



Employees' Utilization and Satisfaction towards ESIC Services in Mysore Region: An Empirical Study

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Abstract

The Employees' State Insurance Scheme is one of the important social security measures available to employees in the organised sector. The effectiveness of the scheme depends not only on its statutory coverage, but also on the extent to which employees actually utilize its services and remain satisfied with the benefits received. The present study examines the utilization and satisfaction of employees towards ESIC services in Mysore Region. The study is based on primary data collected from 50 employees covered under the ESI Scheme and having experience in using ESIC-related services. A structured questionnaire was used to collect responses on utilization and satisfaction. The reliability of the utilization scale was found to be acceptable with a Cronbach's Alpha value of 0.797, while the satisfaction scale recorded a Cronbach's Alpha value of 0.816. Descriptive statistics, independent samples t-test, and Pearson correlation were used for analysis. The results show that the overall level of utilization of ESIC services is moderate, with a mean score of 3.1320. The overall level of satisfaction is also moderate to favourable, with a mean score of 3.3750. The t-test result indicates that there is no statistically significant difference in utilization between direct and contract employees. However, Pearson correlation shows a positive and statistically significant relationship between utilization and satisfaction. The study concludes that increased and effective use of ESIC services is associated with better satisfaction among employees. The study suggests strengthening service awareness, simplifying administrative procedures, improving digital access, and ensuring timely support to employees in Mysore Region.

Keywords: ESIC, ESI Scheme, utilization, satisfaction, employees, Mysore Region, social security.

1. Introduction

Social security plays a significant role in protecting employees against risks arising from sickness, maternity, employment injury, disablement, and other contingencies affecting work and livelihood. In India, the Employees' State Insurance Scheme is one of the major statutory social security schemes designed to provide medical care and cash benefits to employees and their eligible dependents. The scheme is particularly important for employees in the organised sector, as it reduces the financial burden of medical treatment and offers institutional support during periods of health-related difficulty.

The Employees' State Insurance Corporation, together with the State ESI medical service system, provides services through the ESIS State Hospital, ESI dispensaries, administrative offices, referral arrangements,

and digital service mechanisms. However, the practical value of the scheme depends on how far employees are able to use these services and whether their experiences lead to satisfaction. Merely being covered under the scheme does not ensure effective benefit unless employees are able to access medical services, medicines, referral facilities, diagnostic services, cash benefits, administrative assistance, and digital support when required.

Mysore Region is an important industrial and service region in Karnataka with employees working in different types of establishments. Employees covered under ESIC in this region may differ in their nature of employment, service experience, distance from facility, and frequency of service use. Therefore, it is necessary to examine the extent to which employees utilize ESIC services and how satisfied they are with those services. The present study focuses on utilization and satisfaction because these two dimensions directly reflect the practical experience of employees with ESIC services.

2. Review of Literature

Studies on the Employees' State Insurance Scheme have mainly focused on awareness, utilization, service quality, satisfaction, and problems faced by insured persons. Jain and Kaondal (2019) examined beneficiaries' satisfaction under ESI using SERVQUAL dimensions and found that tangibility, reliability, responsiveness, assurance, and empathy had a positive influence on satisfaction. Prasanth and Praveenraj (2021) studied awareness, satisfaction, and effective utilization of ESI benefits and observed that employee awareness is essential for proper use of the scheme. Prasad and Ghosh (2020) reviewed ESIS as a social health insurance scheme and emphasized that its performance should be assessed not only through coverage, but also through access, quality, efficiency, equity, and beneficiary satisfaction. Garg and Singh (2019) found that insured persons were aware of ESI services, but were not fully satisfied with hospital and dispensary services, mainly due to service quality and procedural issues. Vidhya and Gowtham (2025) also reported that many employees were aware of ESI, but their understanding of benefits and procedures was limited, and recommended better awareness, improved infrastructure, and simplified claim procedures.

The above studies show that the effectiveness of ESI/ESIS depends on awareness, accessibility, quality of service, administrative simplicity, and actual utilization. However, limited empirical evidence is available with specific reference to employees in Mysore Region, especially regarding their utilization of services through the ESIS State Hospital, ESI dispensaries, referral or tie-up arrangements, and administrative offices. Therefore, the present study examines utilization and satisfaction of employees covered under ESIC in Mysore Region.

3. Need for the Study

The Employees' State Insurance Scheme provides a wide range of benefits, but the usefulness of these benefits depends on the experience of employees at the point of service delivery. Employees may be covered under ESIC, yet their actual utilization may be influenced by awareness, distance, administrative procedures, work conditions, availability of medicines, referral support, digital access, and staff assistance. Similarly, satisfaction depends on the adequacy, timeliness, accessibility, and dependability of services.

In Mysore Region, employees use services through the ESIS State Hospital, ESI dispensaries, referral or tie-up arrangements, and administrative offices for medical consultation, medicines, referral care, diagnostic tests, administrative support, family treatment, and other benefits. A focused study on this region helps in understanding whether the services are being used effectively and whether such use is linked with satisfaction. The study is therefore relevant for employees, employers, ESIC/ESIS authorities, researchers, and policymakers concerned with improving social security delivery.

4. Objectives of the Study

The objectives of the study are:

1. To examine the socio-economic and service profile of employees covered under ESIC in Mysore Region.
2. To analyse the level of utilization of ESIC services among employees in Mysore Region.
3. To assess the level of satisfaction of employees towards ESIC services in Mysore Region.
4. To examine whether utilization of ESIC services differs between direct and contract employees.
5. To analyse the relationship between utilization of ESIC services and satisfaction of employees.

5. Hypotheses of the Study

The following hypotheses are formulated for the study:

H₀₁: There is no significant difference in the utilization of ESIC services between direct and contract employees in Mysore Region.

H₀₂: There is no significant relationship between utilization of ESIC services and satisfaction of employees towards ESIC services in Mysore Region.

6. Research Methodology

The present study is empirical in nature and is based on primary data collected from employees covered under the Employees' State Insurance Scheme in Mysore Region. The respondents included in the study were employees who had experience in using ESIC medical or administrative services. Therefore, the study is limited to employees who were in a position to provide responses based on actual experience.

A structured questionnaire was used for data collection. The questionnaire consisted of sections relating to socio-economic profile, service profile, utilization of ESIC services, and satisfaction towards ESIC services. The utilization scale consisted of 10 statements measured on a five-point scale ranging from 1 = Never to 5 = Very Often. The satisfaction scale consisted of 16 statements measured on a five-point scale ranging from 1 = Strongly Disagree to 5 = Strongly Agree.

The sample size of the study was 50 respondents. The respondents were selected from employees covered under ESIC in Mysore Region who had prior experience in using ESIC medical or administrative services. The data were coded and analysed using SPSS. Frequency and percentage analysis were used to describe the respondent profile. Cronbach's Alpha was used to test the reliability of utilization and satisfaction scales. Mean and standard deviation were used to analyse utilization and satisfaction levels. Independent samples t-test was applied to examine the difference in utilization between direct and contract employees. Pearson correlation was used to examine the relationship between utilization and satisfaction. The hypotheses were tested at the 5 percent level of significance.

7. Data Analysis and Interpretation

7.1 Profile of Respondents

Table 1 presents the selected profile characteristics of the respondents included in the study.

Table 1
Profile of Respondents

Profile Variable	Category	Frequency	Percentage
Gender	Male	38	76.0
	Female	12	24.0
Age Group	31–45 years	44	88.0
	46–60 years	6	12.0
Educational Qualification	Primary / Middle School	6	12.0
	Secondary / Higher Secondary	6	12.0
	Diploma / ITI / Technical Qualification	11	22.0
	Graduate / Postgraduate and above	27	54.0
Nature of Employment	Direct Employee	21	42.0
	Contract Employee	29	58.0
Work Experience	Less than 5 years	18	36.0
	5–10 years	29	58.0
	11–20 years	3	6.0
Distance to ESI Facility	11–20 km	40	80.0
	More than 20 km	10	20.0
Visit Frequency	3–5 times in a year	44	88.0
	6–10 times in a year	6	12.0

Source: Primary data.

The profile of respondents shows that a majority of the respondents were male employees, constituting 76.0 percent of the sample, while female employees formed 24.0 percent. With regard to age, most of the respondents belonged to the 31–45 years age group, indicating that the sample largely represents employees in the active working age group. In terms of education, 54.0 percent of the respondents had graduate or postgraduate qualification, followed by 22.0 percent with diploma, ITI, or technical qualification.

The employment profile shows that 58.0 percent of respondents were contract employees, while 42.0 percent were direct employees. This is important because the experience of ESIC services may vary between direct and contract employees due to differences in workplace support, documentation assistance, and employment arrangements. In relation to work experience, 58.0 percent of respondents had 5–10 years of experience, while 36.0 percent had less than 5 years of experience. The distance profile shows that 80.0 percent of respondents were located 11–20 km from the ESI facility mostly used by them. Further, 88.0 percent of respondents reported visiting ESIC facilities 3–5 times in a year. This indicates that the respondents had sufficient exposure to ESIC services to express their views on utilization and satisfaction.

7.2 Reliability Analysis

Cronbach's Alpha was used to examine the internal consistency of the utilization and satisfaction scales. The results are presented in Table 2.

Table 2
Reliability Statistics

Scale	Number of Items	Cronbach's Alpha	Interpretation
Utilization of ESIC Services	10	0.797	Acceptable reliability
Satisfaction towards ESIC Services	16	0.816	Good reliability

Source: SPSS output based on primary data.

The Cronbach's Alpha value for the utilization scale is 0.797. This indicates that the 10 utilization items have acceptable internal consistency. The Cronbach's Alpha value for the satisfaction scale is 0.816, showing good internal consistency among the 16 satisfaction items. Since both alpha values are above the commonly accepted level of 0.70, the scales are considered reliable for further analysis.

7.3 Utilization of ESIC Services

The utilization of ESIC services was measured using 10 statements covering medical consultation, cash benefits, medicines, family treatment, referral services, diagnostic and follow-up care, administrative services, Pehchan card use, staff assistance, and digital services. The results are presented in Table 3.

Table 3
Descriptive Statistics of Utilization of ESIC Services

Code	Utilization Statement	Mean	Standard Deviation
UT1	Use of ESIC medical facilities for consultation or treatment	3.12	1.062
UT2	Claiming or receiving ESIC cash benefits whenever eligible or required	2.70	1.249
UT3	Obtaining prescribed medicines through ESIC facilities	3.82	1.240
UT4	Use of ESIC services for eligible family members	3.66	0.982
UT5	Use of ESIC referral or tie-up hospital services for specialized treatment	3.88	0.918
UT6	Reliance on ESIC facilities for diagnostic tests and follow-up care	2.64	0.942
UT7	Use of ESIC administrative services for registration, verification, or documentation	3.12	0.895
UT8	Use of Pehchan card or related identification processes	2.94	1.096
UT9	Approaching ESIC staff or administrative offices for assistance	3.22	0.815
UT10	Use of ESIC digital services such as appointments, records, or information access	2.22	0.975
	Overall Utilization Mean	3.1320	0.61060

Source: SPSS output based on primary data.

The overall mean score for utilization is 3.1320 with a standard deviation of 0.61060. This indicates that the utilization of ESIC services among the selected employees in Mysore Region is at a moderate level. Among the individual items, the highest mean score is found for the use of referral or tie-up hospital services under the ESI system for specialized treatment ($M = 3.88$), followed by obtaining prescribed medicines through ESI facilities ($M = 3.82$) and use of ESIC services for eligible family members ($M = 3.66$). These results suggest that employees make comparatively greater use of ESIC services when the need is connected with referral treatment, medicines, and family medical requirements.

The lowest mean score is observed for the use of ESIC digital services such as appointments, records, or information access ($M = 2.22$). This indicates limited use of digital facilities among the respondents. The mean score for diagnostic tests and follow-up care is also relatively low ($M = 2.64$), followed by claiming or receiving cash benefits ($M = 2.70$). These results show that while medical and referral-related services are used to a moderate extent, digital services, cash benefit claims, and diagnostic-related services require further attention.

7.4 Satisfaction towards ESIC Services

Satisfaction towards ESIC services was measured using 16 statements covering adequacy of medical services, availability of medicines, diagnostic services, waiting time, treatment procedure, referral system, cash benefits, staff behaviour, assistance, accessibility, service timing, administrative efficiency, digital facilities, dependability, and overall satisfaction. The results are presented in Table 4.

Table 4

Descriptive Statistics of Satisfaction towards ESIC Services

Code	Satisfaction Statement	Mean	Standard Deviation
SA1	Adequacy of medical services to meet treatment needs	3.36	0.776
SA2	Availability of medicines whenever required	3.50	0.931
SA3	Availability of diagnostic and follow-up services	3.48	0.505
SA4	Reasonableness of time taken to receive medical attention	3.34	1.171
SA5	Simplicity and manageability of procedures for treatment	3.04	1.087
SA6	Effectiveness of referral system for specialized treatment	3.38	0.697
SA7	Timely receipt of ESIC cash benefits when claimed	3.06	0.867
SA8	Usefulness of ESIC cash benefits in managing household or medical expenses	3.10	0.707
SA9	Staff behaviour in facilitating smooth access to ESIC services	3.14	1.125
SA10	Availability of assistance when difficulties arise	3.54	0.952
SA11	Physical accessibility of ESIC facilities without excessive travel or effort	2.54	0.706
SA12	Suitability of timing and availability of ESIC services for work conditions	3.56	0.501
SA13	Efficiency of administrative procedures in practice	3.40	0.495
SA14	Improvement in access through digital facilities	3.28	0.607
SA15	Dependability and availability of ESIC services when needed	3.88	0.773
SA16	Overall satisfaction with ESIC services	4.40	0.990
	Overall Satisfaction Mean	3.3750	0.43024

Source: SPSS output based on primary data.

The overall satisfaction mean is 3.3750 with a standard deviation of 0.43024. This indicates a moderate to favourable level of satisfaction among the selected respondents. The highest mean score is recorded for overall satisfaction with ESIC services ($M = 4.40$), followed by dependability and availability of ESIC services when needed ($M = 3.88$), suitability of timing and availability of services for work conditions ($M = 3.56$), and availability of assistance when difficulties arise ($M = 3.54$). These results indicate that respondents generally express favourable satisfaction regarding overall service experience, dependability, timing, and assistance.

The lowest mean score is found for physical accessibility of ESIC facilities without excessive travel or effort ($M = 2.54$). This is an important finding because 80.0 percent of respondents reported that the ESI facility mostly used by them was located 11–20 km away. The score suggests that distance and physical access remain relevant concerns even when overall satisfaction is favourable. The items relating to treatment procedures ($M = 3.04$), timely receipt of cash benefits ($M = 3.06$), and usefulness of cash benefits ($M = 3.10$) also show moderate satisfaction, indicating the need for improvement in procedural simplicity and benefit-related support.

7.5 Hypothesis Testing

7.5.1 Difference in Utilization between Direct and Contract Employees

The first hypothesis examines whether there is a significant difference in utilization of ESIC services between direct and contract employees.

H₀₁: There is no significant difference in the utilization of ESIC services between direct and contract employees in Mysore Region.

An independent samples t-test was used to test this hypothesis. The results are presented in Table 5.

Table 5
Independent Samples t-test for Utilization by Nature of Employment

Nature of Employment	N	Mean	Standard Deviation	Standard Error Mean
Direct Employee	21	3.2810	0.69182	0.15097
Contract Employee	29	3.0241	0.53094	0.09859

Table 6
t-test Result

Test	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval
Equal variances not assumed	11.700	0.001	1.424	36.018	0.163	0.25681	-0.10887 to 0.62250

Source: SPSS output based on primary data.

The mean utilization score of direct employees is 3.2810, while the mean utilization score of contract employees is 3.0241. This shows that direct employees have a slightly higher mean utilization score than contract employees. However, Levene's test is significant ($F = 11.700$, $p = 0.001$), indicating unequal variances between the two groups. Therefore, the result under "equal variances not assumed" is considered for interpretation.

The t-test result shows $t = 1.424$, $df = 36.018$, and $p = 0.163$. Since the p-value is greater than 0.05, the difference in utilization between direct and contract employees is not statistically significant. Therefore, the null hypothesis is accepted. The result indicates that nature of employment does not create a statistically significant difference in the utilization of ESIC services among the selected respondents in Mysore Region.

7.5.2 Relationship between Utilization and Satisfaction

The second hypothesis examines whether there is a significant relationship between utilization of ESIC services and satisfaction of employees.

H₀₂: There is no significant relationship between utilization of ESIC services and satisfaction of employees towards ESIC services in Mysore Region.

Pearson correlation was used to test this hypothesis. The result is presented in Table 7.

Table 7
Correlation between Utilization and Satisfaction

Variables	Pearson Correlation	Sig. (2-tailed)	N
Utilization and Satisfaction	0.482	< 0.001	50

Source: SPSS output based on primary data.

The Pearson correlation value between utilization and satisfaction is 0.482, with $p < 0.001$. This indicates a moderate positive and statistically significant relationship between utilization and satisfaction. Since the p-value is less than 0.05, the null hypothesis is rejected. The result shows that employees who report higher utilization of ESIC services also tend to report higher satisfaction towards ESIC services.

This finding is important because it suggests that satisfaction is not independent of service use. When employees are able to use ESIC services more effectively, their satisfaction also improves. Therefore, improving service access, simplifying procedures, strengthening support systems, and promoting practical use of available benefits can contribute to better satisfaction among employees.

8. Major Findings

The major findings of the study are as follows:

1. The respondent profile shows that the sample was largely represented by male employees and employees belonging to the active working age group of 31–45 years.
2. Contract employees formed a slightly higher proportion of the sample than direct employees, indicating the relevance of ESIC services for both regular and contract-based workers.
3. The overall utilization mean score of 3.1320 indicates a moderate level of utilization of ESIC services among employees in Mysore Region.
4. Referral or tie-up hospital services, prescribed medicines, and services for family members were utilized comparatively more than digital services, diagnostic or follow-up care, and cash benefit-related services.
5. The overall satisfaction mean score of 3.3750 shows a moderate to favourable level of satisfaction, while physical accessibility emerged as the weakest area of satisfaction.
6. The t-test result showed no significant difference in utilization between direct and contract employees, whereas Pearson correlation revealed a positive and statistically significant relationship between utilization and satisfaction.

9. Suggestions

Based on the findings of the study, the following suggestions are offered:

1. ESIC should strengthen practical awareness among employees regarding medical services, referral procedures, cash benefits, digital facilities, and claim-related processes.
2. Employers and contractors should provide proper support to employees in registration, documentation, verification, and benefit-claim procedures.
3. Digital facilities should be made simpler and more employee-friendly, with basic guidance for using online services related to appointments, claims, records, and information access.
4. Since physical accessibility recorded lower satisfaction, better service coordination, transport guidance, help desks, and facility-level support should be ensured in Mysore Region.
5. Procedures relating to treatment, referral, medicines, diagnostics, and cash benefits should be simplified to reduce delay, confusion, and dependence on intermediaries.
6. The ESIS State Hospital, ESI dispensaries, referral or tie-up hospitals, and administrative offices should maintain regular assistance mechanisms to improve employee experience and satisfaction.

10. Limitations of the Study

The study is limited to 50 respondents from Mysore Region. Therefore, the findings should be interpreted with reference to the selected sample and should not be generalized to all ESIC beneficiaries in Karnataka. Further studies with larger regional samples may provide broader understanding.

11. Conclusion

The present study examined the utilization and satisfaction of employees towards ESIC services in Mysore Region. The findings show that employees use ESIC services at a moderate level and report a moderate to favourable level of satisfaction. The reliability results confirm that the utilization and satisfaction scales used in the study are internally consistent. The t-test result shows that direct and contract employees do not differ significantly in their utilization of ESIC services. However, the correlation result shows a significant positive relationship between utilization and satisfaction.

The study concludes that utilization is an important factor associated with satisfaction. Employees reporting higher utilization of ESIC services also reported higher satisfaction, indicating that better access and effective use of services are positively associated with satisfaction. Therefore, improvement in service access, procedural simplicity, digital usage, physical accessibility, and employee support can strengthen the overall experience of ESIC beneficiaries in Mysore Region. The findings also indicate that ESIC services are valued by employees, but certain areas such as digital service use, cash benefit access, diagnostic support, and physical accessibility require further attention.

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Website Details

1. Employees' State Insurance Corporation (ESIC), Government of India

Website: <https://www.esic.gov.in>

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