A STUDY ON EMPLOYEE SATISFACTION TOWARDS EMPLOYEE WELFARE

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ABSTRACT

     Employee happiness at work supports the organization's core objective, which is to strengthen the relationship between the employer and the workforce. Additionally, total organizational progress is closely correlated with employee happiness at work. As a result, organizations develop a variety of welfare programmes and benefits to maintain employees' physical and mental well-being. This study looks at how satisfied workers are with labour welfare policies in the dairy products manufacturing sector. The study also seeks to pinpoint the industrial policies that require revision and implementation. In Madurai's manufacturing sector, this study was carried out. For the study, structured questionnaires and straightforward random sampling are utilized to gather data from employees. The sample size for the study is 97 respondents. The primary objective of this survey is to determine how pleased employees are with the social and legal welfare supports they receive.

Keywords: *Employee Welfare Measures, Satisfaction, Employees.*

I. INTRODUCTION

     The staff were the company's real assets. They have a significant impact on how smoothly an organisation runs. They work extremely hard to achieve their goals and finish the allocated chores by the due date. Employee wellness programmes promote harmonious workplaces by enhancing organisational productivity and fostering excellent employee relations. Therefore, any activities aimed at improving workplace health, safety, and well-being fall under the umbrella of "labour well-being." Nowadays, most firms recognise and respect welfare as a social entitlement. However, their relative importance varies. In order to ensure consistency in the provision of such amenities as transportation, lunchrooms, childcare facilities, outdoor leisure, healthcare, and services like education, the government occasionally intervenes and proposes legislation. Besides, Worker and family wellbeing are both included in the definition of "labour welfare."

Types of Labour Welfare Measures:

1) Intra-mural Welfare Facilities
2) Extra-mural Welfare Facilities
3) Statutory Welfare Facilities
4) Mutual Welfare Facilities and
5) Voluntary Welfare Facilities

OBJECTIVE OF THE STUDY

Primary Objectives

- To study on employee welfare measures in Manna Foods (P) Ltd., Madurai.

Secondary Objectives

- To know employee's satisfaction level towards the internal & external welfare facilities.

- To find out the employee's satisfaction towards the statutory welfare facilities.

- To understand how welfare measures improve the motivation of employee.

- To understand the worker's attitude towards the various welfare measures in the company.

II. LITERATURE REVIEW

     Mendis M (2016) studied on welfare facilities and job satisfaction with the objective of to examine the welfare facilities and its impact on job satisfaction at operational level of employees in Shri Lanka by interviewing 100employee. He also concluded that by increasing welfare facilities organization can improve the job satisfaction. The welfare measure helps to improve the goodwill and public image. It helps to improve industrial relations with employee and industrial peace and it also helps to improve employee productivity. The aim of

employee welfare is to improve the employee's working attitude and make an employee a good and happy citizen.

Karthi and Poongodi (2016) have tested the employee health and safety welfare measures in RBR garments through case study method of research. The researcher made an in-depth attempt to understand the existing welfare measures prevailing in the Indian textile and garments industry. The researcher adopted survey method to collect responses from 150 employees working RBR garments by adopting random sampling technique. The results indicate that majority of the employees of RBR garments are satisfied with respect to their working conditions, welfare activities and safety measures.

Poonam Salaria and Aumit Salaria (2018) Employee welfare is an extremely essential factor and that is the reason employer provides workers, statutory and non-statutory benefits along with proper compensation for enhancing their motivation, which may likewise bring more loyalty and trust of employees towards the organization. A cross-sectional descriptive design using a self-report questionnaire will be applied to study employee welfare exercises and its impact on employee performance. Welfare activities don't just provide motivating forces in a money related frame yet in addition by giving them consideration, enhance their abilities, improve their skills.

III.   RESEARCH METHODOLOGY

INTERPRETATION AND ANALYSIS
Demographic Factors

SAMPLE SIZE: The sample size is the number of respondents or persons selected from a population to acquire data or samples for the research. A sample size of 306 respondents was selected for this investigation.

SAMPLE TECHNIQUE: Simple random sampling is the sampling technique currently being used in the research.

METHOD OF DATA COLLECTION

Primary Data: Primary data are those that an investigator gathers for the first time in order to serve a particular goal. Here, the questionnaire method is being applied.

Secondary Data: Secondary data is the data that have been already collected by and readily available from other sources Secondary data used in this research from internet sources, and previous records from company.

STATISTICAL TOOL:
The statistical analysis gives meaning to the meaningless numbers, thereby breathing life into a lifeless data. The results and inferences are precise only if proper statistical tests are used. The tool used for analysis is

- Chi-square
- Correlation
- ANOVA

A. Age of the Employees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-30	88	28.8	28.8	28.8
	30-40	120	39.2	39.2	68.0
	40-50	72	23.5	23.5	91.5
	Above 50	26	8.5	8.5	100.0
	Total	306	100.0	100.0	

Source: Primary data

B. Gender of the Employees

S. NO	GENDER	NO. OF RESPONDENTS	PERCENTAGE (%)
1	Male	185	60.45
2	Female	121	39.54

C. Experience of the Employees

	Frequency	Percent	Valid percent	Cumulative percent
Below 5	124	40.5	40.5	40.5
5-10	89	29.1	29.1	69.6
Valid 10-20	86	28.1	28.1	97.7
Above 20	7	2.3	2.3	100.00
Total	3.6	100.0	100.0	

Source: Primary data.

INFERENCE:

The above table shows that 40.5% of respondents have work experience below 5 years, 29.1% of the respondents have work experience 5-10 years, 28.1% of the respondents have work experience 10-20 years and 2.3% of the respondents have work experience above 20 years.

Thus, the majority of the respondents have work experience below 5 years.

CORRELATION ANALYSIS

- **Null Hypothesis (H0):** There is no significant relationship between employee's awareness of labour welfare measures and labour welfare initiatives to enhance job performance.

Relationship between age of the respondents and external welfare facilities			
Correlations			
		AGE OF THE RESPONDENTS	EXTERNAL WELFARE FACILITIES
AGE OF THE RESPONDENTS	Pearson Correlation	1	.920**
	Sig. (2-tailed)		.000
	N	306	306
EXTERNAL WELFARE FACILITIES	Pearson Correlation	.920**	1
	Sig. (2-tailed)	.000	
	N	306	306

- **Alternative Hypothesis (H1):** There is significant relationship between employee's awareness of labour welfare measures and labour welfare initiatives to enhance job performance.

** Correlation is significant at the 0.01 level (2-tailed)

Inference:

The Above table indicates that out of 306 respondents, co-efficient of correlation between age of the respondents and external welfare facilities is 0.920. It is below 1. So there is positive relationship between age of the respondents and external welfare facilities.

CHI– SQUARE ANALYSIS

- **Null Hypothesis (H0):** There is no association between Gender and Opinion about jobsecurity by the employees.
- **Alternative Hypothesis (H1):** There is association between Gender and Opinion aboutjob security by the employees.

	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	803.638[a]	48	.000
Likelihood Ratio	644.254	48	.000
Linear-by-Linear Association	256.776	1	.000
N of Valid Cases	306		

a. 50 cells (73.5%) have expected count less than 5. The minimum expected count is .07.

RESULT

As per the above table, it is inferred that the P value is .000; it is significant to 5% (0.05) significant level. The minimum expected count is .07. Thus, null hypothesis is rejected and it is found that there is some significant relationship between the no. of the years in experience and internal welfare facilities.

ONE WAY ANOVA

- **Null Hypothesis (H0):** There is no significant difference in satisfaction level ofIntramural facilities based on age of the employees.
- **Alternative Hypothesis**
  (H1a): There is significant difference in satisfaction level of uniform facility based onage of the employees.
  (H1b): There is significant difference in satisfaction level of lighting facility based onage of the employees.
  (H1c): There is significant difference in satisfaction level of washing facility based onage of the employees.
  (H1d): There is significant difference in satisfaction level of parking facility based onage of the employees.

ANOVA
Income per month of the respondents and statutory welfare facilities

Statutory Welfare Facilities					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3168.057	3	1056.019	339.838	.000
Within Groups	938.440	302	3.107		
Total	4106.497	305			

RESULT

The table clearly shows that income per month of the respondents in the impact on statutory welfare facilities has a figure on 339.838 values and significance around .000 levels, then the sum of squares within group between group's values have 938.440 and 3168.057 respectively. Hence, the significant value is less than 0.050 for which the significant percentage is above 95%, hence rejecting null hypothesis. Thus, accepting alternative hypothesis i.e., There is some impact of income per month of the respondents on statutory welfare facilities

FINDINGS

➢ 39.2% of the respondents are in the age group of 30-40

➢ 46.7% of the respondent's income level is 10,001-15,000

➢ 40.5% of the respondents have work experience below 5 years

➢ 59.8% of the respondents said that organization fulfill the needs

➢ 49% of the respondents said that they are highly satisfied towards the job

➢ 44.4% of the respondents feel satisfied towards the safety measures in the organization

➢ 57.2% of the respondents feel highly satisfied towards the ventilation in the organization

➢ 44.4% of the respondents feel satisfied towards the lighting facility in the organization

➢ 44.4% of the respondents said that satisfied towards the canteen facility in the organization

➢ 57.2% of the respondents said that satisfied towards leave facilities in the organization

➢ 50.3% of the respondents said that highly dissatisfied towards leave facilities in the organization.

➢ 65% of the respondents said that highly satisfied towards drinking facility in the organization.

➢ 51.6% of the respondents feel satisfied towards the rest room facility in the organization

➢ 39.5% of the respondents feel highly satisfied towards medical facility in the organization

➢ 61.1% of the respondents said that neutral towards the working time in the organization

➢ 63.4% of the respondents said that satisfied towards the ESI, PF facilities in the organization

➢ there is some significant relationship between the no. of the years in experience and internal welfare facilities

➢ There is positive relationship between age of the respondents and external welfare facilities

➢ There is some impact of income per month of the respondents on statutory welfare facilities

➢ There is some significant relationship between no of years in experience of the respondents with impacts on internal welfare facilities

SUGGESTION

➢ Proper ventilation must be increased since it would affect productivity of the employee.

➢ Lighting facility can be increased. It should not be too contrasted as well as it should not be too dull.

➢ Cleanliness is very important in the environment since which related with health of the employee.

➢ First aid equipment must be fixed in proper place in order to reduce the risk of accident for the employee.

➢ Proper provision of drinking water must be provided to the employee. It must be placed in necessary place inside of the company to the employee.

➢ Work pressure given to employee should be at the normal.

➢ The company should discuss with the employee in taking any important decision that makes them to involve in their work fully.

➢ It needs to provide special training from the company to their job during work period.

➢ There must be mutual relationship with co workers

➢ It needs to provide high motivation from the top management of the company

➢ It must be introducing of promotion policy at operation level.

➢ There must be improvement in rewarding and awarding policies.

➢ The compensation package must be improved further.

➢ The company can make the benefit and services to attractive the personnel.

IV. CONCLUSION

Welfare facilities provided to the employee was found to be satisfactory in this company Manna Foods (P) Ltd., Madurai. It has been found from the study that the worker had a positive attitude towards their job and management. The study conducted also revealed that a majority of the employee of this company were satisfied with their job and work environment. The relationship with the supervisors and the co-workers also provides conductive work environment for the workers. The study therefore highlights the various aspects on welfare facilities provided satisfaction for the employee. Finally concluded those, majority of the employees are satisfied with the welfare measures provided in the company Manna Foods (P) Ltd., Madurai. It has become an essential factor for every organization who wants growth in the future; therefore, companies adopt various measures for providing the employee welfare benefits to their employees for providing them comfort.

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