



A Study on Employee Welfare Measures at Service Sector Company

¹Mr. Rajesh Kumar, ²Yabesh R

¹ Assistant Professor of Sri Ramakrishna Engineering College, Coimbatore, Tamil Nadu, India.

² Student of Sri Ramakrishna Engineering College, Coimbatore, Tamil Nadu, India.

ABSTRACT:

Safety and welfare measures are inevitable to any organization where workers are involved. An organization 's responsibility to its employees extends beyond the payment of wages for their services. Considering employees' welfare as a vital component in the attainment of organizational goals, this study investigated the impacts of welfare measures on the employee satisfaction and commitment of employees. The study used a descriptive research design. A descriptive random sampling was used to sample 40 respondents from an automotive service sector in coimbatore. The study used questionnaires as its data collection instrument. The study revealed that employee satisfaction is positively related to and impacted by fairness in the welfare system, linking working conditions with productivity, clarity of measures and feedback about their opinion.

INTRODUCTION:

Safety and welfare measures are inevitable to any organization where workers are involved. An organization 's responsibility to its employees extends beyond the payment of wages for their services. The employee's safety and welfare on and off the job within the organization is a vital concern of the employer. Providing a safe and healthy environment is a pre-requisite for any productive effort.

"Welfare is comfortable living and working conditions". Employee welfare means the efforts to make life worth living for workman. "Welfare is comfortable living and working conditions". People are the most important asset of an organization, and the accounting profession has to assess and record the value and cost of people of an organization. Once this is accepted, the need for measuring the value for recording it in the books of accounts arises. The value of human assets can be increased substantially by making investment in their training and welfare activities in the same way as the value of repairs/ overhauling, etc.

REVIEW OF LITERRATURE:

JOSHI (1927) in his book, "Trade Union Movement in India" felt that Welfare work covers all the efforts which employers make for the benefits of their employees over and above the minimum standard of working conditions fixed by the Factories Act and over and above the provisions of the social legislations providing against accident, old age, unemployment, sickness etc.

JOHRI C.K AND SHARMA D.I "Financing and administration of labour welfare" Sri Ram centres for industrial relation 1968. New Delhi Analysis on the lines of important aspects to be much more deficient is considered as a favour by the employer to the employee in terms of providing facilities.

SRIVASTAVA (1970) in his book, "A Socio-Economic Survey of the Workers" in the Coal Mines of India (with special reference to Bihar) studied the socio-economic conditions of coal workers in Bihar. The study found that the socio-economic conditions of miners in Bihar are so poor due to high indebtedness, low wages and poor welfare facilities.

HASAN (1972) in his book, "The Social Security System of India" felt that social security schemes have characteristics such as provision of cash and medical relief and also the active involvement of the State in the provision of social security. He further stated that social security benefits are provided to employees as of right.

KUDCHELKAR (1979) in his book, "Aspects of Personnel Management and Industrial Relations" felt that the need for labour welfare arises from the very nature of the industrial system. He felt that employers need to provide welfare facilities to employees as the latter are exposed to various risks and at the same time they have to work in an entirely strange atmosphere.

GOYAL [1995] studied labour welfare and job satisfaction in cotton textile industry in Punjab. The objective of the study was to find the relationship between labour welfare measures and job satisfaction. It has been concluded in the study that there exist the positive correlation between job satisfaction and labour welfare measures

STATEMENT OF THE PROBLEM

The statement of the study is about the welfare measure of automotive company.

The Sales and Services done in this company depends mainly on the efficiency of the employees, the workers are provided with different facility so as to motivate them. This study undertaken in order to understand the different welfare measures provided by the company, gather the opinion of the employees about these facilities and also to know the reasons for their dissatisfaction if any.

OBJECTIVE OF THE STUDY

- To study the effectiveness of welfare facilities among employees.
- To examine the satisfaction level of employee regarding welfare measures provided by the Organization.
- To study the factors that motivates employees to work in the organization.
- To find the drawbacks in the current welfare measures.
- To analyze and suggest further improvement of existing welfare facilities in the organization.

SCOPE OF THE STUDY

- The present study has been undertaken to study find out employee welfare measures and job satisfaction.
- To find out the practical difficulties involved in welfare measures that can be evaluated through this study.
- The study can be used to bring out the solution for the problem faced by the employees availing the welfare measures.
- Through the study, company would be able to know the satisfaction level of employee on welfare measures.

RESEARCH METHODOLOGY

The methodology followed for conducting the study includes the specification of research design, sample design, questionnaire design, data collection and statistical tools used for analyzing the collected data

SOURCES OF DATA

Primary data were collecting directly from the customers through structured Questionnaire and direct contact. Secondary data were collecting from company documents, standard textbooks and Internet.

METHODS OF DATA COLLECTION

The secondary data is collecting through desk research and primary data is collecting through survey and interview method.

SAMPLING DESIGN

Sample size:

Sample size used for the study is 40 employees.

Sampling technique:

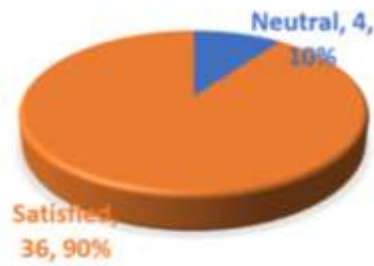
The Sampling technique is to use for the study is random Sampling.

ANALYSIS & INTERPRETATION:

Table 1 working hours

Attributes	Number of respondents	Percentage
Highly Satisfied	0	0%
Satisfied	36	90%
Neutral	4	10%
Dissatisfied	0	0%
Highly Dissatisfied	0	0%

Figure 1



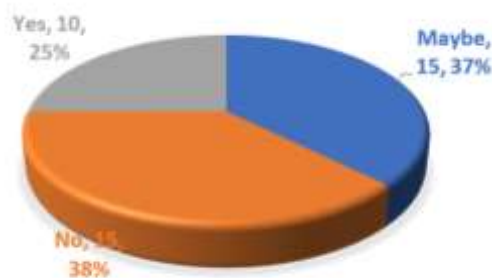
Interpretation

The above analysis shows that 90% of respondents are satisfied and 10% are neutral towards working hours in the organization.

Table 2 Fatigue

Attributes	Number of respondents	Percentage
Yes	10	25%
No	15	38%
Maybe	15	37%

Figure



Interpretation

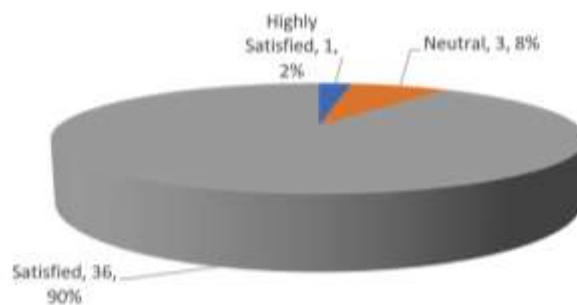
The above analysis shows that 25% of respondents says they feel fatigue, 38% don't feel fatigue and 37% are not sure towards working in the organization.

Table 3

Policy & administration of Company in welfare activities

Attributes	Number of respondents	Percentage
Highly Satisfied	1	2%
Satisfied	36	90%
Neutral	3	8%
Dissatisfied	0	0%
Highly Dissatisfied	0	0%

Figure



Interpretation

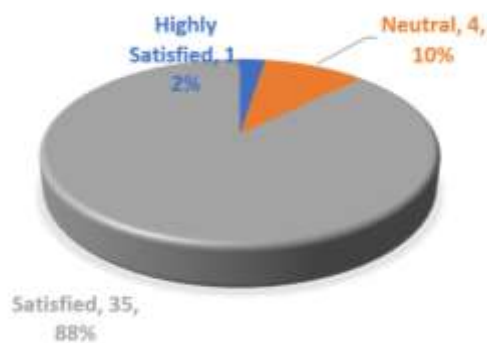
The above analysis shows that 2% of respondents are highly satisfied, 90% are satisfied and 8% have neutral opinion towards policy and administration company in welfare activities.

Table 4

Leave policy of the organization

Attributes	Number of respondents	Percentage
Highly Satisfied	1	2%
Satisfied	35	88%
Neutral	4	10%
Dissatisfied	0	0%
Highly Dissatisfied	0	0%

Figure 4



Interpretation

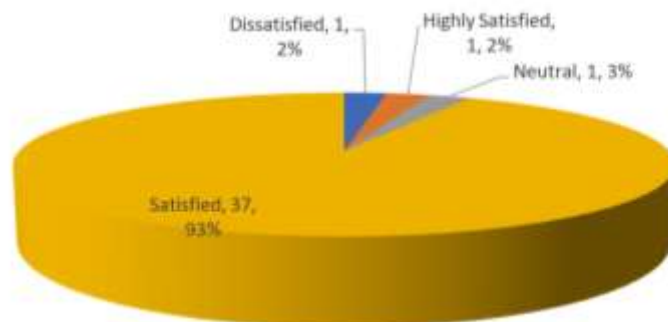
The above analysis shows that 2% of respondents are highly satisfied, 88% are satisfied and 10% have neutral opinion towards leave policy provided by the company.

Table 5

Seating arrangement

Attributes	Number of respondents	Percentage
Highly Satisfied	1	2%
Satisfied	37	93%
Neutral	1	3%
Dissatisfied	1	2%
Highly Dissatisfied	0	0%

Figure 5



Interpretation

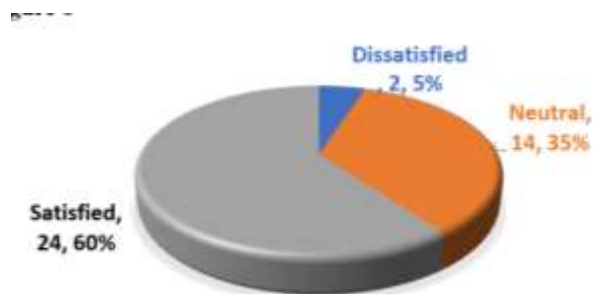
The above analysis shows that 2% of respondents are highly satisfied, 93% are satisfied, 3% are neutral and 2% are dissatisfied towards sitting arrangement in the organization.

Table 6

Overtime allowance

Attributes	Number of respondents	Percentage
Highly Satisfied	0	0%
Satisfied	24	60%
Neutral	14	35%
Dissatisfied	2	5%
Highly Dissatisfied	0	0%

Figure 6



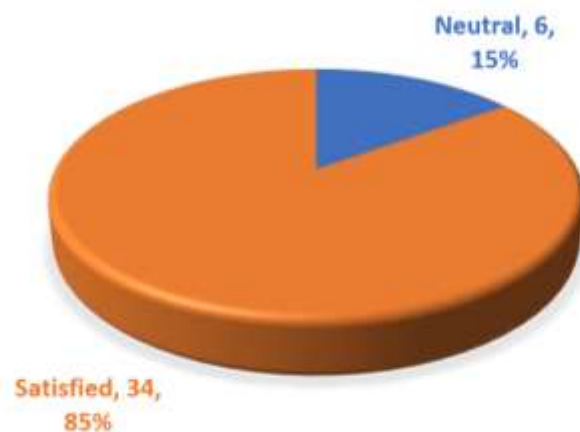
Interpretation

The above analysis shows that 60% of respondents are satisfied, 14% are neutral and 5% are dissatisfied towards overtime allowance in the organization.

Table 7 Incentives

Attributes	Number of respondents	Percentage
Highly Satisfied	0	0%
Satisfied	34	85%
Neutral	6	15%
Dissatisfied	0	0%
Highly Dissatisfied	0	0%

Figure 7



Interpretation

The above analysis shows that 85% of respondents are satisfied and 15% are neutral towards incentives provided by the organization.

Table 8**Regular increments**

Attributes	Number of respondents	Percentage
Yes	31	78%
No	9	22%

Figure 8**Interpretation**

The above analysis shows that 78% of respondents says they get regular increments and 22 % say they don't get regular increments.

CONCLUSION

Employee welfare measures are the state of wellbeing, satisfaction, protection and helps to motivate the employees. It was explored that employee welfare measures helps in employee satisfaction. With the result of improving the quality of work life among the employees, their involvement in job will be increased and productivity of the organisation will be increased.

Employee welfare measures boost the morale of the employees if they are effectively implemented and carried out. The welfare measures which are provided in company are appreciable, as the employees are satisfied with the existing welfare measures.