

A Study on Welfare Facilities and Employee's Satisfaction Level

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Abstract: Maintaining a healthy and safe work environment and improving staff motivation and productivity are critical issues for every workplace. Significant social, economic and demographic changes have led organizations to review how they manage and support individuals and the level of flexibility that they can make available.

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. Labour 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.

Keywords: Employees, facilities, satisfaction, wages, welfare

1. Introduction

“Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees & by the employers. Through such generous fringe benefits the employer makes life worth living for employees.”

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Employee 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 very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labour force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living.

The important benefits of welfare measures can be summarized as follows:

- They provide better physical and mental health to workers and thus promote a healthy work environment.
- Facilities like housing schemes, medical benefits, and education and recreation facilities for workers' families help in raising their standards of living. This makes workers to pay more attention towards work and thus increases their productivity.
- Employers get stable labour force by providing welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and participation.
- Employee welfare measures increase the productivity of organization and promote healthy industrial relations thereby maintaining industrial peace.
- The social evils prevalent among the labours such as substance abuse, etc are reduced to a greater extent by the welfare policies.

Principles of Employee Welfare Service

Following are generally given as the principles to be followed in setting up an employee welfare service:

- The service should satisfy real needs of the workers. This means that the manager must first determine what the employee's real needs are with the active participation of workers.
- The service should such can be handled by cafeteria approach. Due to the difference in Sex, age, marital status, number of children, type of job and the income level of employees there are large differences in their choice of a particular benefit. This is known as the cafeteria approach. Such an approach individualises the benefit system though it may be difficult to operate and administer.
- The employer should not assume a benevolent posture.
- The cost of the service should be calculated and its financing established on a sound basis.
- There should be periodical assessment or evaluation of the service and necessary timely on the basis of feedback.

2. Types of welfare schemes

A. Statutory welfare schemes

The statutory welfare schemes include the following provisions:

Drinking Water: At all the working places safe hygienic drinking water should be provided.

Facilities for sitting: In every organization, especially factories, suitable seating arrangements are to be provided.

First aid appliances: First aid appliances are to be provided and should be readily assessable so that in case of any minor accident initial medication can be provided to the needed employee.

Latrines and Urinals: A sufficient number of latrines and urinals are to be provided in the office and factory premises and are also to be maintained in a neat and clean condition.

Canteen facilities: Cafeteria or canteens are to be provided by the employer so as to provide hygienic and nutritious food to the employees.

Spittoons: In every work place, such as ware houses, store places, in the dock area and office premises spittoons are to be provided in convenient places and same are to be maintained in a hygienic condition.

Lighting: Proper and sufficient lights are to be provided for employees so that they can work safely during the night shifts.

Washing places: Adequate washing places such as bathrooms, wash basins with tap and tap on the stand pipe are provided in the port area in the vicinity of the work places.

Changing rooms: Adequate changing rooms are to be provided for workers to change their cloth in the factory area and office premises. Adequate lockers are also provided to the workers to keep their clothes and belongings.

Rest rooms: Adequate numbers of restrooms are provided to the workers with provisions of water supply, wash basins, toilets, bathrooms, etc.

B. Non Statutory welfare schemes

Many non-statutory welfare schemes may include the following schemes:

Personal Health Care (Regular medical check-ups): Some of the companies provide the facility for extensive health check-up

Flexi-time: The main objective of the flex time policy is to provide opportunity to employees to work with flexible working schedules. Flexible work schedules are initiated by employees and approved by management to meet business commitments while supporting employee personal life needs

Employee Assistance Programs: Various assistant programs are arranged like external counselling service so that employees or members of their immediate family can get counselling on various matters.

Harassment policy: To protect an employee from harassments of any kind, guidelines are provided for proper action and also for protecting the aggrieved employee.

Maternity & Adoption Leave: Employees can avail maternity or adoption leaves. Paternity leave policies have also been introduced by various companies.

Medi-claim Insurance Scheme: This insurance scheme provides adequate insurance coverage of employees for expenses related to hospitalization due to illness, disease or injury or pregnancy.

Employee Referral Scheme: In several companies employee

referral scheme is implemented to encourage employees to refer friends and relatives for employment in the organization.

3. Review of literature

PoonamSalaria and Sumit Salaria (2013) stated that “The efforts to make life worth living for workmen”. Employee welfare means anything done for the comfort and improvement, Intellectual or social, of the employees over and above the wages paid which is not a necessity of the industry. “Organizations provide welfare facilities to their employees to keep their motivation levels high. The employee welfare schemes can be classified into two categories viz. Statutory and non-statutory welfare schemes. The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. The non-statutory schemes differ from organization to organization and from industry to industry. The basic purpose of employees welfare is to enrich the life of employees and keep them happy and contented. Non-statutory benefits are the result of employer’s generosity, enlightenment and philanthropic feelings. It is one of many ways for people to feel heard, cared for, to be informed and to be involved. It is equally important to ensure that leaders and employees at all levels of the organization are aligned to the culture of the organization, and living it.

Rick Csiernik’s article explores labour welfare in Canada across three distinct periods of occupational assistance: welfare capitalism that began with the Industrial Revolution and persisted through the depression of the 1930s; occupational alcoholism programming that emerged during World War II and the typically unreported domestic labour strife of the 1940s, lasting through the post-war economic boom into the 1960s; and the employee assistance programming era with the introduction of the broad-brush approach to workplace-based assistance that also witnessed organized labour in Canada provide fundamental supports to workers that were originally introduced by workplace owners during the welfare capitalism period, though now to benefit workers rather than to control them.

Karl Aiginger reassesses the relative impact of labour market regulation on economic performance. Inflexible labour markets combined with high welfare costs are often thought to be the main cause of low growth in Europe. The main result is that regulation impacts on growth, the impact of regulatory change is, however, less easy to demonstrate. The impact of macroeconomic policy can be demonstrated first by the more growth oriented monetary and fiscal policy in the US and the success of some European countries in bringing private and public costs in line with productivity and tax revenues. However, boosting investment into future growth by encouraging research, education and technology diffusion seems to be the most important determinant of performance.

Ann Davis, Lucy Gibson, (1994) describes a process through which organizations might seek to implement interventions

relating to employee wellbeing. Emphasizes the importance of a comprehensive needs assessment both in obtaining the breadth of information needed to design appropriate interventions and also in providing baseline information against which to evaluate programme effectiveness. Discusses factors which influence the type of intervention appropriate for a particular situation and highlights their design implications. Finally, provides guidance on programme implementation and evaluation, and discusses some of the advantages and disadvantages of different approaches to tertiary welfare provision

Satheeskumar L and Selvaraj V (2008) have found out that the objectives of the labour policy reforms seem to be only partially achieved and further developments in these areas will be of interest and concern to industrial relations academics throughout the world. In pursuing them we should be mindful of the suggestion from Watson that the core disciplines of the social sciences should be used to examine the employment relationship rather than trying to raise Human Resource Management or Industrial Relations to the status of separate disciplines.

Virpi Sillanpaa (2013) stated that the framework proposed in the research may serve as a practical tool for decision-makers for assessing the impacts of different services and service innovations in the welfare service sector. This type of assessment is needed, for example, when new service innovations are designed and budgeted for.

The study of (Zacharaiah) based on a sample survey of manufacturing undertakings in Bombay, covered welfare services and working conditions while surveying the factors affecting industrial relations. It was observed that better working conditions and adequate provision of welfare services would contribute to harmonious industrial relations.

A study conducted by (Shashi) examined the purpose and cost of non-statutory welfare activities for the organizations. Five public and six private sector organizations were selected for the study. The study brought out an important conclusion that the most predominant theme in the minds of organizations when they think of the voluntary welfare measures was not only the output and efficiency but also increasing loyalty and morale. In respect of cost, the study revealed, that the public sector organizations spend more on welfare activities, as compared to private sector. While public sector spends more on transportation and recreation, private sector was found to be spending more on housing according to the study.

Conventions and Recommendations of ILO (1949) sets forth a fundamental principle at its 26th conference held in Philadelphia recommended some of the measures in the area of welfare measures which includes adequate protection for life and health of workers in all occupations, provision for child welfare and maternity protection, provision of adequate nutrition, housing and facilities for recreation and culture, the assurance of equality of educational and vocational opportunity etc.

Margaret Edmonds, (1991) a brief background to the historical context of welfare in the workplace is provided and current attitudes amongst UK companies in the private sector are explored. It is argued that both the link with personnel and prevailing social and economic theories have had a direct bearing on the status of welfare provision.

From the research, current styles of welfare provision are examined, falling roughly into three categories:

1. Informal assistance through management;
2. Specialist provision, either in the health facility or in its own right; and
3. External counselling services, including independent consultancies and psychiatrists and psychoanalysts.

Few organizations, however, offer the complete range of skills and services related to general welfare needs, and UK companies are not making use of those that do exist. As personnel managers choose to marginalize their welfare role and maximize their contribution to supporting management needs they are distancing themselves not only from that role but also from the employees. Ways must be found of establishing an approach to company welfare compatible with the needs of society in the 1990s.

The study is made an attempt to identify welfare facilities and employee's satisfaction level about welfare facilities adopted at in Titan Company (Watch Division).

To achieve the aforesaid objective data is gathered from 100 employees of the organization with random sampling technique. It is found that most of the respondents are aware about the legislative and non - legislative employee welfare facilities provided at the Company, 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.

The data was evaluated with the help of statistical tools such as Percentage analysis and Chi-square test. The findings of the research show that there is a noticeable effect of the performance appraisal on the organization as well as on the Individual.

This study also quite helpful to know the employee welfare facilities provided by the company to employees are satisfied and it is commendable, but still of scope is there for further improvement, so that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals.

4. Data analysis and interpretation

Data is collected to achieve from primary and secondary sources. Primary data is gathered from the direct interview with questionnaire and secondary data is gathered from annual reports, journals, handouts, magazines. For the study convenience sampling is used with sample size of 100 respondents of the employees of the Paper Mills Private Limited Company.

Table 1
Gender of the Respondents

S. No.	Particulars	No. of Respondents	% of Respondents
1	Male	49	49%
2	Female	51	51%
Total		100	100%

Interpretation:

The above table depicts that 49% of the respondents were male and 51% of respondents were female. The information obtained from the above table indicates that the male respondents are more in the company.

A. Statutory benefits

Table 2
Response on Drinking Water Facility

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	55	55%
2	Satisfied	45	45%
3	Neither Satisfied Nor Dissatisfied	0	0
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

From the above table it is inferred that 55% of the respondents are highly satisfied with the drinking water facility, 45% of them are satisfied.

Table 3
Response on Sanitary and Hygiene Facilities

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	52	52%
2	Satisfied	42	42%
3	Neither Satisfied Nor Dissatisfied	6	6%
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

From the above table it is inferred that 52% of the respondents are highly satisfied with the sanitary and hygiene facility, 42% of them are satisfied and only 6% of the respondents neither are Neither Satisfied nor dissatisfied.

Table 4
Response on first aid appliances

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	58	58%
2	Satisfied	37	37%
3	Neither Satisfied Nor Dissatisfied	5	5%
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

Among the respondents 58% are highly satisfied with the first aid appliances provided by the company, 37% of them are satisfied, 5% of the respondents are neither satisfied nor dissatisfied.

Table 5
Response on canteen and lunch room facilities

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	63	63%
2	Satisfied	37	37%
3	Neither Satisfied Nor Dissatisfied	0	0
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

From the above table it is inferred that 63% of the respondents are highly satisfied with the canteen, lunch room facility, 37% of them are satisfied.

Table 6
Response on Cleanliness and Environmental Conditions

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	48	48%
2	Satisfied	40	40%
3	Neither Satisfied Nor Dissatisfied	12	12%
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

From the above table it is inferred that 48% of the respondents are highly satisfied with the sitting facility, 40% of them are satisfied and only 12% of the respondents are neither satisfied nor dissatisfied.

Table 7
Response on Gratuity Facilities

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	32	32%
2	Satisfied	53	53%
3	Neither Satisfied Nor Dissatisfied	11	11%
4	Dissatisfied	4	4%
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

From the above table it is clear that 32% of the respondents have highly satisfied with the gratuity facility, 53% of the respondents have satisfied, 11% of the respondents are neither satisfied nor dissatisfied.

B. Non-statutory benefits

Table 8
Response on Housing Facilities

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	48	48%
2	Satisfied	45	45%
3	Neither Satisfied Nor Dissatisfied	7	7%
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

From the above table it is clear that 48% of the respondents have highly satisfied with the housing facility, 45% of the respondents have satisfied, 7% of the respondents are neither satisfied nor dissatisfied.

Table 9
Response on Counselling Facilities

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	43	43%
2	Satisfied	43	43%
3	Neither Satisfied Nor Dissatisfied	14	14%
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

About 43% of the respondents feel satisfied with the counselling facility, 43% are highly satisfied, and remaining 14% of the respondents are neither satisfied nor dissatisfied.

Table 10
Response on Transportation Facilities

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	56	56%
2	Satisfied	30	30%
3	Neither Satisfied Nor Dissatisfied	8	8%
4	Dissatisfied	0	0
5	Highly Dissatisfied	6	6%
Total		100	100%

Interpretation:

The above table depicts that 56% of the respondents have highly satisfied with the transportation facilities, 30% of the respondents have satisfied, 8% of the respondents are neither satisfied nor dissatisfied and remaining 6% of the respondents are highly dissatisfied.

Table 11
Response on Loans and Advance Facility

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	44	44%
2	Satisfied	52	52%
3	Neither Satisfied Nor Dissatisfied	0	0
4	Dissatisfied	4	4%
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

Among the respondents 44% are highly satisfied with the loans and advance facility provided by the company and majority 52% of them are satisfied, only 4% are dissatisfied.

Interpretation:

From the table 12, majority 35% of the respondents are satisfied with the health care facilities, 62% of them are highly satisfied and 3% of them are neither satisfied nor dissatisfied.

Interpretation:

From the table 13 it is clear that 39% of the respondents have highly satisfied with the leave policies, majority of 57% of the

respondents have satisfied, 4% of the respondents are neither satisfied nor dissatisfied.

Table 12
Response on Health Care Facilities

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	35	35%
2	Satisfied	62	62%
3	Neither Satisfied Nor Dissatisfied	3	3%
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

Table 13
Response on Leave Policies

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	39	39%
2	Satisfied	57	57%
3	Neither Satisfied Nor Dissatisfied	4	4%
4	Dissatisfied	0	0
5	Highly Dissatisfied	0	0
Total		100	100%

C. Satisfaction level

Table 14
Management provides welfare based on employee needs

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	32	32%
2	Satisfied	53	53%
3	Neither Satisfied Nor Dissatisfied	10	10%
4	Dissatisfied	5	5%
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

Among the respondents 32% are highly satisfied with the welfare facility provided by the management based on their needs and majority 53% of them are satisfied, 10% of them are neither satisfied nor dissatisfied.

Table 15
Welfare measures helps in Increasing the Productivity

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	26	26%
2	Satisfied	56	56%
3	Neither Satisfied Nor Dissatisfied	12	12%
4	Dissatisfied	6	6%
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

From the above table it is clear that 26% of the respondents have highly satisfied with the statement that welfare measures helps in increasing the productivity, majority of 56% of the respondents have satisfied, 12% of the respondents are Neither satisfied nor dissatisfied, 6% of the respondents have Dissatisfied.

Table 16

Overall satisfaction with employee welfare activity

S. No.	Particulars	No. of Respondents	% of Respondents
1	Highly Satisfied	28	28%
2	Satisfied	54	54%
3	Neither Satisfied Nor Dissatisfied	9	9%
4	Dissatisfied	9	9%
5	Highly Dissatisfied	0	0
Total		100	100%

Interpretation:

The above table depicts that 28% of the respondents have highly satisfied with the overall employee welfare activities, majority 54% of the respondents have satisfied, 9% of the respondents are Neither satisfied nor dissatisfied and 9% of the respondents are dissatisfied.

5. Findings

The findings from the research will help the organization to know how the employees are involved in their work. Hence the researcher identified the following findings.

- It is found that 45% of the respondents are satisfied with the drinking water facility.
- From the analysis and interpretation 42% majority of the respondents are satisfied with sanitary and hygiene facility.
- It is noticed that 72% of the respondents are having good relationship with their co-workers.
- It is found that majority 58% of the respondents are highly satisfied with the first aid appliances.
- It is found that most of the respondents are satisfied with the cleanliness and environmental conditions in the organization.
- About 63% of the respondents are highly satisfied with the canteen and lunch room facility.
- Most of the respondents are neither satisfied nor dissatisfied with the housing facility.
- This study shows that 53% of the respondents have satisfied. 38% of them are highly satisfied with the loans and advance facilities and 6% of the respondents have dissatisfied.
- Majority of the respondents are highly satisfied with the health care facilities like insurance coverage, credit bills, medical center, and health awareness programs.
- It is found that about 8% of the respondents are neither satisfied nor dissatisfied with the transportation facility.
- Most of the respondents are satisfied with the counseling facility.
- It is noticed that majority 53% of the respondents are satisfied with the educational facility.
- From the study it is noticed that 4% of the respondents are neutral with the leave policies.
- From the study it is noticed that most of the employees are satisfied with the working hours of the organization.
- Majority of the respondents are satisfied with the statement that welfare measure will be helpful in increasing the

productivity.

- From the analysis and interpretation, most of the respondents are satisfied with the statement that management provides welfare based on employee needs.
- It is noticed that 54% of the respondents are satisfied with the overall welfare activities of the organization.

6. Suggestions

- The challengeable job must be provided to the employees those who are highly skilled achievers.
- By satisfying the employee needs their loyalty can be increased.
- Organization must fully utilize the employee’s skills, knowledge, and ability etc.
- A few employees are not satisfied with the Health care facilities, Canteen facilities Educational facilities loans and advance facilities Space and ventilation gratuity facilities crèche facilities overall satisfaction of welfare activities and transport. The management may take necessary steps to maintain this and to make the others also satisfied with it.

7. Conclusion

The Welfare measures are more important for every employee, without welfare measures employee cannot work effectively in the organization. Majority of employees are satisfied with welfare measures. They should take necessary steps to solve problems in those measures; So that the Employee can do his job more effectively. The company can concentrate on the other Non-statutory measures to boost the Employee morale.

Operating efficiency of the company is satisfactory. The company maintains good industrial relationships with the employees and continues to be the market leader.

Hence the management is making it possible to make a better place to work. Every organization has to take effort to find out what the employees want and what the drawbacks are this can be done formal procedures like third party intervention then only this precision and esteemed organization can reach to the world top. The central aim of the personal department is to keep its employees satisfied with welfare measures and healthy working atmosphere.

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