



A Study on Employee Satisfaction towards Welfare Facilities Provided By Infoline Softwares

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ABSTRACT

The study entitled employee satisfaction towards welfare facilities provided by Infoline softwares. In this study the operation function in the human resource department is analyzed through contribution of employees and their opinion about the function performed by the employees and their opinion about the function performed by the HR department in Infoline software. The employees in the organization are directly interviewed and related data's were collected through questionnaire. The study was conducted to know the impact of employee welfare facilities on employee work satisfaction. Welfare is the provision of a minimal level of well-being and social support for all citizens. Organization provides welfare facilities to their employees to keep their motivation levels high. The primary objective of the study is to measure the levels of satisfaction of employees with regards to welfare facilities and to suggest some measures for improving welfare measures in organization. Researchers were supported by sampling 100 employees from various departments. Data was collected through the structured welfare measures questionnaire. The data used for this study was collected through google forms.

KEYWORDS

Welfare facilities, Employee satisfaction, Motivation, Work satisfaction.

I. INTRODUCTION

Welfare is a broad concept referring to a state of living of an individual or a group in a desirable relationship with the total environment – technological, economic and social. The term welfare suggests many ideas as the state of well-being, health, happiness, prosperity and the development of human resources. Social concept implies that welfare of man, his family and his community. This calls for setting of minimum

desirable standards necessary for certain components of welfare such as health, food, clothing, housing, medical assistance, insurance, education, recreation etc. Welfare in Indian industry implies provision of medical and educational services, a friendly work atmosphere etc. The need for providing such services and facilities arises from social responsibility of industry, a desire for upholding democratic values and a concern for employees.

INDUSTRY PROFILE

Information technology (IT) industry in India has played a key role in putting India on the global map. IT industry in India has been one of the most significant growth contributors for the Indian economy. The industry has played a significant role in transforming India's image from a slow moving bureaucratic economy to a land of innovative entrepreneurs and a global player in providing world class technology solutions and business services. The industry has helped India transform from a rural and agriculture-based economy to a knowledge based economy. Information Technology has made possible information access at gigabit speeds. Information Technology industry in India is one of the fastest growing industries. Indian IT industry has built up valuable brand equity for itself in the global markets. IT industry in India comprises of software industry and Information technology enabled services, which also includes business process outsourcing industry. India is considered as a pioneer in software development and a favorite destination for IT enabled services.

OBJECTIVES OF STUDY

- To study the employee satisfaction towards welfare facilities provided by Infoline softwares.
- To find out the expectation of employees towards welfare facilities



- To level of satisfaction of employees with reference to the workplace environment.
- To find the level of relationship of employees with the management.
- To study signifies influences on employee's satisfaction towards welfare facilities.
- To study employee's satisfaction towards welfare facilities provided at organization and to their employees.

II. REVIEW OF LITERATURE

Meenakshi Yadav (2017), in his paper 'welfare measures'-A study on analysis of workers reveals the welfare measures in the corporate sector. The factor analysis model has various issues for labor welfare into eight factors. These are loans and compensation facilities, education, housing, subsidized food, better working environment, stability of work force and provision of cooperative societies. In order to maintain good industrial relations in the organizations, these types of welfare facilities can maintain a long way efficiency in the organizations.

The corporate sector should maintain a good provision of welfare measures for the workers.

Satyanarayan and Reddi (2017) stated that the overall satisfaction levels of employees about welfare measures in the organization cover is satisfactory. However, a few are not satisfied with welfare measures provided by the organization. Therefore it is suggested that the existing welfare measures may be improved further. Such welfare measures enrich the employee standard of living and their satisfaction levels.

Sindhu (2018), stated the employee welfare measures increase the productivity of organization and promote healthy industrial relations there by maintaining industrial peace. Organizations provide welfare facilities to their employees to keep their motivation levels high. Business houses provide many such statutory and non-statutory things policies to maintain satisfactory level of their employee. When they get better canteen facilities, good water to drink, clean restrooms, clean and hygiene wash rooms and bathrooms, regular medical checkups, health insurances, Employee assistance programme, grievance handling department, better facilities to sit or good work place gives employee a high level of satisfactory level.

Rajwant Singh (2018), in his paper 'labor welfare measures' -A study on implementation of labor welfare measures must overcome, before the dawn of the new century. This country can find the ways of people's meeting for basic needs like sources of

income, food, education, housing, health and hygiene.

Srinivas (2021) identified welfare facilities and employee's satisfaction level about welfare facilities adopted at Bosch limited, Bangalore. It is found that most of the, welfare facilities like medical, canteen, working environment, safety measures etc., are provided by the company and most of the employees are satisfied with the welfare facilities adopted by the company towards the employee's welfare.

III. RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. In this we not only talk of research methods but also consider the logic behind the methods or techniques. A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure. In this study descriptive type of research design has been used to analyze.

SAMPLING DESIGN

Convenience sampling is used in this study. A convenience sample simply includes the individuals who happen to be most accessible to the researcher. This is an easy and inexpensive way to gather initial data, but there is no way to tell if the sample is representative of the population, so it can't produce generalizable results.

SAMPLE POPULATION

Population includes all the employees working in Infoline softwares and the total Population is 135.
Sample size = 100.

Primary data:

Primary data are those which are collected a fresh and for the first time and thus happen to the original in character.

Secondary data:

Secondary data are those which have been already collected and analyzed by some earlier agency for its own use.

DATA ANALYSIS AND INTERPRETATION

The results of the finding of the data analyzed from the questionnaire. The data was analyzed on the basis of research objective and questionnaire items using statistical tools, to generate frequency Percentage analysis, Weighted average, Chi square analysis, One-way Anova.



PERCENTAGE ANALYSIS

Percentage refers to a special kind of ratio. Percentage is used in making comparison between two or more series of data. Percentage can also use to compare the relationship.

$$\frac{\text{No. of Respondents}}{\text{Total no. of respondent}} \times 100$$

WEIGHTED - AVERAGE METHOD

Arithmetic mean which computed by considering importance of each item called weighted arithmetic mean.

$$\frac{\sum (W X)}{\dots\dots\dots}$$

$$\sum W$$

CHI – SQUARE TEST

Karl pearson developed a test for testing the significance of discrepancy between experimental values and the theoretical values are obtained under some theory of hypothesis.

$$\chi^2 = \frac{\sum(O - E)^2}{E}$$

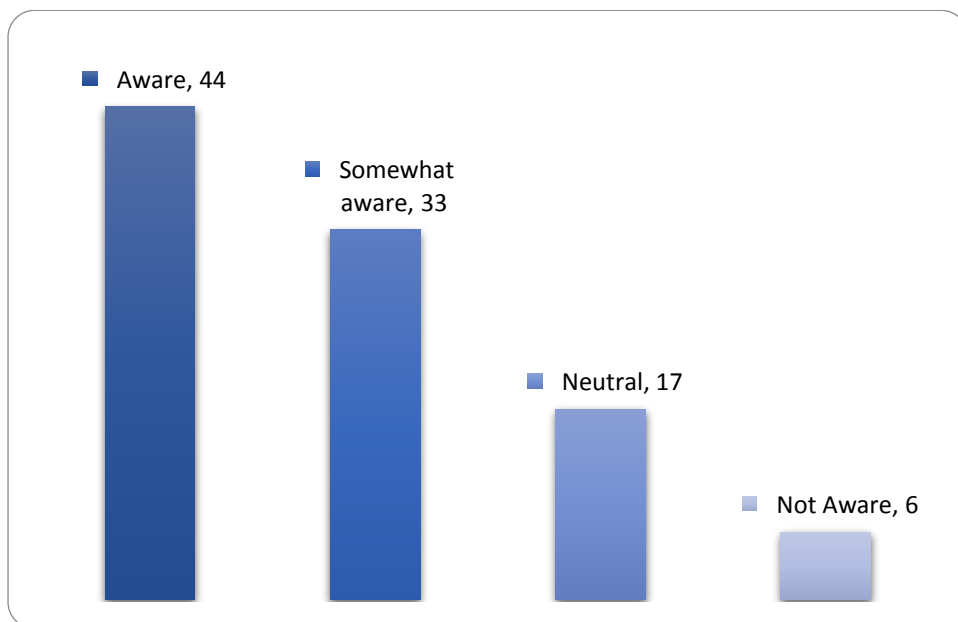
ONE-WAY ANOVA A statistical analysis tool that separates the total variability found within a data set into two components:

- Random factor
- Systematic factor

**ANALYSIS AND INTERPRETATION
 PERCENTAGE ANALYSIS**

Awareness about the Welfare Facilities Provided to Employees

AWARE	NO OF RESPONDENTS	PERCENTAGE
Aware	44	44
Somewhat aware	33	33
Neutral	17	17
Not Aware	6	6
Total	100	100



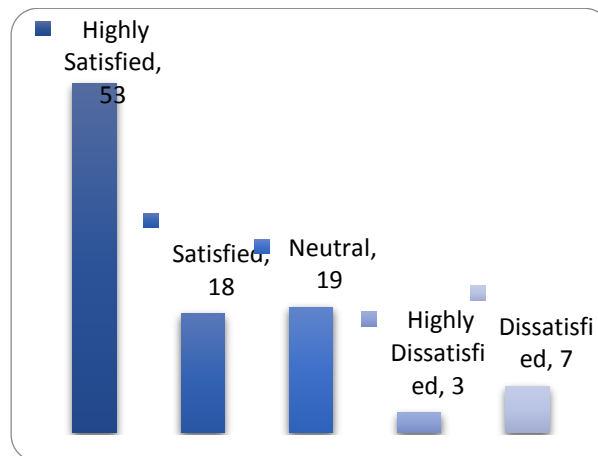
INTERPRETATION

44% of the employees feel that the welfare facilities provided are aware,33% of the respondents are somewhat aware about the welfare facilities provided, 17% of the respondents are neutral about the welfare facilities provided and 6% of the respondents are not aware about the welfare facilities provided.



SATISFIED WITH THE APPRAISAL SCHEME

SCHEME	NO OF RESPONDENTS	PERCENTAGE
Highly Satisfied	53	53
Satisfied	18	18
Neutral	19	19
Highly Dissatisfied	3	3
Dissatisfied	7	7
Total	100	100

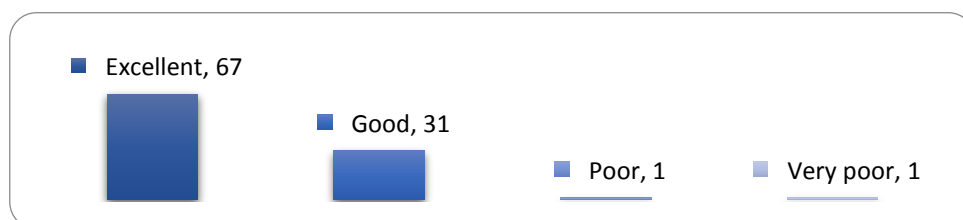


INTERPRETATION

53% of the respondent are said highly satisfied with appraisal scheme, 18% of the respondent are said satisfied with appraisal scheme, 19% of the respondent are said neutral with appraisal scheme, 3% of the respondent are said highly dissatisfied with appraisal scheme and 7% of the respondent are said dissatisfied with appraisal scheme.

QUALITY OF THE WELFARE FACILITIES PROVIDED TO EMPLOYEES

QUALITY	NO OF RESPONDENTS	PERCENTAGE
Excellent	67	67
Good	31	31
Poor	1	1
Very poor	1	1
Total	100	100



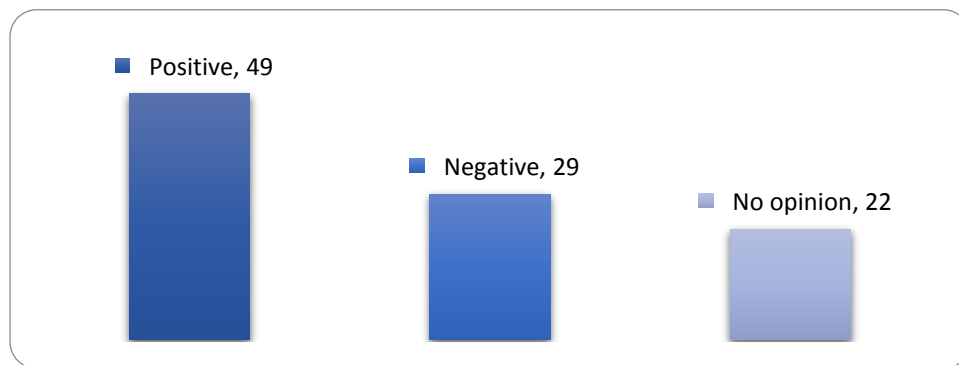
INTERPRETATION

67% of the respondent are said excellent quality of the welfare facilities, 31% of the respondent are said good quality of the welfare facilities, 1% of the respondent are said poor and very poor quality of the welfare facilities.



ATTITUDE	NO OF RESPONDENTS	PERCENTAGE
Positive	49	49
Negative	29	29
No opinion	22	22
Total	100	100

ATTITUDE ABOUT THE WORK LIFE IN YOUR COMPANY



INTERPRETATION

49% of the respondent are said positive attitude about the work life in company, 29% of the respondent are said negative attitude about the work life in company and 22% of the respondent are said no opinion attitude about the work life in company.

CHI-SQUARE ANALYSIS

HYPOTHESIS

Null hypothesis (H0): There is no significant difference between gender of the respondents and satisfied with the appraisal scheme

Alternative hypothesis (H1): There is a significant difference between gender of the respondents and satisfied with the appraisal scheme

		satisfied with the appraisal scheme					Total
		Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	
Gender	Male	22	25	14	5	7	73
	female	8	6	7	4	2	27
Total		30	31	21	9	9	100

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.296 ^a	4	.510
Likelihood Ratio	3.330	4	.504
Linear-by-Linear Association	.009	1	.925
N of Valid Cases	100		



INTERPRETATION

According to the Chi-square table the $X^2 = 3.296$, degree of freedom is 4 and 'P' value is 0.510. Here, the 'p' value is greater than the significant value ($0.51 > 0.05$). So the H_0 is rejected and the H_1 is accepted. Hence there is a significant difference between gender of the respondents and satisfied with the appraisal scheme.

ANOVA ANALYSIS

GENDER- One-Way Anova Analysis

One way analysis was conducted to check whether the study variables differ across various gender of the respondents. The gender break up among the respondents is as follows

GENDER	PERCENTAGE
Male	54
Female	46
Total	100

To check whether the various study variables differ across gender of the respondents, one way ANOVA was conducted. The various hypotheses being considered are

NULL HYPOTHESIS

H_0 : There is no significant difference between the different gender of the respondents and satisfaction of intramural and extramural benefits

ALTERNATIVE HYPOTHESIS

The satisfaction of respondents regarding Education

The satisfaction of respondents regarding Transportation

Education	Between Groups	.445	1	.445	1.014	.316
	Within Groups	65.028	99	.439		
	Total	65.473	100			
Transportation	Between Groups	.401	1	.401	.867	.353
	Within Groups	68.459	99	.463		
	Total	68.860	100			

IV. FINDINGS

- Majority of the employees are satisfied with the job.
- Employees are satisfied with good pay as the key motivating factor for work efficiency.
- The excellent facilities provided for the safety of employees in the organisation
- Majority of the employees are said good in opinion about the shop floor ventilation.
- Majority of the employees feel that the welfare facilities provided are aware.
- Majority of the respondents are highly satisfied with health scheme provided by company.
- Majority of the 63% of the respondents are excellent facilities provided for the safety of employees.
- Majority of the 67% of the respondents are said good in opinion about the shop floor ventilation.
- Majority of the 39% of the respondents are highly satisfied with the various leave facilities given by the company.

V. SUGGESTION

- Employees should be given proper information about the welfare facilities provided in the form of circulars, notices etc.
- Recreation is an opportunity for mental refreshments so the management must give importance to recreation activity for the workers in the workshop by providing the employee with restrooms.
- Involvement of employees in the management and consideration of their suggestions to be done.
- Allowances like conveyance allowance, city compensatory allowances and special allowances should be increased.
- Leave Travel Assistance should be given importance so as to increase the total emoluments.

VI. CONCLUSION

A happy employee is an asset of the company. The total wellbeing of an employee includes three major factors namely wages or salary, working conditions and other benefits related to



services. An effective balance of these factors maintains and motivates an employee to the work better. Welfare is the total concept that is durable, a state of existence comprising physical, mental, moral and emotional health. A person may be mentally sound, brilliant and stable but as long as his physical health is poor and neglected his welfare could be described as incomplete. From the survey, analysis and evaluation of data, it could be concluded that, the company has implemented very good welfare facilities to the employees and is planning to implement few other welfare facilities to the employees to maintain industrial harmony and healthy employer employee relationship. The higher as well as the lower level employees are very happy with the present working conditions, the safety as well as the various welfare facilities provided to them.

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