

A STUDY ON SATISFACTION LEVEL ON WELFARE MEASURES AMONG EMPLOYEES

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ABSTRACT

Welfare of employee and his family members is an effective advertising and also a method of buying the gratitude and loyalty of employees. Employee welfare is a comprehensive term including various services, benefits and facilities offered by the employer.

The basic purpose of labour welfare is to enrich the life of employees and keep them happy and contented. Welfare facilities enable workers to have a richer and more satisfying life. It raises the standard of living of workers by indirectly reducing the burden on their pocket.

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Collective bargaining is closely related to social policy making to the extent that the outcomes of the former inform and influence social policy agenda. It is widely held, however, that trade unions in Central Eastern Europe (CEE) do not have a strong bargaining position and thus exert little impact on policy decisions. This paper challenges the view of CEE labour as a uniformly weak actor. It argues that CEE unions' ability to shape the bargaining agenda and social policies depends largely on the degree of privatization, which overlaps with sectoral divisions. We find that unions in exposed sectors are unable to oppose greater flexibility even when there are no considerable wage gains, whereas workers in protected sectors manage to maintain their status and at times even enhance their welfare, both in terms of higher wages and better working conditions.

I. INTRODUCTION

Labour is an important element of cost. It also forms significant part of prime cost and total cost. Labour is associated with human being. This association makes it a significant item of cost not only because of bulge wage bill of modern organization but also because labour cost has certain special feature which other element like material do not process. The human element makes the control of labour difficult. Labour is the most perishable commodity once unused it cannot be recovered and the labour cost is bound to increase of production. At the same time labour is the only factor, which has the unlimited productive capacity. In many instances labour can achieve wonder in regard to the amount and quality of work performed by them. How ever, labour is complex and therefore it requires systematic planning and control.

An employee who feels appreciated will further be comfortable, satisfied and more prolific. It has leads not only towards higher productivity but also improves the quality of performance which helps to capture the market share which is profitable for the company. A satisfied employee will not look into for other job opportunities and it enables an employer to keep the best talents and record lower employee turnover.

Welfare includes anything that is done for the comfort and improvement of employees and is facilitated with over and above the wages. The provision of welfare measures helps in keeping the morale and motivation of the employees high to retain the employees for a longer duration. The

welfare measures need not be in monetary terms only, it can also be in any forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Employee welfare is a comprehensive term including various services, facilities and amenities provided to employees for their betterment. Welfare measures are something that is available to employees in addition to regular wages and other economic benefits under legal provisions and collective bargaining. The perseverance of employee welfare is to improve the working class which in turn makes a worker a good employee and a happy citizen. Employee welfare is an indispensable part of social welfare. It involves a balance between an employee's work life and family life to the community or social life.

MEANING OF EMPLOYEE WELFARE:

Employee welfare or labour welfare means "the effort is to make life worth living for workmen" According to I.L.O report "workers" welfare may be understand as including such service facilities and amenities which may be established in, and in the vicinity of undertakings to perform their work in healthy and congenial surroundings and avail of facilities which improve their health and bring high morale.

PRINCIPLES OF LABOUR WELFARE SERVICES:

- The services should satisfy real needs of the workers.
- The services should be handled by cafeteria approach.
- The employer should not assume benevolent posture.
- The cost of the services should be calculable and its financing established on sound basis.
- There should be periodical assessment on evaluation of the services and necessary improvement on the basis of feed back.
- The labour welfare activities pervade the entire hierarchy of an organization management should be welfare oriented at every level.

SIGNIFICANCE OF EMPLOYEE WELFARE:

- Employee welfare is the interest of the employee, the employee and the society as a whole.
- It helps to improve recruitment. As the job becomes more attractive, more efficient employees can be recruited.
- Employee welfare improves the morale and loyalty of workers by making them happy and satisfied.
- It reduces labour turn over and absenteeism, there by building a stable workforce.
- It helps to increase employee productivity or efficiency by improving their physical and mental health .by supplementing wages, welfare measures to free make employees concentrate on their jobs.
- Improvement in material, intellectual and cultural conditions of workers and steps to prevent them from social evils like drinking, gambling, prostitution, etc.
- Employee welfare helps to improve industrial relations and industrial peace.

NEED OF THE STUDY

- This project is totally based on the welfare measures of Anantha Pvc Pipes which is only for the employees' benefits.
- I grabbed this opportunity to understand and study the workers altitude and satisfaction towards the company's welfare scheme.
- My topic is totally on the employees because the word "welfare" itself means "satisfactory state, health and prosperity, well being, usually of person and society.
- So the company wanted to know whether their worker, employees are satisfied with the company's welfare measures.

- Welfare is a function of goods and services, as also their distribution among individuals of the society, will affect the welfare of the individuals and through and through them, aggregate social welfare.

SCOPE OF THE STUDY

- This study is done in the area of employees welfares in Anantha PVC Pipes.
- The scope of the study is to suggest many ways to increase the level of welfare measures in a concern.
- It may be highly helpful for the personnel department of the company to make decisions for the future development and to satisfy employees in the company.
- This project is used as a basis for future studies with suitable modification.

OBJECTIVES OF THE STUDY

A study on Employee Satisfaction on Welfare Measure with reference to Anantha PVC Pipes

- To study the impact of employee welfare measures.
- To study the level of employee satisfaction towards the welfare facilities offered at ETA.
- To find out the satisfaction level on various allowance provided by the company.
- To estimate the level of satisfaction on various safety tools and equipments and safety programs provided by the company.
- To evaluate the satisfaction on medical facilities provided by the company.
- To evaluate the satisfaction level on transport and rest room facilities provided by the company.
- To estimate the level of satisfaction on attendance bonus and advance.

II. RESEARCH METHODOLOGY

AIM OF THE RESEARCH:

The main part of the survey is to find out the “satisfactory level of welfare measures”.

APPROACHES TO RESEARCH

Descriptive approach is one of the most popular approaches these days. In this approach, a problem is described by the researcher by using questionnaire or schedule. This approach enables a researcher to explore new areas of investigation.

DEFINITION OF HYPOTHESIS:

According to Goode and Hatt "Hypothesis is a proposition, which can be put to test to determine validity".

A hypothesis can be defined as a logically conjectured relationship between two or more variables expressed in the form of testable statement.

NULL HYPOTHESIS: (H₀)

Null hypothesis is formulated only to test whether there is any relationship between variables related to the problem being studied. Usually the null hypothesis is formed as a negative statement.

ALTERNATE HYPOTHESIS: (H₁)

Alternate Hypothesis (H₁) is a statement, which is accepted after the null hypothesis is rejected based on the test result. The alternate hypothesis usually is formed as a positive statement.

RESEARCH DESIGN

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.

The objective of this study is to analyze the study on level of job satisfaction among employees of Anantha PVC Pipes

A well – structured questionnaire is framed.

Data is collected from the employees in Anantha PVC Pipes

Findings are made and necessary suggestions and recommendations are given.

TYPE OF RESEARCH DESIGN

In the present study descriptive research is used for surveying and fact finding the data. This is done with the help of a structured questionnaire. This study is typically guided by an initial hypothesis. More clear specifications of who, what, when, where, why and how aspects are given at this research. It requires for formulation of more specific hypothesis and testing these through statistical inference techniques.

Sources of data:

- (a) Primary data
- (b) Secondary data

(a) Primary data:

In the primary data the information about the statutory, non statutory welfare which are provided to the employees and workers has been collected form the company.

(b) Secondary data :

In the secondary data the information collected form the company magazines and various books and also from internet.

Methodology of study indicates the research design and the study is based on primary data. The researcher has to gather primary data by various methods.

We have been collecting the data from the labourers through questionnaire and through management.

LIMITATIONS OF THE STUDY

- **Time:** The period of time is very short to conduct and complete our project.
- **Distance:** The Company is situated 30 kms away from our college and residence. So it is difficult for us to reach the place in time.
- **Poor response:** The employees are not very much interested to answer our questions.
- **Fearness of employees:** Most of the employees have more fear to say their opinions that they felt it would create problem for them.
- **Getting appointments:** It is very difficult to get the appointments from the higher officials in their busy schedule.
- **Lack of understanding:** It is very difficult to explain about the concept to the low level employees.
- **Lack of communication:** Communication is very poor among the employees and their expressions are not effective.

III. REVIEW OF LITERATURE

TITLE: Residential satisfaction among low-income single-mother households: the case of residential welfare facilities

AUTHOR: Minjung Cho

ABSTRACT:

This paper examines residential satisfaction in welfare housing facilities exclusively built for low-income single-mother households in South Korea. The main objective is to identify predictors from among various domains such as sociodemographic and psychological characteristics of residents, as well as objective and subjective characteristics of their residential environment.

A mixed-method field study evaluates data obtained via structured questionnaires administered to 233 low-income single mothers in 23 residential welfare facilities across South Korea, supplemented by facility observations and interviews with housing staff from 16 facilities.

TITLE: An exploratory study of job insecurity in relation to household registration, employment contract, and job satisfaction in Chinese state-owned enterprises

AUTHOR: Bing Shi

ABSTRACT:

The purpose of this paper is to examine the influence of the household registration and of employment contract on employee job insecurity in the Chinese state-owned enterprises (SOEs). The relationships between job satisfaction and the two components of job insecurity are also analysed.

The research uses original data collected through a questionnaire survey in six Chinese SOEs. In all, 309 samples are analysed mainly using hierarchical regression analysis.

TITLE: A welfare economics analysis of China's industrial layout restructuring

AUTHOR: Wu Fuxiang, Cai Yue

ABSTRACT:

At present, China's industrial spatial layout faces the predicament of over-agglomeration of Eastern China industries and the near disintegration of industrial structure in the central and western regions. The paper aims to discuss this issue.

Based on the perspective of differentiated inter-regional labor mobility, this paper constructed a model framework of quadratic sub-utility quasi-linear preference utility function, and conducted model deduction and numerical simulation on causal factors of this spatial imbalance along the two dimensions of individual and regional welfare.

The study finds that in the long run, industrial spatial layout imposes a certain threshold limit on the portfolio proportion of differentiated labor. The dilemma of China's industrial spatial layout is attributable to the deviation of the market's optimal agglomeration from the social optimal agglomeration, and to the disfunction of Eastern China's role as an intermediary between the global and the domestic value chain.

TITLE: The Role of Financial Resources and Agency in Success and Satisfaction Regarding Developmental Tasks in Early Adulthood

AUTHOR: Mette Ranta, Raija-Leena Punamäki

ABSTRACT:

Originality/value of paper – Our longitudinal study makes a significant contribution to life course research by comprehensively conceptualizing the developmental tasks and considering their individual and social determinants.

TITLE: The international political economy of worker satisfaction: a cross-national HLM analysis

AUTHOR: Jonathan H. Westover

ABSTRACT:

There is a growing body of comparative research examining country differences in job satisfaction and its determinants. However, existing research cannot explain similarities in job satisfaction levels across very different countries, nor can it explain the differences between seemingly similar countries. Moreover, there has been no significant research conducted to date that has examined the country-level contextual conditions that are poised to impact worker satisfaction and its determinants. The paper aims to discuss these issues.

IV. DATA ANALYSIS AND INTERPRETATION

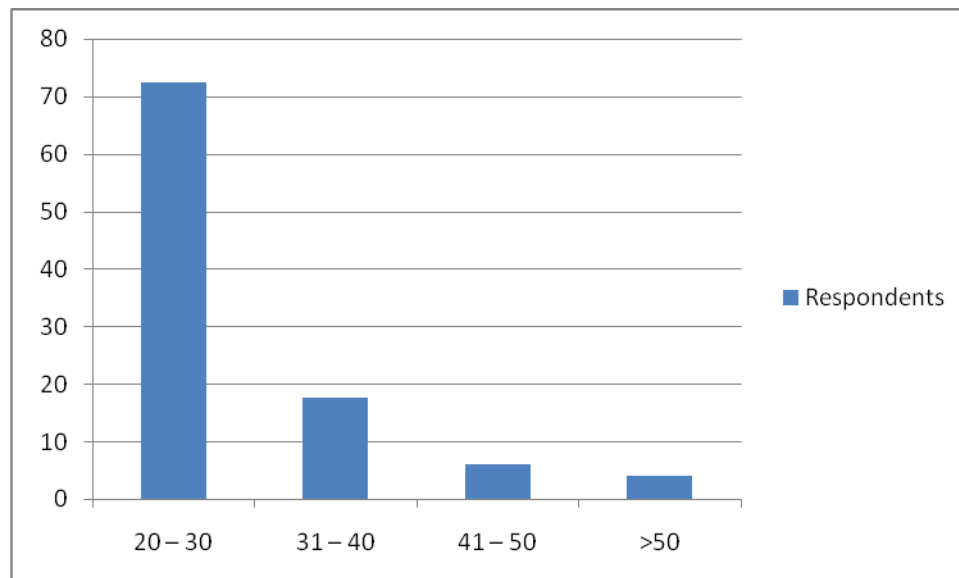
1. AGE OF RESPONDENTS

TABLE NO 4.1

Options	Respondents	Percentage
20 – 30	72.5	72.5
31 – 40	17.5	17.5
41 – 50	6	6

>50	4	4
Total	100	100

GRAPH NO 4.1

**INTERPRETATION:**

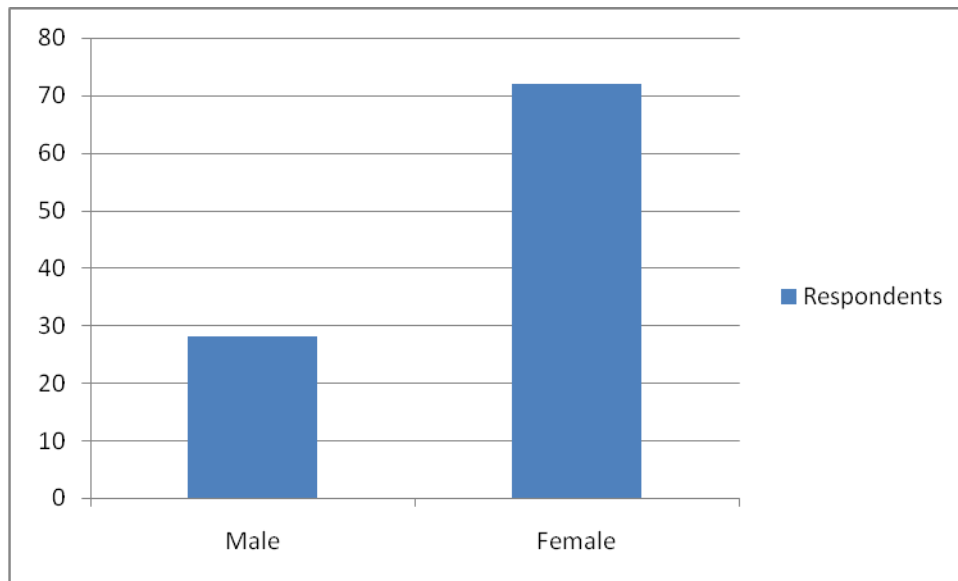
In the above table, it is clear that 72.5% of respondents are belongs to age group of 20 – 30, 17.5% respondents are belongs to 31 – 40, 6% respondents are belongs to 41 – 50 and 4% respondents are belongs to above 50 years.

2. SEX OF RESPONDENTS

TABLE NO 4.2

Options	Respondents	Percentage
Male	28	28
Female	72	72
Total	100	100

GRAPH NO 4.2



INTERPRETATION:

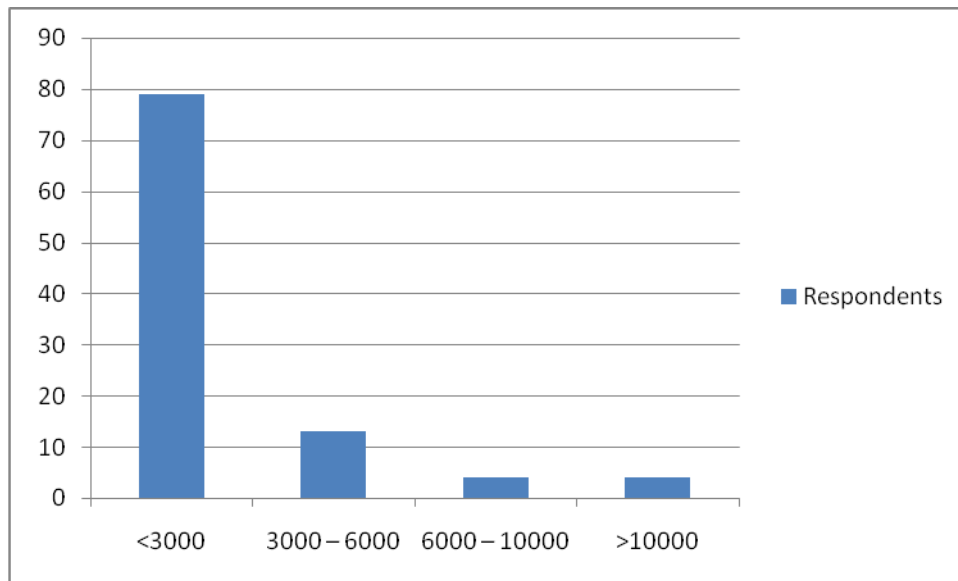
In the above table, it is clear that 28% of respondents are belongs to Male, 72% respondents are belongs to Female.

3. INCOME DISTRIBUTION OF RESPONDENTS

TABLE NO 4.3

Options	Respondents	Percentage
<3000	79	79
3000 – 6000	13	13
6000 – 10000	4	4
>10000	4	4
Total	100	100

GRAPH NO 4.3

**INTERPRETATION:**

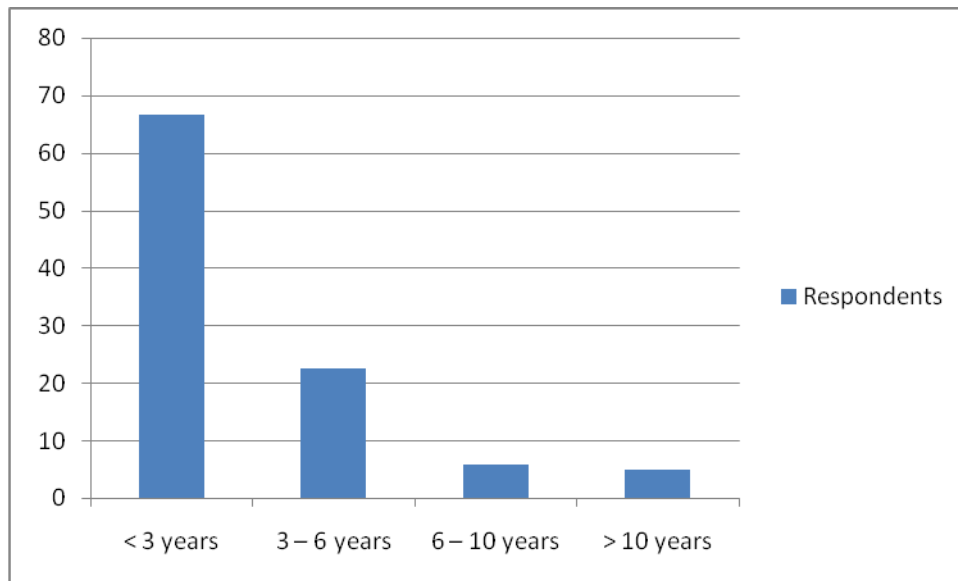
In the above table, it is clear that 79% of respondents are belongs to <3000, 13% respondents are belongs to 3000 - 6000, 4% respondents are belongs to 6000 - 10000 and 4% respondents are belongs to >10000.

4. WORKING EXPRIENCE

TABLE NO 4.4

Options	Respondents	Percentage
< 3 years	66.7	66.7
3 – 6 years	22.5	22.5
6 – 10 years	5.8	5.8
> 10 years	5	5
Total	100	100

GRAPH NO 4.4

**INTERPRETATION:**

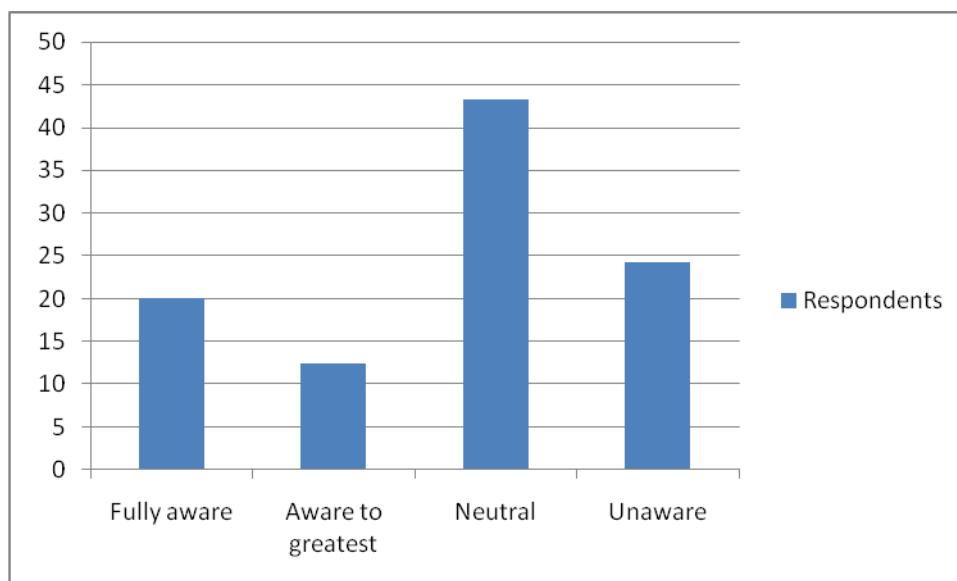
In the above table, it is clear that 66.7% of respondents are belongs to <3 years, 22.5% respondents are belongs to 3 – 6 years, 5.8% respondents are belongs to 6 – 10 years and 5% respondents are belongs to > 10 years.

5. AWARENESS OF EMPLOYEES ON WLFARE MEASURES

TABLE NO 4.5

Options	Respondents	Percentage
Fully aware	20	20
Aware to greatest	12.5	12.5
Neutral	43.3	43.3
Unaware	24.2	24.2
Total	100	100

GRAPH NO 4.5



INTERPRETATION:

In the above table, it is clear that 20% of respondents are belongs to Fully aware, 12.5% respondents are belongs to Aware to greatest, 43.3% respondents are belongs to Neutral and 24.2% respondents are belongs to unaware.

V. FINDINGS

- Regarding age group of respondents 72.5% of respondents are age group of 20 – 30, 17.5% respondents are 31 – 40, 6% respondents are 41 – 50 and 4% respondents are above 50 years.
- Regarding sex of respondents 28% of respondents are Male, and 72% respondents are Females.
- Regarding salary of respondents 79% of respondents are under <3000, 13% respondents are 3000 - 6000, 4% respondents are 6000 - 10000 and 4% respondents are >10000.
- Regarding experience of respondents 66.7% of respondents are working <3 years, 22.5% respondents are 3 – 6 years, 5.8% respondents are 6 – 10 years and 5% respondents are > 10 years.
- Regarding awareness of the companies welfare measures 20% of respondents are fully aware, 12.5% respondents are aware to greatest, 43.3% respondents are Neutral and 24.2% respondents are unaware.
- Regarding satisfaction level on welfare scheme 11.5% of respondents feel highly satisfied, 26% respondents are Satisfied, 40% respondents are Neutral and 22.5% respondents are Dissatisfied.
- Regarding Opinion about Various Allowances 17.5% of respondents feel Very good, 18.5% respondents says Good, 45% respondents feel Average and 19% respondents says Poor.
- ✓ Regarding the Rank for various allowances
- ✓ First rank to HRA.
- ✓ Second rank to Education Allowance.
- ✓ Third rank to OT Allowance.
- ✓ Fourth rank to Mobile Allowance
- Regarding Ranking of Allowances 17.5% of respondents are Highly Satisfied, 54% respondents are Satisfied, 11% respondents are Dissatisfied and 17.5% respondents are highly dissatisfied.
- Regarding Opinion about Safety Training Programs 14% of respondents feel Excellent, 26.6% respondents says Good, 38.4% respondents feel Better and 21% respondents says poor.
- Regarding Opinion about Medical Facility 19% of respondents are Highly Satisfied, 37% respondents are Satisfied, 25% respondents are Partly Satisfied and 19% respondents are Not Satisfied.

- Regarding Opinion about Medical Facility 21% of respondents are Very Good, 39% respondents are Good, 29% respondents are Average and 11% respondents are Bad.
- Regarding opinion about ESI scheme 16% of respondents are Highly Satisfied, 36.6% respondents are Satisfied, 24% respondents are Neutral and 23.4% respondents are Not Satisfied.
- Regarding Opinion about Transport Facility 24% of respondents are Fully Satisfied, 31% respondents are Satisfied, 25% respondents are Parity Satisfied and 20% respondents are Dissatisfied.
- Regarding Opinion Regarding Rest Room Facility rest room facility provided in the organization 19% of respondents feels very good, 28.5% says goods, 19% feels average and 33.5% feels poor.

VI. SUGGESTIONS

- Some of the employees were unaware of welfare measures so the company to take steps to make more awareness about the welfare measures among the employees.
- Some of the respondents feels dissatisfaction with the medical facility provided by the organization, so it should be concentrated by the company more on medical facilities.
- Most of the respondents feels that the required transport facilities during the over time and the bus should be operated in a right time.
- Some of the respondents feels poor about Rest Room facilities. So it is the duty of the company to make proper Rest room facilities.
- Some of the respondents feels unsatisfied with advance provided by the organization so the company can provide additional advances in the necessary requirements as per the need for the employees.
- Most of the respondents says that the need canteen facilities so it can be introduced in the company.
- Basic facilities should be improved so that the employees feel that they are working in an good working environment.

VII. CONCLUSION

In the in-depth study of the project help to understand various welfare measures provided by the company and how far the employees are aware and satisfy with welfare measures and what are the requirements and expectations from the employees to improve the company and also the each and every individuals and expectations that can be analyst and to great extend can be implemented with the policy of the company.

The company should also concentrate more on employee welfare measures in order to take care of the employees and to utilize the human resources in an optimum level this project is very useful to take certain steps in various areas regarding welfare measures and can be implemented in future with almost care.

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