



A Comprehensive Project Report on “A Study on Employee Satisfaction Towards Welfare Facilities”

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ABSTRACT-

In the modern era, organizations are facing several challenges due to the dynamic nature of the environment. One of the major challenges for the organization is to satisfy its employees in order to cope up with the different variable, such as working environment, promotion, training & development, rewards & recognition, relationship with supervisor and to achieve success and remain in competition. In order to increase efficiency, effectiveness, productivity, and job commitment of employees the business must satisfy the needs of its employees. The objective of this research is to measure the employee job satisfaction towards different factors. The study employed a quantitative methodology. Data was collected through a self-administered questionnaire. The sampling frame consists of employees of the organization. Stratified random sampling is used for collection of data from 107 employees. The result indicates a positive relationship between employee job satisfaction and factors studied. The study concludes with some brief prospects that the organization needs to realize the importance of pay scale for maximizing the level of job satisfaction. This research may benefit to society by encouraging people to contribute more to their jobs and may help them in their personal growth and development. Hence, it is essential for an organization to motivate their employees to work hard for achieving the organizational goals and objectives.

1. INTRODUCTION

TATA MOTORS-

Tata Motors is the largest automobile manufacturing companies in India. Established way back in 1945 Tata Motors is a multinational automobile company with its headquarters in Mumbai. Previously known as Telco TATA Engineering and Locomotive Company Tata Motors belongs to Tata Group. This company manufactures compact medium sized utility vehicles. Over the last few decades, it has stood as the undisputed leader in the commercial vehicles segment. It is also the third largest producer of passenger cars in India. This automobile company in India is listed on both the Bombay Stock Exchange and the New York, Stock Exchange. The revenues earned by Tata Motors in 2010 accounted to \$20.572 billion. Some of the well-known cars manufactured by Tata Motors are: Tata Indigo, Tata Indicia, Tata Sumo Tata Indigo Marina and Tata safari.

AMBICA TATA SALES AND SERVICE-

Ambica Auto Sales and Service (Tata Motors) is a franchised based business. This organization is private and it is based on partnership firm with Tata Motors. The founder of the Ambica auto group is Mr. Vinod rai Amba ram Modi. He formed the Ambica Auto Group in the year 1961. The business was started as the sales of the auto parts of the vehicles. Mr Vinod rai Amba ram Modi's son Mr. Arjun Bhai V Modi founded the Ambica Auto Group. The firm was established in the year 1988. They expanded their business at many places. In the Year 1961 was Started Shree Ambica Automobiles (Indian Oil Corp Outlet). In the Year 1981 they started distribution of spare parts of vehicles as Shree Ambica Agency (Distributorship of Lucas, Goetz, and Lumex Spare Parts). In the year 1988 the take the dealership of Yamaha and became they became the authorized dealer of Yamaha. In the year 2000 they became the authorized dealer of Tata Motors. Ambica auto sales and service started their first branch in the Amboli and expand their business at different place. The branches if Ambica motors are at Amboli, Bardoli, Dahej, Hazira, Ankleshwar and Rajpipla.

TATA GENUINE

They are an arm of Tata Motors, dedicated to support all customers with quality spare parts that help augment the life and the performance of all commercial Tata Motor vehicles, keeping them as good as new. Tata Genuine parts emerging leader with an annual CAGR of 20%, they stand for all the values the name Tata is synonymous with – trust, innovation and excellence. Their market presence is manifested through the one of the largest networks in India, with a distribution network of over 230 distribution points and 20,000 plus retail outlets backed by five warehouses. TATA GENUINE PARTS is a full-range commercial vehicles parts brand that offers long life and reliable performance to single truck owners and fleet owners of TATA vehicles as its parts are made of superior quality material and conform to OE specifications.

POLICIES OF AMBICA AUTO SALES & SERVICES SAFTY AND HEALTH POLICIES

- Our business conduct recognizes safety as an integral part of its operation and strives to meet and executed compliances with applicable regulatory safety and health and requirements.
- We are committed to being an injury-free organization, ensuring the safety and health of the employees, contractors and visitors in our operations. We also play n influents roles in upgrading the standards of our business partners.

ENVIRONMENTAL POLICIES

- Establish sound environment objectives and targets and a process of reviewing them.
- Comply with applicable legal/regulatory and other environment requirement.
- Use of environmentally sustainable technologies and practices for prevention of pollution and the continual improvement in environment performance.

QUALITY POLICIES

Shree ambica TATA MOTORS the entire auto industry isin an extremely dynamic situation over the recent years, while focus on quality standards has gone multiple times higher, at same time, quality as a requirement has remained most basic but an important hygiene factors for the end customers

2. REVIEW OF LITERATURE.

RAVISHANSHANKAR S ULLE, DR NIRAJ KUMAR, 2018

The welfare facilities give better working conditions and living environment to their workers which as increased morale satisfaction commitment towards the objective of the organization. From the study there is no significant difference between the employee satisfaction and facilities and there is a positive relationship between the employee satisfaction and statutory and with the non-statutory facilities.

W.G.D.S WEHIGALDEN, WEERASEKARA, 2016

This study is going to discover the impact of welfare facilities on employees"satisfaction in Ministry of Sport. As far the relationship between employee satisfaction and statutory welfare facilities and non-statutory welfare facilities. In order to make this sure, the researcher statically tested how to each welfare facility with demographic factors. All statistical tests which were scientifically undertaken, clearly provide that the there is a positive relationship between each independent variable and dependent variable.

DEEPALIS.KADAM, H.M. THAKAR, 2014

If worker's health is good, they can work with full capacity &efficiency. Industrial health depends upon the worker health& worker's health depends upon safety measures provided by organization. An employ spends about 8 hours at the place of work duringany working day. He must be provided with80such types of facilities which will maintain his health his wealth & keep him interested in his work.

DR. LAKSHMI, 2016

Factor analysis has been done in this research to recognize the factors that are the cause for the employee satisfaction. For this purpose, the searcher tested the reliability of the data collected using the Chronback"s Alpha Test. The Cronbach Alpha is 0.995;it means the information composed for the study is reliable to the extent of 99.55 which is extremely high quality for the studies in the same areas.

3. Methodology-

1. Research Design:

Utilize a mixed-method research design that incorporates both quantitative and qualitative data collection methods. This will provide a comprehensive understanding of employee satisfaction and the factors influencing it.

2. Population and Sample Selection:

Define the population as all employees of Ambica Motors. For a sample, use stratified random sampling to ensure representation from different departments, job levels, and demographics.

3. Data Collection Methods:

a. Surveys:

Develop a structured questionnaire to collect quantitative data on employee satisfaction. Include questions related to welfare facilities, such as healthcare, childcare, transportation, and recreation.

b. Interviews:

Conduct semi-structured interviews with a subset of employees to gather in-depth qualitative insights regarding their perceptions and experiences with welfare facilities.

4. Data Analysis:

a. Quantitative Data Analysis:

Utilize statistical software (e.g., SPSS) to analyze survey data. Use descriptive statistics, correlations, and regression analysis to identify relationships between employee satisfaction and welfare facilities.

b. Qualitative Data Analysis:

Employ thematic analysis to extract meaningful themes from interview transcripts. This will provide a deeper understanding of employees' experiences.

5. Ethical Considerations:

Ensure that the research respects employee confidentiality and obtains informed consent for participation.

6. Data Collection Procedure:

a. Surveys:

Distribute surveys electronically or in print, ensuring anonymity and ease of response.

b. Interviews:

Schedule and conduct interviews in a private and comfortable environment, assuring participants of data confidentiality.

7. Timeframe:

Allocate a reasonable timeframe for data collection, analysis, and reporting. This could range from a few weeks to a few months, depending on the sample size and complexity of the study.

8. Data Validation:

To enhance the study's validity, conduct a pilot survey and pre-test the interview guide. Modify the instruments based on feedback and lessons learned.

9. Reporting:

Present the findings in a clear and organized manner. Include an executive summary, introduction, methodology, results, discussion, and recommendations.

DATA COLLECTION:

Research approach: Survey.

Research instrument: Structured questionnaire.

Sample unit: employees of shree Ambica motors (Tata Motors).

Sample size: 100.

Sample process: Random.

Sample area: Kamrej Amboli.

CANTEEN SERVICE:

H0-canteen service significantly affecting employee satisfaction

H1-canteen service not significantly affecting employee satisfaction.

Here, P value is 0.281 which is greater than 0.05, therefore null hypothesis is accepted hence canteen service significantly affecting employee satisfaction.

RESTROOM AND LUNCHROOM:

H0-employee are satisfied with restroom and lunchroom facilities of company

H1-employee are not satisfied with restroom and lunchroom facilities of company

Here, p value is 0.124 which is greater than 0.05, therefore null hypothesis is accepted, and hence restroom and lunchroom facilities are provided from the company.

LEAVE POLICY:

H0-employee are company are satisfied with the leave policy provided from the company. **H1**-employee are company are not satisfied with the leave policy provided from the company.

Here, p value is 0.440 which is greater than 0.05, therefore null hypothesis is accepted hence leave policy provided from the company.

OVERALL SATISFACTION:

H0-employee are satisfied with the overall satisfaction of welfare activities provided from the company

H1- employee are not satisfied with the overall satisfaction of welfare activities provided from the company.

Here, p value is 0.000 which is less then 0.05, therefore null hypothesis is rejected, hence employees are not satisfied with the overall satisfaction of welfare activities provided from the company.

4. Results-

Out of 100 respondents, 93% of respondents are male and 7% of respondents are female.

Out of 100 respondents, 46% respondent's lies under the age category of the age below

25, 5% respondents lies under age of 26-30, 31% respondents lies under age of 31-40, 6% respondents lies under age of 41-45, 12% of respondents are above 50. Out of 100 respondents, 57% of respondents are married, and 43% of respondents are single.

Out of 100 respondents, 54% respondents are working in organization from 0-5 years, 27% respondents are working in organization from 5-10years, 12% respondents are working in organization from 10-15 years, and least 7% of % respondents are working in organization from 15 years. From the above figure, out of 100 respondents, 32% of respondents are highly satisfactory, 54% of respondents are satisfactory, and 14% of respondents are averagely satisfactory these are the respond for the working environment for employee in an organization. Out of 100 respondents, 47% of respondents in an organization are highly satisfactory, 43% of respondents in an organization are satisfactory, 3% of respondents in an organization are dissatisfactory, 7% of respondents in an organization are highly dissatisfactory. This is rating for working hour from respondents.

Out of 100 respondents, 35% of respondents are highly satisfactory in an organization, 36% of respondents are satisfactory in an organization, 12% of respondents are average in an organization, 7% of respondents are dissatisfactory in an organization and at least 10% of respondents are highly dissatisfactory in organization these are respond towards The medical benefits towards the employees in organization.

Out of 100% respondent, 36% of respondent are has "yes" and rest of the respondent Has said "no" because many of respondent are male and in an organization maternity leave is given to each and every female. of 100 respondents, 41% of respondent are highly satisfactory, 41% of respondent are satisfactory, 7% of respondent are average, and least 4% of respondent doesn't like sitting arrangement they have respond Highly dissatisfactory, As sitting arrangement is main aspect due to that many of employee are highly satisfactory and satisfactory.

Out of 100 respondents, 80% of respondent has respond "yes" and 20% of respondent has said "no". Out of 100 respondents, 42% of respondent are highly satisfactory towards canteen service, 38% of respondent are satisfactory, 13% of respondent are average answer towards canteen service, 3% of respondent are dissatisfactory, and rest of 4% respondent are highly dissatisfactory.

From the above figure, out of 100 respondents, 31% of respondent are highly satisfactory towards the restroom and lunchrooms, 49% of respondents are satisfactory and rest of 20% of respondent are average towards the restroom and lunch rooms.

Out of 100 respondent, 16% of respondent have respond "yes" and rest of the 84 % respondent have respond "no" towards night shift working in an organization, there is so many respond answered "no" because organization does not provided night shift to employees. Out of 100 respondents, 90% of respondent have given a good awareness towards the security "yes" and 10% of respondent have respond "no". Out of 100% respondent, 79% of respondent have respond "yes" towards welfare activities and rest of 21% respondent have respond "no" towards the welfare facilities. Out of 100 respondents, 49% of respondent in an organization are highly satisfactory, 18% of respondents are satisfactory, 25% respondents are respond average, 8% of respondents have respond dissatisfactory these is the result towards the leave policy in an organization. Out of 100 respondents, 44% of respondent are highly satisfactory towards the welfare activities in organization, 45% of respondents are satisfactory, and 11% of respondents have respond towards the average, these is all about the overall satisfaction towards the welfare activities in an organization.

5. Conclusion-

The employees of the organization are found to be satisfied with the facilities given by the company. They still want more focus on family welfare. They want that the time period for sanctioning special welfare should be reduced. A neat, clean and peaceful environment of the organization helps in maintaining satisfaction and enthusiasm to perform work among the employees the employees of the TATA MOTORS shree ambica auto sales and service are highly satisfied with their routine welfare facilities which they are availing on the regular basis the process of availing special welfare facility is not very lengthy the time required for sanctioning the special welfare facilities is fast. The management select proper educated and post in proper place where employee can work as per qualification & experience

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