



## A STUDY ON EMPLOYEES SATISFACTION TOWARDS WELFARE FACILITIES

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## ABSTRACT

Welfare facilities is one of the essential element and activities for top management in human resource department for improvement of employees performances as it depend on how the management take care of employees attitude, health and other welfare facilities and has multi-dimensional benefit to the organization as it retains the employees for longer period. The aim of this study is to measure the satisfaction of employees towards welfare facilities. Descriptive research has been used to describe the characteristics of variables. The study has conducted using primary data collected from 100 random respondents through questionnaire and secondary data through company website etc. And it was concluded that facilities such as routine checkup, first aid, canteen facilities, allowances, cleanliness, recreation, accommodations facilities provided by organization towards employees are highly satisfied.

**KEYWORDS :** satisfaction, welfare facilities, employee's satisfaction, organization

## INTRODUCTION

Welfare of employees is defined as "efforts to make like worth living for workmen". The efforts are having their origin which is due to some statute or same customary activity or buys it is due to employee's initiative.

Employees are the great assets of an organization. Their good living and comfort in working place is a primary duty of organization. Investment made by the company in machineries and other assets for induction and maintenances for their better performance. The same concept applied to employees also. Proper welfare activities, effective training and requires facilities to make them to feel comfortable in work place and make them to perform better in their work place.

## REVIEW OF LITERATURE

K. Hemalata (2017) A study on impact of employees welfare facilities on job satisfaction. The main objective here to study about the impact of employees welfare facilities on job satisfaction in the organization. To examine the relationship among employees welfare facilities and job satisfaction. In the study primary data questionnaires use to collected data and the sampling size taken on 120 respondents and descriptive research design use. The main purpose of the study is to know the impact of welfare facilities on job satisfaction and also satisfaction level of the employees and increase productivity. Dr. Ashokkumar M (2013) A study on provision of welfare under factories act & its impact on employees satisfaction. The main objectives was to identify whether any relation exist between welfare provision and employees satisfaction. In the study primary data questionnaires use to collected data and the sampling size taken on 250 respondent and descriptive research design use. In study found that the employees have positive attitude towards their industry for the welfare provision. It was concluded that team of providing the different welfare provision to employees working in an organization under the facilities act 1948. M. Thanagapandian (2017) A study on employees satisfaction on welfare facilities. The main objective was to study on employee's satisfaction on welfare facilities. To evaluate the level of employees satisfaction the studies various factors that influences employees satisfaction. In the study primary data questionnaires use to collected data and the sampling size taken on 150 responding and descriptive research design use. In the study aims find out the satisfaction of employees and they have always kept play pivotal role employees morale. It was concluded that perspective enterprises have to improve their productivity which is possible with the satisfaction of labor.

Sai Anusha A (2010) study on employee's welfare and safety measures at a power. The main objective is to find out the utilization of welfare facilities by the employees. To find out the level of satisfaction of employees with regard to labor welfare facilities. In

the study primary data questionnaires use to collect data and the sampling size taken on 200 respondents and descriptive research design use. Organization should provide drinking water facilities near the plant for working labor as well as employees. They should also provide medical facilities regarding services and treatment. It was concluded that present safety condition at work place is satisfactory. Welfare facilities rendered to the employees are of good quality but there is a scope for improving safety and welfare measure. Meenakshi Yadav and Anil Kumar A study of labor welfare measure in the corporate sector. The objective of the study is to analysis the perception of workers towards various welfare measures in the corporate sectors sample size is 180. Questionnaires were prepared. Likert scale is used to collect the data. Conclusion of the study is that the corporate sector should formulate suitable policies for the provision of welfare measures for workers.

## Objectives

- To study signifies influences on employee's satisfaction towards welfare facilities.
- To study employees satisfaction towards welfare facilities provided at organization and to their employees.

## Methodology of study

The methodological aspect used for information is done through the quantitative questionnaires.

The sample of this study is 100 respondents for the organization. The sample is drawn from a population of more than 3300 employees in organization. The sampling techniques used were simple random sampling. Data collection as done by using self-administrated structured questionnaires.

The questionnaires consists of 22 questions and the first section of the questionnaires designed to obtain general info lie age gender, status, etc. in the second section there are 17 question regarding organization welfare facilities. The questions are design based on research topic. Some of the questions were close ended (general info), while other scored on a 5 point Likert scale. Point 5 for strongly agree, 4 for agree, 3 for neutral, 2 for disagree, 1 for strongly disagree were used to analysis the data.

Reliability Statistics		
Cronbach's Alpha	Cranach's Alpha Based on Standardized Items	N of Items
.380	.405	15

Routine checkup			
		Frequency	Percent
	highly dissatisfied	9	9.0
	Dissatisfied	15	15.0
	Neutral	13	13.0

	Satisfied	30	30.0
	highly satisfied	33	33.0
	Total	100	100.0

From the above table and graph it interprets that the total respondents were divided according to their satisfaction, here there are 9% respondents are highly dissatisfied with Routine checkup, 15% respondents are dissatisfied whereas, 13% respondents are neutral and 30% respondents are happy and satisfied and 33% respondents are strongly satisfied and very happy with company's welfare facilities provided.

Medicine supplied			
		Frequency	Percent
	highly dissatisfied	10	10.0
	Dissatisfied	26	26.0
	Neutral	6	6.0
	Satisfied	26	26.0
	highly satisfied	32	32.0
	Total	100	100.0

From the above table and graph it interprets that the total respondents were divided according to their satisfaction, here there are 10% respondents are highly dissatisfied with medicine supplies and 26% respondents are dissatisfied whereas, 6% respondents are neutral and 26% respondents are happy and satisfied and 32% respondents are strongly satisfied and very happy with company's welfare facilities provided.

Educational loan			
		Frequency	Percent
	highly dissatisfied	3	3.0
	dissatisfied	29	29.0
	Neutral	10	10.0
	Satisfied	21	21.0
	highly satisfied	37	37.0
	Total	100	100.0

From the above table and graph it interprets that the total respondents were divided according to their satisfaction, here there are 3% respondents are highly dissatisfied with Educational loan and 29% respondents are dissatisfied whereas, 10% respondents are neutral and 21% respondents are happy and satisfied and 37% respondents are strongly satisfied and very happy with company's welfare facilities provided.

Latrines and urinals			
		Frequency	Percent
	highly dissatisfied	4	4.0
	dissatisfied	6	6.0
	Neutral	11	11.0
	Satisfied	35	35.0
	highly satisfied	44	44.0
	Total	100	100.0

From the above table and graph it interprets that the total respondents were divided according to their satisfaction, here there are 4% respondents are highly dissatisfied with Latrines and urinals and 6% respondents are dissatisfied whereas, 11% respondents are neutral and 35% respondents are happy and satisfied and 44% respondents are strongly satisfied and very happy with company's welfare facilities

## DISCUSSION

The main purpose of this study was to examine the satisfaction of employees towards welfare facilities in organization. The main objectives of this study was to examine the welfare facilities provided to employees were satisfactory or not such as medical facilities, education facilities, other facilities. The bottom study was to observed that some employees seem happier and satisfied and some not. Through the analysis of organization it can be concluded that employees are male, younger, mostly married with high level of education. In total 8 general factors affecting employee's satisfaction in organization which are: medical facilities, education facilities, gender, age, marriage, salary, and other facilities; from that

3 key factors were affecting employee's satisfaction in organization: they are: education facilities, medical facilities, other facilities.

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