



International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

“A Study on Employee Satisfaction Towards Welfare Facilities at Dairy Industry”

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ABSTRACT:

The main aim of the research is to identify the employee welfare programmes followed by the organization. It aims to broadly study the background of present employee welfare programmes, evaluating their scope, implementing and effectiveness within the organization the research seeks to assess the nature of work environment created by these welfare activities examining elements including work life-balance, health and wellness policies and basic amenities. Furthermore, by examining the relationship between the employee welfare facilities and the job satisfaction levels. through a combined approach encompassing surveys, interviews and organizational case studies, this research provides valuable insights into the design and implementation of employee welfare programmes conducive to fostering a positive working environment and improving employee satisfaction well-being.

Key words: welfare programmes, employee satisfaction, well-being and work life-balance

INTRODUCTION:

Welfare practice includes various facilities, services and conveniences facilitated to the employees for boosting their lifestyle. It comprises both statutory and non-statutory provisions laid by the various industry bodies. The aim of the welfare scheme is to develop overall personality of the employees. It includes social, economic, moral, cultural, ethical and cognitive ability of the employees in order to nurture them as a good citizen. It is a dynamic concept where it changes from industry to industry and time to time. Generally, welfare schemes are depending upon the interests of the employer towards their employees' wellbeing and it also covers social security. Employee welfare embraces anything is provided for the benefit and betterment of employees, in addition to the remuneration. It induces the employees morally, to work for the organization in the long run. It is not confined to monetary benefits only, and whatever the additional benefits provided by the employer is considered as employee welfare. It includes vigilance, working conditions, brining industrial harmony, industrial relation, and insurance for the employees which covers both health and accident for employees and their families. Various stakeholders engaged in contribution of employee welfare activities such as management, employees and society. The aim of it is to provide conducive working environment. It is relatively on humanitarian and economic grounds. Therefore, it curtails the scope of employee's unions and strikes. It paves the way in developing the responsibility and dignity among the employees. Employee welfare schemes are statutory when it laid mandatory through industrial Acts or government orders, it is voluntary when employers designed at the wish of employers. It is mutual when all the stakeholders take part to bring the economic progress of the employees. Welfare activities segregated into intramural and extramural.

REVIEW OF LITERATURE:

Dr. A Flora Noyal, K Saranya and L Lal Priya, 2019 A study on employee satisfaction towards welfare measures provide by Meenakshi Mission Hospital and Research Centre at Madurai. The main aim of to this study was to find out the level of satisfaction of employees on the various welfare measures provide to the employees. In this, this study they Adopt descriptive survey Research Design a sample of 120 employees was selected for the study as a result. The study concluded that employees are almost satisfied with their smell from major provided by organization. Durga, 2018 An Empirical Study on Employee Satisfaction towards Welfare Amenities with Special Reference to Bharath Petroleum Limited – Ibrahimpatnam. The main aim of the this study is to To describe satisfaction level of employees regarding welfare activities. In this study they adopt simple random sampling a sample of 100 employee selected. As a result of the study concluded that The study reveals that the employees are feeling satisfy towards the welfare amenities provided by the company and the employees are feeling very happy to tell outsider about the welfare activities which are beneficial for them. women employees are feeling superior for maternity leave and they are expecting extension of maternity leaves. Ramya.T ,

Bhavani shree Arepalli, Dr. Lakshmi, 2017 A Study on Employee Welfare Facilities and Its Impact on Employee Satisfaction at Hotel Industry with Special Reference to Mysuru District. The main aim of this study is to T the impact of welfare facilities on employee satisfaction. In this study they adopt correlation test and factor analysis a sample of 100 employee selected for study. As a result of the study concluded that Majority of the employees are satisfied with medical advantage and safety measures. The drinking water facilities, sanitary facilities afford by the hotels are good. Employees are not happy with extra-time allowances are incorporated in the salary. B. Girmurugan , D. Deepika and A. Uma, 2016 An Organizational Study and a Study on Employee Welfare with Special Reference to Sakthi Sugars Ltd, Appakudal. The main aim of the this study is evaluate the satisfaction level of employees about the facilities in their work environment. In this study they adopt simple random sampling method a sample of 100 employee selected for the study. As a result of the study concluded employees are satisfied with the welfare measures. The company can concentrate on other facilities like crèche facility, uniform to boost the employee morale. G.Aarthi, 2019 The Study on Impact of Employee Welfare Measures in Automobile Industry. The main aim of the this study is to identify satisfaction level of employees towards health and safety measures provide by the company. In this study they adopt Descriptive analysis a sample of 250 employee selected for the study. As a result of the study concluded that the welfare and safety activities, which is followed by organization is satisfied and they want some improvements in the system. Improve some welfare and safety activities inside the company.

OBJECTIVES OF STUDY:

The paper aims to explores following aspect:

- To study the employee welfare programmes in dairy industries.
- To examine the nature of working environment in dairy industries.
- To study the job satisfaction with respect to employee welfare facilities in dairy industries.
- To study safety welfare measures & implementation of different welfares act in dairy industries.

SCOPE OF THE STUDY:

- The present study has been undertaken to study and find out the Effectiveness of Employee Welfare Measures. 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 Welfare Facilities to the employees by the Organization

NEED OF THE STUDY:

- It helps in improving recruitment.
- Employers get stable labor force by providing welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and participation.
- It improves moral & loyalty of workers.
- It reduces labor turnover & absenteeism.
- It helps in increasing productivity & efficiency by improving physical & mental health.
- It helps in improving industrial relation & industrial peace

Research Methodology and design

- The methodology that is adopted for the study is that its facilities the data accumulation. The information is gathered through survey method. The survey method has been adopted for collecting the data from employees. Research design is defined as the specification of methods and procedure for acquiring their information needed. Generally DESCRIPTIVE research design followed.

Data Sources: -Have taken the advantage of both primary and secondary data sources to collect the data from various respondents. The primary data sources collected through structured questionnaire whereas the secondary data sources through company websites and other testimonial documents of the company.

Sample Size: - Out of 600 population, have taken 120 samples on the basis of simple random sampling by distributing structured questionnaire which include both open and closed ended questions.

Statistical Techniques: -

Study aims to find out the employees' satisfaction towards welfare facility. The design of research that was selected for the project is "Descriptive or survey design". Primary data was collected through questionnaire. The data gathered through survey with open ended question, close ended question and the sample size is 120.

Data Analysis and Interpretation:**1. Have you satisfied with the safety awareness programs organised by the organisation?**

Safety awareness programs: awareness programs are crucial in organizations as they prioritize the well-being of employees and create a culture of safety. These programs educate employees about potential hazards in the workplace and provide them with the knowledge and skills to prevent accidents and injuries.

Table: Opinion of respondents regarding safety awareness programmes provided by the organization

S.NO	OPNION	RESPONDENTS	PERCENTAGE
1	Highly satisfied	38	31.16%
2	Satisfied	22	18.33%
3	Neutral	27	22.5%
4	Dis- satisfied	13	10.83%
5	Highly dis -satisfied	20	16.66%
	Total	120	100%

Graphical representation of distribution of respondents based on the safety awareness programmes provided by the organization

**Interpretation:**

Based on the graphical representation above, it is evident that the company is in need of safety awareness programs. Out of the 120 respondents, 60 (31.16%) expressed satisfaction with the safety awareness programs, while 27 (22.5%) were neutral and 33 (27.49%) were dissatisfied with the programs provided by the organization.

In conclusion, the data shows that a significant portion of respondents are satisfied with the safety awareness programs offered. This highlights the importance of continuing to prioritize and improve upon these initiatives to ensure the safety and well-being of all employees.

2. How do you satisfy with medical facilities provided by the organization?

Medical facilities: Medical facilities play a crucial role in any organization by safeguarding employee health and well-being, ensuring compliance with legal regulations, enhancing productivity, and fostering a positive work environment.

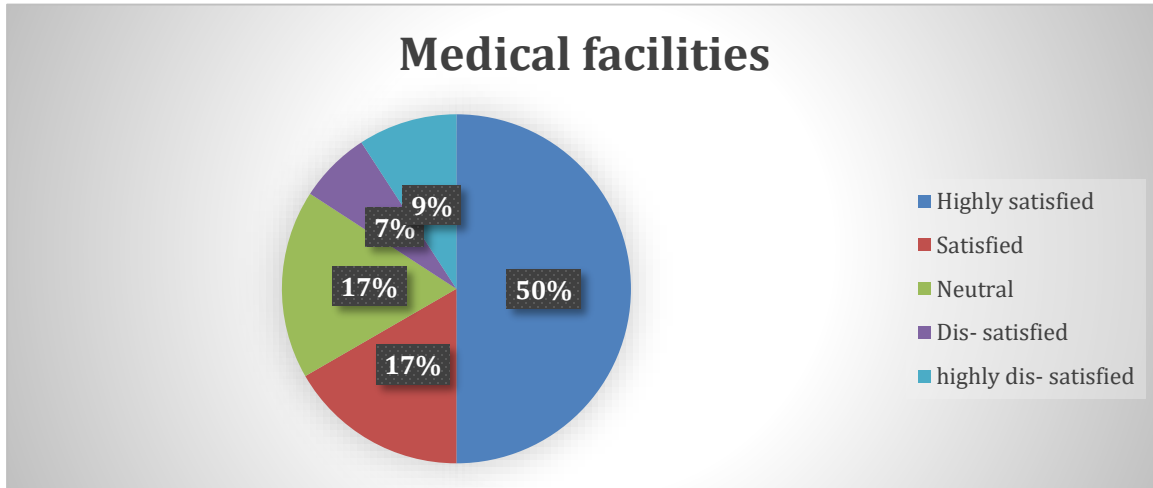
Table: Opinion of respondents regarding medical facilities provided by the organization

S.NO	OPNION	RESPONDENTS	PERCENTAGE
1	Highly satisfied	60	50%
2	Satisfied	20	17%
3	Neutral	21	17%

4	Dis- satisfied	08	7%
5	Highly dis -satisfied	11	8%
	TOTAL	120	100%

Sources: Field survey

Graphical representation of opinion of respondents regarding medical facilities provided by the organization



Interpretation:

Based on the graphical representation above, it illustrates the medical facilities offered by the organization. Out of the 120 respondents, the majority, 80 (67%), expressed satisfaction with the medical benefits. Additionally, 21 (17%) of the respondents were neutral in their satisfaction, while 19 (15%) were dissatisfied with the medical facilities provided by the organization.

In conclusion, it can be inferred that the majority of the 120 respondents, specifically 80 (67%), are content with the medical facilities provided by the organization.

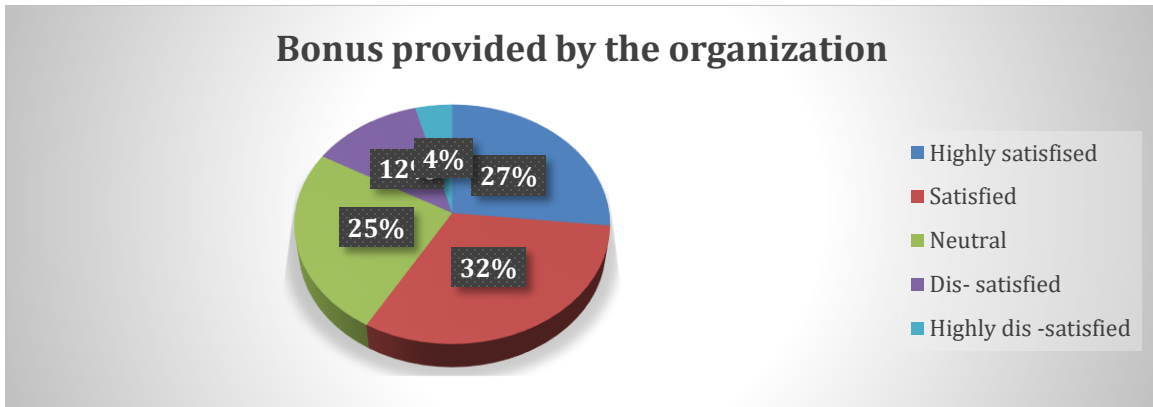
3. How do you satisfy with the bonus provided by the organization?

Bonus: Bonuses play a crucial role in motivating employees, attracting talent, fostering a positive work culture, and driving organizational success. When implemented effectively, bonus programs can align employee interests with organizational goals, resulting in increased performance and profitability.

Table: Opinion of respondents regarding Bonus provided by the organization

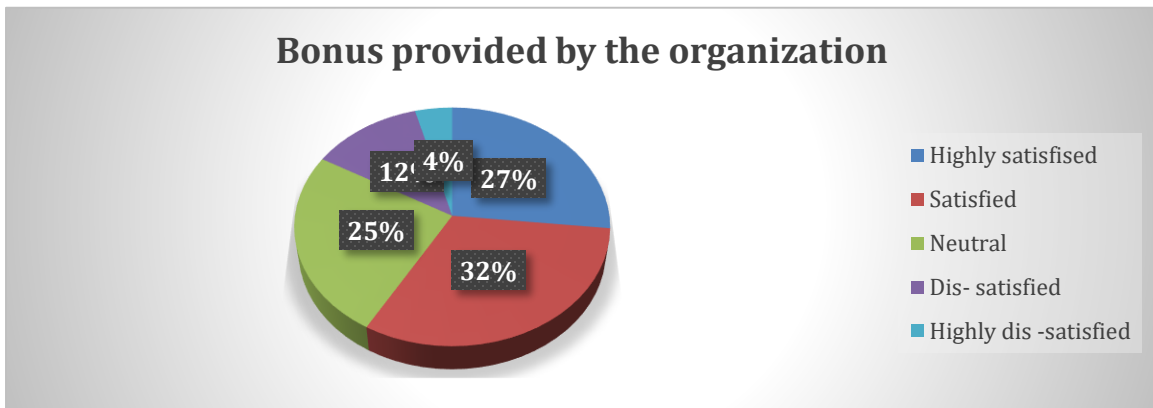
S.NO	OPNION	RESPONDENTS	PERCENTAGE
1	Highly satisfised	32	26.66%
2	Satisfied	38	31.66%
3	Neutral	30	25%
4	Dis- satisfied	15	12.5%
5	Highly dis -satisfied	5	4.16%
	Total	120	100%

Graphical representation of distribution of respondents based on the facility of Bonus provided by the organization



Interpretation:

Based on the graphical representation above, it is evident that the company offers a bonus facility to its employees. Out of the 120 respondents, the majority (70 respondents, or 58.32%) expressed satisfaction with the bonus provided by the organization. Additionally, 30 respondents (25%) were neutral in their satisfaction, while 20 respondents (16.66%) were dissatisfied with the bonus facility.



In conclusion, the data shows that a significant portion of the respondents are content with the bonus program offered by the company. This information can be valuable for assessing employee satisfaction and making informed decisions regarding compensation and benefits.

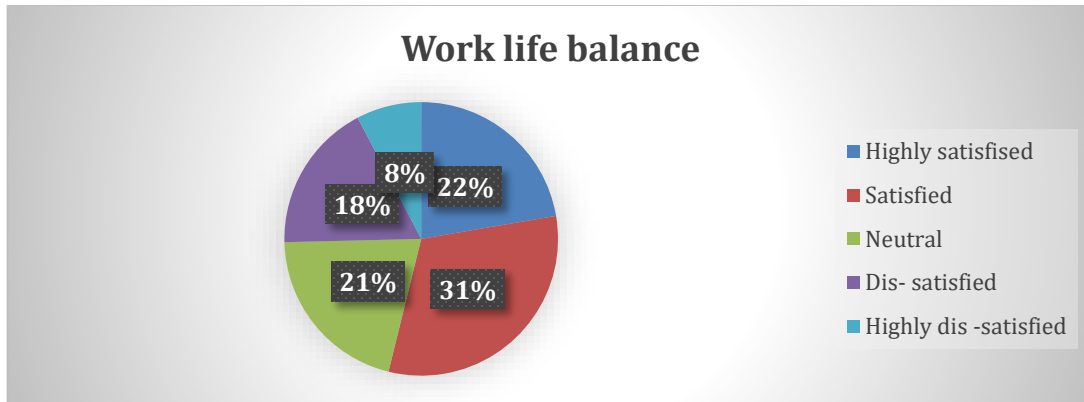
4. How do you satisfy with the work life balance?

work-life balance: work-life balance is essential for creating a positive work environment, improving employee satisfaction and retention, and driving organizational success. By implementing policies and practices that support work-life balance, organizations can enhance employee well-being, productivity, and overall performance.

Table: Opinion of respondents regarding Work life balance provided by the organization

S.NO	OPNION	RESPONDENTS	PERCENTAGE
1	Highly satisfied	29	24.16%
2	Satisfied	41	34.16%
3	Neutral	27	22.5%
4	Dis- satisfied	23	19.16%
5	Highly dis -satisfied	10	8.33%
	Total	120	100%

Graphical representation of opinion of respondents as the facility of Work life balance



Interpretation:

Based on the graphical representation above, it is evident that the company prioritizes providing a healthy work-life balance for its employees. Out of the 120 respondents surveyed, the majority, 70 (58.32%), expressed satisfaction with their work-life balance. Additionally, 27 (22.5%) of respondents were neutral, while 33 (27.43%) were dissatisfied with the work-life balance offered by the organization.

In conclusion, the data indicates that a significant portion of employees are content with their work-life balance, highlighting the company's commitment to fostering a positive and fulfilling work environment.

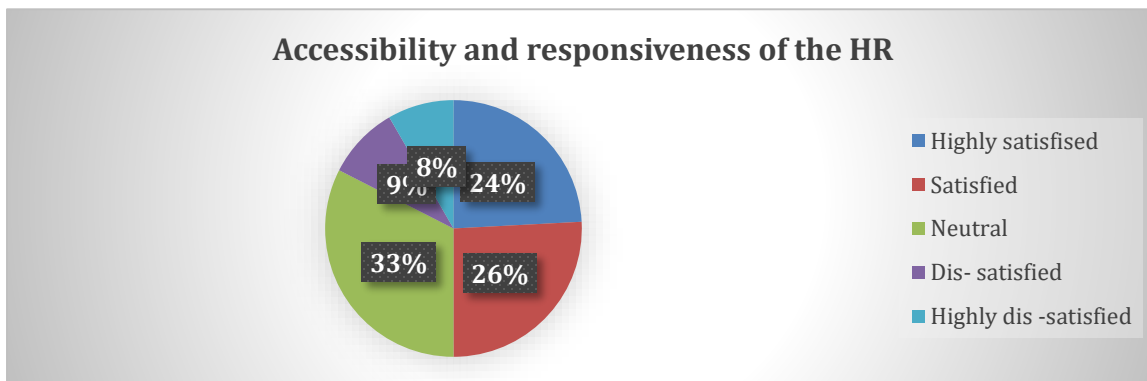
5. How would you satisfy the accessibility and responsiveness of the HR dept in addressing the employee welfare concerns?

Accessibility and responsiveness of the HR department: Accessibility and responsiveness of the HR department are essential for fostering a positive work culture, promoting employee engagement, and maintaining employee satisfaction. By prioritizing employee welfare concerns and providing timely support and assistance, HR departments play a critical role in creating a conducive work environment where employees can thrive and contribute to the organization's success.

Table: Distribution of the respondents based on the Accessibility and responsiveness of the HR department provided by the organization

S.NO	OPNION	RESPONDENTS	PERCENTAGE
1	Highly satisfied	29	24.16%
2	Satisfied	31	25.83%
3	Neutral	39	32.5%
4	Dis- satisfied	11	9.16%
5	Highly dis -satisfied	10	8.33%
	Total	120	100%

Graphical representation of Distribution of the respondents based on the Accessibility and responsiveness of the HR department provided by the organization



Interpretation:

The graphical representation illustrates the accessibility and responsiveness of the HR department within the organization's facility. Out of the 120 respondents surveyed, the majority (60 respondents, 49.99%) expressed satisfaction with the HR department's services. Additionally, 39 respondents (32.5%) reported

feeling neutral about the department's performance, while 21 respondents (17.99%) expressed dissatisfaction.

Inference:

Based on the survey results, it is evident that a significant portion of the respondents (49.99%) are satisfied with the accessibility and responsiveness of the HR department within the organization's facility. This indicates that the organization is effectively meeting the needs and expectations of its employees in this area.

Recommendation

- The company should provide better and adequate training program and health care benefits.
The company should maintain their working condition so it would not affect employee's satisfaction level.
- The company should provide proper medical supply and should provide bonus as per the work.

Conclusion:

- From this research it is concluded that employees are fully satisfy with overall welfare facility provided by organisation. In demographic profile it is concluded that employees are male majority of them are age group 30-40. The study reveals that the employees are feeling satisfy towards the welfare amenities provided by the company and the employees are feeling very happy to tell outsider about the welfare activities which are beneficial for them. Employees are highly satisfied with standard of living because of the organisation environment their standard of living is increase. employees are satisfying with loyalty towards work they are loyal with their work.

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