



# Factors Influencing Employee Welfare Measures and Its Impact on Employee Satisfaction in Kanchipuram District, Tamilnadu State Transport Corporation

Dr. M. FATHIMA

*Assistant Professor PG & Research Department of Commerce  
The Quaide Milleth College for Men Medavakkam, Chennai – 600 100*

Dr. A. Meharunisha

*Assistant Professor PG & Research Department of Commerce  
The Quaide Milleth College for Men Medavakkam, Chennai – 600 100*

Date of Submission: 27-10-2024

Date of Acceptance: 07-11-2024

## Abstract

The welfare measures used by Public Sector Transport Corporation are clarified by a research on labour welfare measures in the organization. The many aspects of labour welfare measures as seen by workers are examined in this study. It draws attention to how the workers at Public Sector Transport Corporation perceive and are satisfied with the various welfare measures and how to make the benefit programs better. The goal of the study is to determine how Public Sector Transport Corporation employees' demands are met by the welfare programs that are already in place. The study will be able to shed light on the areas of concern where the welfare programs already in place need to be improved. The study's goal is to gauge labourers' perceptions of the welfare programs offered by Public Sector Transport Corporation. Primary data were used for the study, and the questionnaire approach was employed. A few welfare initiatives include housing, lending, and restroom facilities. Incorporating housing facilities and gratuities with welfare measures can enhance employee satisfaction and increase work performance. The company has to enhance these measures by taking the required actions. The worker will be able to do their work more quickly and successfully by doing this.

**Keywords:** Transport, Welfare, Employees, Satisfaction, Facilities, Measures.

## I. Introduction

Anything done for an employee's comfort and well-being that is supplied in addition to pay is referred to as welfare. The welfare measures might take any shape or form and don't have to be financial in nature. Employee welfare include the observation of working circumstances, the establishment of

industrial harmony via health and industrial relations infrastructure, as well as insurance coverage for workers and their families against illness, accident, and unemployment. Labor welfare comprises all of an employer's efforts that are focused on offering certain amenities and services to their staff members in addition to pay and benefits.

The necessity of welfare measures was acknowledged as early as 1931, when the Royal commission on labour commenced. The workers place a high value on the perks. The labour welfare measures may be considered a prudent investment since they would increase efficiency and yield a lucrative return. Employees provide their employers their physical and mental labour, and the company is required to compensate them equally. Welfare measures are also included in these results.

## II. Literature review

**D. Paul Dhinakaran, M. Rajarajan (2022)**The welfare measures used by Public Sector Transport Corporation are clarified by research on labour welfare measures in the organization. The many labour welfare measures that are given to the labours are analysed in this study. It draws attention to how the labour force views the several welfare programs offered by Tamil Nadu State Transport Corporation, as well as how satisfied they are with them overall.

**Regina Wangui Muruu et al., (2016)** selected a descriptive design for their study. There were 213 people working at the Public Service Commission, including staff and management. The respondents were chosen by the researcher using a stratified random selection procedure, with a sample size of 137 from the population. Data for the study were gathered using both closed- and open-ended questionnaires. To ascertain the state of PSC's



employee-welfare programs, data was evaluated utilizing methods such as descriptive statistics, frequency distribution tables, percentages, and charts, as well as SPSS 21.0. Numerous stakeholders, including managers in the public and private sectors and other scholars, found the study to be significant. By the time the study was over, the researcher had determined how employee happiness in the public sector was affected by pay plans as well as safety and health initiatives. The study came to the conclusion that employee satisfaction in the public sector was impacted by safety and health initiatives as well as workers' compensation programs. The report suggests that since workers' compensation programs improved employee satisfaction, the management team at the Public Service Commission should implement them inside the company.

**Nanda and Panda (2021)**, They put into practice enhanced welfare programs that enhance working conditions and, as a result, raise productivity. The company provides a range of welfare benefits to its staff in an effort to maintain good working relationships. These benefits include insurance policies, medical allowances, death relief funds, housing and transit facilities, recreation groups, excursions, and more. Both the departments and the space are maintained in excellent shape. Furthermore, the business has flawlessly implemented safety processes, demonstrating the ideal implementation of worker welfare, health, and safety.

**Gajapathy et al. (2024)** Organizations use initiatives and programs known as employee welfare measures in an effort to guarantee the general well-being, job satisfaction, and quality of life of their workforce. The goal of these actions is to establish a work environment that supports social, emotional, and physical well-being. Organizations may cultivate a motivated, healthy, and devoted staff via the implementation of efficacious welfare measures, resulting in sustained success and sustainability.

### Research Problem

Economic development is closely linked to the development of transportation. The company must offer the labour welfare facilities outlined in the labour code in order to continue developing. When workers are content with the facilities, they have access to, they will inevitably do excellent work. However, following the process of globalization and the New Economic Policy, the Indian government—more specifically, the Government of Tamil Nadu—did not raise the number of labour openings or fill the current ones. This led to an increase in the workload

for current workers as well as an impact on labour welfare facilities. Examining the labour welfare services offered by the Tamil Nadu State Transport Corporation is essential in this regard. The many aspects of labour welfare measures as seen by the workers are examined in this study. It draws attention to how the labourers see the many social programs that are offered to them. This report offers helpful suggestions for enhancing labour welfare policies in public transportation companies.

### Objectives of the study

- To know the personal and work profile of the employees working in the Kanchipuram Transport Corporation limited
- To identify the factors influencing the employee welfare measures and employee satisfaction
- To test the significant influence on statutory and non-statutory measures towards employee satisfaction.

### Hypotheses of the study

**Ho 1:** There is no significant influence on Statutory measures towards Employee satisfaction

**Ho 2:** There is no significant influence on Non-Statutory measures towards Employee satisfaction

## III. Methodology

To ascertain any associations between these factors and to ascertain the connection between the independent and dependent variables, a descriptive study design will be utilized. For the study, the researcher will use the survey approach. This approach is suggested because it makes it possible to economically gather a substantial volume of data from a huge population. The approach is also rather simple to describe and comprehend, and it is often regarded as authoritative.

Both primary and secondary data were employed in the current investigation. A well-constructed questionnaire was used to obtain the essential information from the drivers and conductors of TNSTC Ltd. in Kanchipuram in order to collect the primary data. Books, journals, websites, and documents from Tamil Nadu State Transport Corporation Ltd. in Kanchipuram were the sources of the secondary data. Purposively chosen based on familiarity, Tamil Nadu State Transport Corporation Ltd., Kanchipuram demonstrated exceptional fleet utilization performance. For the research, the Kanchipuram Depot was chosen at random.

### Analysis and results

Percentage Analysis



**Table 1**

<b>Age</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Below 30 Years	54	33.8
31-40 Years	43	26.9
41-50 Years	35	21.9
Above 50 Years	28	17.5
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Marital status</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Single	34	21.3
Married	126	78.8
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Educational Qualification</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
School level	32	20.0
Diploma or ITI	53	33.1
UG	63	39.4
PG	12	7.5
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Type of Employment</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Regular	68	42.5
Contract	53	33.1
Daily Wage	39	24.4
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Annual Income</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Below 200000	63	39.4
200000-350000	45	28.1
350000-500000	30	18.8
Below 500000	22	13.8
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Years of work experience</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Less Than 2 Years	64	40.0
2-5 Years	43	26.9
5-10 Years	32	20.0
Above 10 Years	21	13.1
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Duration of working hours per day</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
8 hours	84	52.5
9 hours	45	28.1
10 hours	22	13.8
More than 10 hours	9	5.6
<b>Total</b>	<b>160</b>	<b>100</b>

From the above table, In the head of age, the majority of the respondents i.e. 33.8% are belonged to the age group of Below 30 Years, 26.9 % of respondents are belong to 31-40 years age group, 21.9% of respondents are belongs to 41-50 years, 17.5 % of respondents are belongs to Above 50 years. In the heads of marital status, majority of respondents are married as 78.8 %, remaining 21.3 % of the respondents are single. In the head of Educational, we can understand that the majority of respondents are Graduate with 39.4 %, 33.1 % are completed Diploma or ITI, 20.0 % of the respondents are School

level and 7.5 % are post graduate. In the head of employment type, 42.5% of the respondents are work in regular bases, 33.1% are works in contract bases and 24.4% are works in daily wages bases. In the head of incme, the majority of the respondents i.e. 39.4% earns Below 200000, 28.1% of the respondents earns 200000-350000, 18.8% earns 350000-500000 and 13.8% earns Below 500000. In the head of work experience, the majority of the respondents i.e. 40.0% have Less Than 2 Years, 26.9% have 2-5 Years, 20.0% have 5-10 Years and 13.1% have Above 10 Years. In the head of working



hours, most of the respondents i.e. 52.2% are working for 8 hrs, 28.1% are working for 9 hrs., 13.8% are working for 10 hrs. 5.6% are working for More than 10 hours.

**Table 2**  
**Reliability Statistics**

Cronbach's Alpha	N of Items
.782	14

The whole data's dependability value is 0.790, over the advised threshold of 0.50 (Nunnally, 1978; Hair et al., 2006).

**Table 3: Item Statistics**

	Mean	Std. Deviation	N	Cronbach's Alpha if Item Deleted
Regular medical check-ups are conducted in the workplace	3.88	1.196	160	.756
Sick leave provided whenever required	4.04	1.160	160	.755
Harassment policy is implemented to protect and safeguard employees	3.99	1.187	160	.762
Employee referral scheme encourages to boost employee morale	3.99	1.046	160	.757
Free transportation facility is provided for family members	4.08	.997	160	.757
Housing facility is provided at concessional rates	3.97	1.173	160	.770
Employees are provided with washing allowances	3.61	1.082	160	.769
First aid box with prescribed medicines are maintained at every work room	3.54	1.138	160	.768
An expert handles the first aid field	3.45	1.186	160	.768
Canteen provides food at a reasonable cost for the employees	3.23	1.171	160	.778
I am satisfied with my current salary compared with others	3.77	.933	160	.782
I am satisfied with the organisation welfare policy	3.74	1.042	160	.780
I am satisfied with the organisation's dormitory environment	3.73	1.008	160	.776
I am satisfied with the position I hold in my organisation	3.81	.987	160	.779

From the above table, we can understand that, all the mean values are above 3 according to the guideline, and all the standard deviation values are above 7.

**Table 4: KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.760
Bartlett's Test of Sphericity	Approx. Chi-Square	1937.090
	df	91
	Sig.	.000

Based on the above Table, it is evident that the KMO and Bartlett test of Sphericity check the sample adequacy is valid as KMO value is 0.814 which is above 0.50 it quantifies the inter-correlation between the variables.



**Table 5: Total Variance Explained**

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.104	29.314	29.314	4.104	29.314	29.314	3.321	23.718	23.718
2	3.422	24.446	53.761	3.422	24.446	53.761	3.169	22.635	46.353
3	3.040	21.714	75.475	3.040	21.714	75.475	2.911	20.793	67.146
4	1.077	7.690	83.164	1.077	7.690	83.164	2.243	16.018	83.164
5	.507	3.621	86.786						
6	.382	2.729	89.514						
7	.356	2.545	92.060						
8	.291	2.080	94.140						
9	.208	1.482	95.622						
10	.189	1.353	96.974						
11	.159	1.133	98.108						
12	.122	.874	98.982						
13	.091	.649	99.631						
14	.052	.369	100.000						

From the Table, it is evident that, the 4 constructs, comprising of 14 items that are extracted cumulatively explains 83.164 percent of the total variance.

**Table 6  
ANOVA<sup>a</sup>**

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.444	2	.222	.282	.755 <sup>b</sup>
	Residual	123.531	157	.787		
	Total	123.975	159			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Statutory Measures, Non-Statutory Measures

The above table shows the analysis of variance with an F-statistic of 0.755 and a p-value of 0.711, which is greater than the significance level ( $P > 0.05$ ). This indicates that the Statutory Measures, Non-Statutory Measures factors do not have a statistically significant overall impact on the Satisfaction environment.

**Table 7  
Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.896	.381		10.231	.000
	Non-Statutory Measures	.010	.077	.011	.134	.894
	Statutory Measures	-.050	.068	-.059	-.746	.457

a. Dependent Variable: Satisfaction

The above table shows the regression analysis for “Satisfaction” with “Non-Statutory Measures” and “Statutory Measures”. The P-value for both factors (Non-Statutory Measures – 0.894 and Statutory Measures – 0.457) suggest that neither

factor is a non-significant impact on the students’ engagement in the model.

**Implications**

Welfare includes anything that is done for the comfort and improvement of employees and is





provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Labor welfare entails all those activities of employer which are directed towards providing the employees with certain facilities and services in addition to wages or salaries. The purpose of providing welfare amenities is to bring about the development of the workers his social, psychological, economic, moral, cultural and intellectual development to make him a good worker, a good citizen and a good member of the family. The need for the employee welfare arises from the very nature of industrial system, which is characterized by two basic facts. One, the conditions under which are carried on is not congenial for the health. Second, when an employee joins an industry, he has to work in an entire strange atmosphere, create problems of adjustment. When a worker, who is in fact a retaliate, comes to work in a factory has to work and live unhealthy, congested factories and areas, with no outdoor recreation facilities.

### References

- [1]. D. Paul Dhinakaran, M. Rajarajan. Employees Satisfaction towards Labour Welfare Measures in Tamil Nadu State Transport Corporation Limited, Kumbakonam. Asian J. Management 3(3): July-Sept., 2022 page 163-168.
- [2]. Gajapathy, Manickam&Athaullah, Umer. (2024). A STUDY ON EMPLOYEE WELFARE MEASURES AT WHEELS INDIA LIMITED. International Journal of Research Publication and Reviews. 5. 7551-7555.
- [3]. Muruu, Regina. (2016). Effects of Welfare Programmes on Employee Satisfaction in the Public Sector: A Case of the Public Service Commission. Strategic Journal of Business & Change Management. 3. 10.61426/Sjbc.m.V3i4.401.
- [4]. Nanda and Panda (2021) Labour welfare measure in IT industries in India. IJPSS Jour. Vol. 2 (7) PP. 257-254. 15 M. D. R. Harshani 1 and I. Welmilla (2021), "A study on status and prospects of IT industry", volume3, issue11, iISSN2231-4245, an international journal of Research in Commerce and Economics.
- [5]. Naveen, sudhamsetti and Madhavi, k., (2017), "An impact of welfare measures on level of satisfaction of employees", International journal for research in applied science & engineering technology, vol.5, issue 8. 23.
- [6]. Padmini, N. J. (2016). A Study on the Impact of Employee Rewards and Recognition Programmes. Indian StreamsResearch Journal, Vol. V, Issue. XII.
- [7]. Park, K. (2015).A Study on the Effect of Company Welfare Forms on Workers Satisfaction, Master Thesis,Graduate School of Social Welfare, Kouggi University, Korea (in Korean)
- Peter, Thomas (2017), "Effect of employee welfare programmes on employee performance: A case study of Kenya Railways Corporation", International Academic Journal of Human Resources and Business Administration, vol. 8, issue 11. 24.
- [8]. Pooja and Nayanpreet(2018)," A study on employee welfare activities in insurance and banking sector in Punjab", International Journal of Management, Technology and Engineering, vol.8, issue 2. 25.
- [9]. Ramamoorthy, Thooyamani(2017), "A study on effectiveness of welfare measures and employee morale in TV Sundaramiyengar& sons limited, Madurai", International Journal of Pure and Applied Mathematics, vol. 116, issue 18. 26.
- [10]. Ramya, T. J, Bhavani, Shree Arepalli, Lakshmi, P (2016), "A study on employee welfare facilities and its impact on employee satisfaction at hotel industry with special reference to mysuru district", International journal of engineering science and computing, vol.6, issue 12 27.
- [11]. Rangeela(2018),"Welfare measures under the factories act: A critical appraisal", International Journal of Pure and Applied Mathematics, vol.120, issue 5. 28.
- [12]. Sethuram&Shiva (2018), "Perception of employees on labour welfare measures and its impact on job performance at Christy fried gram industry,Tiruchengode", Internation Journal of Science and Research,vol. 7, issue 6. 29.
- [13]. Srinivas(2013), "A study on employees welfare facilities adopted at Bosch Limited, Bangalore", Research Journal of Management Sciences, vol.2, issue 12.