees towards employee welfare measures.

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.083 ^a	11	.357
Likelihood Ratio	10.678	11	.471
Fisher's Exact Test	8.972		

The Pearson Chi- square value=12.083, df =11 and p=0.357 indicating that the significant value is more than 0.05. So, the null hypothesis is being accepted and hence There is no significant relationship between gender and satisfaction level of employees towards employee welfare measures.

Findings:

Statutory welfare measures:

Majority employees are highly satisfied with rest room and lunch room facilities and with first aid and dispensary facilities

Majority employees are satisfied with drinking water facility, seating arrangement and Cleanliness & hygiene maintained at the washing facility.

Non statutory welfare measures:

Majority employees are satisfied with medical facilities, Recreational facilities and Housing loan.

Majority employees are highly satisfied with Training programs conducted by the company to improve skills.

Majority employees who are well aware about the organization educate regarding the new technology development.

Suggestions:

Recreation facilities can be improved to increase the morale of the employees and reduce the stress of the employees.

More training classes should be conducted to improve the efficiency of the employees.

Quality of food and canteen facility can be improved.

Annual health and canteen facility counselling should be improved by conducted health camps at least in a month.

Company should provide adequate medicines in the first-aid box.

Conclusion:

Employee welfare measures are the state of well-being, satisfaction, protection and helps to motivate the employees. It was explored that employee welfare measures helps in employee satisfaction. With result of improving the quality of work life among the employees, their involvement in job will be increased and productivity of the organization will be increased.

Employee welfare measures boost the morale of the employees if they are effectively implemented and carried out. The welfare measures which are provided in Galva Decoparts Pvt. Ltd. are appreciable, as the employees are satisfied with the existing welfare measures.

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