



“A STUDY ON EMPLOYEE SATISFACTION TOWARDS WELFARE FACILITIES”

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Abstract

This study aims to find out the satisfaction of the employee, whether the company is providing welfare facilities. Looking back into the history of welfare facilities for employees in an organization, they have always and will keep playing a pivotal role in enhancing employee morale. The welfare schemes in every organization facilitate impetus for employee and employer relations. Employee satisfaction level of welfare facilities means “To take care of well-being of workers by employers, trade unions and governmental agencies. It’s besides removing dissatisfaction help to develop loyalty in workers towards the organization. Welfare facilities help in motivating and retaining employee within the organization. This includes arrangements for protection from dangerous machines, extreme temperatures, firefighting.

Keywords: Employee satisfaction, welfare facilities, Organization

INTRODUCTION OF WELFARE

Welfare means faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. The term welfare is a relative concept, relative in time and space. It, therefore, varies from time to time, region to region and from country to country. Labour welfare refers to taking care of the well-being of workers by employers, trade unions and governmental and nongovernmental agencies. Recognizing the unique place of the worker in the society and doing good for him/her, retaining and motivating employees, minimizing social evils, and building up the local reputation of the company are the argument in favour of employee welfare. Welfare facilities help in motivating and retaining employees, most welfare facilities are hygiene factors which, according to Herzberg, create dissatisfaction if not provided. Welfare facilities besides removing dissatisfaction help develop loyalty in workers towards the organization.

2. Literature Review

RAVISHANSHANKAR S ULLE, DR NIRAJ KUMAR, 2018

The welfare facilities give better working conditions and living environment to their workers which as increased morale satisfaction commitment towards the objective of the organization. From the study there is no significant difference between the employee satisfaction and facilities and there is a positive relationship between the employee satisfaction and statutory and with the non-statutory facilities.

W.G.D.S WEHIGALDEN, WEERASEKARA, 2016

This study is going to discover the impact of welfare facilities on employees' satisfaction in Ministry of Sport. As far the relationship between employee satisfaction and statutory welfare facilities and non-statutory welfare facilities. In order to make this sure, the researcher statically tested how to each welfare facility with demographic factors. All statistical tests which were scientifically undertaken, clearly provide that there is a positive relationship between each independent variable and dependent variable.

DEEPALIS.KADAM, H.M. THAKAR, 2014

If worker's health is good, they can work with full capacity & efficiency. Industrial health depends upon the worker health & worker's health depends upon safety measures provided by organization. An employee spends about 8 hours at the place of work during any working day. He must be provided with 80 such types of facilities which will maintain his health his wealth & keep him interested in his work.

DR. LAKSHMI, 2016

Factor analysis has been done in this research to recognize the factors that are the cause for the employee satisfaction. For this purpose, the searcher tested the reliability of the data collected using the Chronbach's Alpha Test. The Cronbach Alpha is 0.995; it means the information composed for the study is reliable to the extent of 99.55 which is extremely high-quality for the studies in the same areas.

MANASA VADNALA, P. BUELA PRASANNA KUMARI, 2017

The study of employee welfare measures and its impact on employee satisfaction at BHEL appears good. The management required to provide good facilities to all employees in such way that employees become satisfied about an employee welfare facility. Where it leads to improve favourable effects of profitability and products of the organization.

T.R. THIRUVENKATRAJ, M. THANGAPANDIAN, 2017

India introduced liberal industrial policy which is aimed at stepping up industrial growth promoting modernization and technological up gradation to make industrial competitive in both domestic and global market. In this perspective enterprises have to improve their production and productivity which is possible with the satisfaction of labour.

OLUFUNMILAYO F, KOLA O. ODEKA, 2015

The importance of welfare schemes, facilities and services are increasingly being agitated for by workers and organized labour. Welfare schemes are recognized by international labour organizations and they all enjoin each member state to the organization to ensure implementation. Employees deserve more than only salaries or wages, hence the argument for provision and improvement of existing welfare facilities in the workplaces.

3. Problem Statement

In the context of the highly competitive and dynamic automobile industry, the satisfaction and well-being of employees are of paramount importance. Employee satisfaction is not only a key driver of organizational success but also crucial in retaining and attracting skilled talent. One vital aspect of employee satisfaction in this sector is the provision of welfare facilities that cater to the diverse needs of the workforce.

Despite the significance of welfare facilities, there is a pressing issue within the automobile industry regarding the effectiveness and adequacy of these amenities. The problem at hand can be articulated as follows:

- **Inadequate Alignment with Employee Expectations:** The automobile industry is experiencing a generational shift in its workforce, with different generations of employees having distinct expectations and preferences for welfare facilities. The current offerings might not adequately meet the evolving needs and desires of the diverse employee base.
- **Variability in Facility Quality:** Within the automobile industry, there is considerable variability in the quality and accessibility of welfare facilities across different organizations. While some companies may provide comprehensive and well-maintained amenities, others may fall short, leading to inconsistent employee experiences.

4. Objectives:

1. To find out various welfare facilities provided at the company.
2. To know the employee's opinion regarding the safety programs and practices.
3. To measure the level of satisfaction of employee with regards the welfare facilities

5. Hypothesis:

H₀-employee are satisfied with the overall satisfaction of welfare activities provided from the company

H₁-employee are not satisfied with the overall satisfaction of welfare activities provided from the company

Here, p value is 0.000 which is less than 0.05, therefore null hypothesis is rejected, hence employees are not satisfied with the overall satisfaction of welfare activities provided from the company.

6. Methodology:

The data is collected from two sources i.e. Primary and Secondary data source.

Primary Data Source: Primary data has collected from employees of the organization.

1. **Interviews:** By interviewing the manager and the employees, essential data should be collected and the function of their system is easily understood.
2. **Observation:** By observing the working of manager as well as employees of the company.
3. **Questionnaire:** A questionnaire was prepared and fills up form employees.

Secondary Data Source: Secondary data is collected from company documents, Company website, Journal's, publications and book, magazines.

Random sample

- The samples included 100 respondents
- The data collected in form of questionnaire

7. DATA ANALYSIS

CANTEEN SERVICE:

H0-canteen service significantly affecting employee satisfaction

H1-canteen service not significantly affecting employee satisfaction.

Here, P value is 0.281 which is greater than 0.05, therefore null hypothesis is accepted hence canteen service significantly affecting employee satisfaction.

RESTROOM AND LUNCHROOM:

H0-employee are satisfied with restroom and lunchroom facilities of company

H1-employee are not satisfied with restroom and lunchroom facilities of company

Here, p value is 0.124 which is greater than 0.05, therefore null hypothesis is accepted, and hence restroom and lunchroom facilities are provided from the company.

LEAVE POLICY:

H0-employee are company are satisfied with the leave policy provided from the company. **H1**-employee are company are not satisfied with the leave policy provided from the company.

Here, p value is 0.440 which is greater than 0.05, therefore null hypothesis is accepted hence leave policy provided from the company.

OVERALL SATISFACTION:

H0-employee are satisfied with the overall satisfaction of welfare activities provided from the company

H1-employee are not satisfied with the overall satisfaction of welfare activities provided from the company

Here, p value is 0.000 which is less than 0.05, therefore null hypothesis is rejected, hence employees are not satisfied with the overall satisfaction of welfare activities provided from the company.

8. Conclusion:

The employees of the organization are found to be satisfied with the facilities given by the company.

They still want more focus on family welfare. They want that the time period for sanctioning special welfare should be reduced.

A neat, clean and peaceful environment of the organization helps in maintaining satisfaction and enthusiasm to perform work among the employees the employees of the TATA MOTORS shree ambica auto sales and service are highly satisfied with the routine welfare facilities which they are availing on the regular basis the process of availing special welfare facility is not very lengthy the time required for sanctioning the special

welfare facilities is fast. The management select proper educated and post in proper place where employee can work as per qualification & experience.

9. Recommendation:

Company can provide their own bus and give employee the free transportation facilities the travel time.

Company must provide 24 hours' medical facilities with availability of doctors and ambulance services, in addition to cleanliness should be maintained as "health and wealth". Cafeteria for diabetic employee for food Leave policy have to be improved by a company

They have to spread awareness regarding their welfare facilities that company should provide. Company should put complain boxes at each department and section of company.

10. Findings:

- Out of 100 respondents, 93% of respondents are male and 7% of respondents are female.
- Out of 100 respondents, 46% respondent's lies under the age category of the age below 25, 5% respondents lies under age of 26-30, 31% respondents lies under age of 31-40, 6% respondents lies under age of 41-45, 12% of respondents are above 50. Out of 100 respondents, 57% of respondents are married, and 43% of respondents are single.
- Out of 100 respondents, 54% respondents are working in organization from 0-5 years, 27% respondents are working in organization from 5-10 years, 12% respondents are working in organization from 10-15 years, and least 7% of % respondents are working in organization from 15 years.
- From the above figure, out of 100 respondents, 32% of respondents are highly satisfactory, 54% of respondents are satisfactory, and 14% of respondents are averagely satisfactory these are the respond for the working environment for employee in an organization.
- Out of 100 respondents, 47% of respondents in an organization are highly satisfactory, 43% of respondents in an organization are satisfactory, 3% of respondents in an organization are dissatisfactory, 7% of respondents in an organization are highly dissatisfactory. This is rating for working hour from respondents.
- Out of 100 respondents, 35% of respondents are highly satisfactory in an organization, 36% of respondents are satisfactory in an organization, 12% of respondents are average in an organization, 7% of respondents are dissatisfactory in an organization and at least 10% of respondents are highly dissatisfactory in organization these are respond towards the medical benefits towards the employees in organization.

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