

# A STUDY ON IMPACT OF EMPLOYEE WELFARE FACILITIES ON JOB SATISFACTION

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## ABSTRACT

*Employee Welfare is a term including various services, benefits and facilities offered to the employees by the employer. There is no dearth of opportunities for a proficient person to work in an organization for a longer period there are several organizational that are searching for efficient person to work in an organization by providing good welfare measures. The basic purpose of employee welfare is to enrich the life of employees and keep them happy and contented. Employee welfare measures motivate the employees for the better performance, it also improves the human relationship and thereby it increases the job satisfaction of the employees. Job satisfaction is a multifaceted concept. It is integral component of organisational climate and it is important element in the management of employee relationship. Therefore the research objective is to study the impact of employee welfare measures on job satisfaction*

**Keywords:** Employee Welfare, Job satisfaction, Organization

## INTRODUCTION

Of all the factors of production – capital, land, labour: Labour or Man is undoubtedly the crucial factor that makes an organization. Employees are now- a –days seen as business partners of the organization. They empower the organization to succeed. At the threshold of this transformation, human assets need to be chosen carefully, developed, nurtured, utilized and their competencies multiplied. After employees have been hired, trained and remunerated, they need to be retained and maintained to serve the organisation better. Welfare activities are designed to take care of the well-being of the employees they do not generally result in any monetary benefit to the employees. Providing the proper employee welfare facilities together contribute to better work the satisfied employees are the assets to the organization.

The labour welfare measures arrange into two classes they are constitutional and non-constitutional welfare measures .the constitutional measures are the measures that has to be provided by the organization as consistence to the laws such as: canteen, drinking water, sufficient lighting, rest rooms etc. Non constitutional welfare measures could include medicinal services; flexi-time etc.it differs from business to business. Employee satisfaction involves taking measures to encourage staff to stay within the organization for the most amount of time.

## REVIEW OF LITERATURE

Sabarirajan et.al.(2010) shows that 15% of the employees are highly satisfied with their welfare measures. 22 % of the employees are satisfied with their welfare measures.39 % of the employees are average with their welfare measures. 16% of them are in highly dissatisfied level. Welfare measures plays important role in employee satisfaction and it results in improved quality of work life. This study throws light on the impact of welfare measures on QWL among the employees of textile mills in Salem district.

Satyanarayna and Reddi (2012) stated that the overall satisfaction levels of employees about welfare measures in the organization cover is satisfactory. However, a few are not satisfied with welfare measures provided by the organization. Therefore it is suggested that the existing welfare measures may be improved further. Such welfare measures enrich the employee standard of living and their satisfaction levels.

Sindhu (2012) stated the employee welfare measures increase the productivity of organization and promote healthy industrial relations there by maintaining industrial peace. Organizations provide welfare facilities to their employees to keep their motivation levels high. Business houses provide many such statutory and non statutory things policies to maintain satisfactory level of their employee. When they get better canteen facilities, good water to drink, clean restrooms, clean and hygiene wash rooms and bathrooms, regular medical checkups, health insurances, Employee assistance programme, grievance handling department, better facilities to sit or good work place gives employee a high level of satisfactory level. This gives an organisation to grow much

faster.

Upadhyay and Gupta (2012) conclude that communication plays a major role in increasing the satisfaction of an employee. Satisfied employees are reported to have high morale. Welfare measures and work experience does not necessarily relates to satisfaction .Therefore its recommended that company should provide for adequate welfare measures but should not burden itself by increasing the cost part of it in greed to earn the competitive edge and declare itself as most desired company. Other factors like good and open communication, providing motivating factors, empowerment etc should be taken into consideration for increasing the employee satisfaction level.

Mohan and Panwar (2013) show the retail stores at Udaipur are providing not only intramural facilities but also extramural welfare facilities. It is stretching its hands to provide amenities that may improve health and living standards of the employees. The effective and efficient policies and welfare facilities make the employee to perform the job better, which leads to effectiveness of the organization.

Resma and Basavraju (2013) stated the employee welfare is a comprehensive term including various services, benefits and facilities offered to employees of the organization. This study enlightens the concept of welfare measures; it also highlight statutory welfare measures provided by the Donimalai Iron Ore Mine, Bellary.

Logasakthi and Rajagopal (2013) reveled the employees enjoy not only the satisfaction of their jobs but also various facilities given by the firms. The labours extend their maximum support for the improvement of the company. The personal department takes care of the total human resources in the company. The management provides all the health safety and welfares to the employees that will help to produce better performance in the work and working environment.

#### **OBJECTIVES OF THE STUDY:**

- To study about the impact of Employee welfare facilities on Job satisfaction in an organization at Chennai.
- To examine the relationship among Employee welfare facilities and Job Satisfaction.
- To offer suggestion in improving the employee satisfaction.

#### **SCOPE OF THE STUDY**

- The Main purpose of the study is to know the impact of welfare facilities on job satisfaction and also to know about the satisfaction level of the employees. From the result of the survey the HR department can take the corrective actions to increase the satisfaction of the employees and thereby increase productivity.

#### **LIMITATION OF THE STUDY**

- The sample size is not representing the whole population due to limited time period
- Some of the questions in the questionnaire were not responded since the employee found it too sensitive to be answered.

#### **RESEARCH METHODOLOGY**

The study is exploratory in nature, in the sense that an attempt has been made to explore the minds of the workers with respect to various parameters that affect the level of satisfaction. Data was collected by research method through survey questionnaire with 120 as the sample size for duration of three months. Data analysis was made based on questionnaire. Percentage analysis, Aova and regression analysis have been used to know the level of satisfaction of the employees towards the welfare measures

#### **DATA COLLECTION**

##### **A. Primary data**

Primary data refer to information obtained first hand by the researcher on the variables of interest for the specific purpose of the study. Primary data was collected using structured questionnaire from employees.

##### **B. Secondary data**

Secondary data are data that are collected for some other purpose and are in existence. Secondary data pertaining to this study was obtained from company's record, website and books.

#### **DATA INTERPRETATION AND ANALYSIS**

**ANOVA ONE WAY ANALYSIS USING SPSS****EMPLOYEE WELFARE****Analysis of Employee welfare and Gender****TABLE SHOWS THE RELATIONSHIP BETWEEN EMPLOYEE WELFARE AND GENDER**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.204	1	1.204	2.558	.112
Within Groups	55.550	118	.471		
Total	56.754	119			

**Inference:** From the above table, it is inferred that Employee Welfare and Gender of the respondents has no significant variation as the P value is greater than 0.05.

**Analysis of employee welfare and age****TABLE SHOWS THE RELATIONSHIP BETWEEN EMPLOYEE WELFARE AND AGE**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.774	3	.591	1.307	.276
Within Groups	51.123	113	.452		
Total	52.897	116			

**Inference:** From the above table, it is inferred that Employee Welfare and Age of the respondents has no significant variation as the P value is greater than 0.05.

**Analysis of Employee Welfare and Destination****TABLE SHOWS THE RELATIONSHIP BETWEEN EMPLOYEE WELFARE AND DESIGNATION**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	10.406	2	5.203	13.775	.000
Within Groups	42.303	112	.378		
Total	52.709	114			

**Inference:** From the above table it is inferred that Employee Welfare and Designation of the respondents has significant variation as the P value is less than 0.05. From the above table it is inferred that Employee Welfare and Designation of the respondents has significant variation as the P value is less than 0.05.

**JOB SATISFACTION****Analysis of Job Satisfaction and Gender****TABLE SHOWS THE RELATIONSHIP BETWEEN JOB SATISFACTION AND GENDER**

	Sum of Squares	df	Mean Square	F	Sig.
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Between Groups	.004	1	.004	.017	.895
Within Groups	26.406	118	.224		
Total	26.410	119			

**Inference:** From the above table, it is inferred that Job Satisfaction and gender of the respondents has no significant variation as the P value is greater than 0.05.

#### Analysis of Job Satisfaction and Age

##### TABLE SHOWS THE RELATIONSHIP BETWEEN JOB SATISFACTION AND AGE

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.059	3	.020	.103	.958
Within Groups	21.604	113	.191		
Total	21.663	116			

**Inference:** From the above table, it is inferred that Job Satisfaction and Age of the respondents has no significant variation as the P value is greater than 0.05.

#### Analysis of Job Satisfaction and Designation

##### TABLE SHOWS THE RELATIONSHIP BETWEEN JOB SATISFACTION AND DESIGNATION

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.313	2	.157	.860	.426
Within Groups	20.413	112	.182		
Total	20.727	114			

**Inference:** From the above table, it is inferred that Job Satisfaction and Designation of the respondents has no significant variation as the P value is greater than 0.05.

#### REGRESSION

##### Analysis of employee welfare and job satisfaction

##### TABLE SHOWS THE RELATIONSHIP BETWEEN THE EMPLOYEE WELFARE AND JOB SATISFACTION

#### ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	1.559	1	1.559	7.402	.008
Residual	24.851	118	.211		
Total	26.410	119			

a. Predictors: (Constant), Employee Welfare

b. Dependent Variable: Job satisfaction

**Inference:** It is inferred that job satisfaction is a dependent variable and Employee welfare is an independent variable. The P Value is 0.05, whereas the study shows that the significance value is 0.008. Therefore it is found that Employee welfare has its influence in job satisfaction of the employees.

## FINDINGS

In the study it is found that workers are fulfilled by the approach of employee welfare procedures since 87% of the employees have said that they are highly satisfied with the welfare measures, and it is also found that employee welfare has a great impact on job satisfaction since the p value is less than 0.05. Above 50% of the employees who are working are females. Majority of the employees are satisfied with the medical facilities and safety measures provided by the company. The drinking water facility and the sanitary facility afforded by the organization are good. The canteen services are supposed to be enhanced in all the ways like food quality. Proper transportation facilities should be provided to the employees since there is no office bus for the employees. Employees are very much satisfied with the increment policies which are provided by the organization. Employees are also happy with the working hours of the organization since there is no night shifts are encouraged. From the survey it is found that employees have the feel pride in doing the job since this is a consultancy firm they used to provide jobs for many persons which make them to feel proud. Appraisals are given once in three months which will help the employees to achieve promotions.

## SUGGESTIONS

Company should own their bus and should give employee the free transportation facilities for both travel time. Organization should provide 24 hours medical facility with availability of doctors and ambulance services. Quality of food should be provided with hygiene. Varieties of dishes should be served. The employees should be given recognition for their hard work and they should be proud being part of the organization. There should be proper communication and good rapport between various departments.

## CONCLUSION

From the study it is found that Employee welfare facility has great impact on job satisfaction. The welfare measures should be made in such a way that it accomplishes the needs of the employees if the needs of the employees are satisfied it will lead to the satisfaction of the employees which will automatically lead to increase in productivity of the company. It gives the feel of care to the employees that result in sincerity and loyalty of the employees towards the organization.

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