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EFFECTIVENESS OF EMPLOYEE WELFARE FACILITIES AT PRIVATE CHEMICALS ORGANIZATION

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ABSTRACT

In any organization, welfare facilities are important that directly reflects on employees' productivity. The main purpose of the study is to examine effectiveness and factors effects on welfare facilities. The research design of the study is descriptive in nature. The research based on primary as well as secondary data. The research is based on non-probability judgmental sampling method. The sample size is 100 employees. The data are collected through the employee of organization by using questionnaire. The data analysis, frequency and T-test have been used. It is found that welfare facility is effective in the organization. The study is indicating that employees are satisfied with the present welfare facilities provided at the organization.

KEYWORDS

satisfaction level, effectiveness of welfare facilities.

JEL CODES

J26, J28, J29.

INTRODUCTION

Employees welfare facilities in the organization effects on the behavior of the employees as well as on the productivity of the organization. If proper welfare facilities are provided to employees, then it leads to improve their job satisfaction. The management should provide good facilities to all employees in such way that employees become more satisfied and they work harder and more effectively and efficiently. Welfare is a broad concept which shows the art of living of an individual or a group which should be in a desirable relationship. It aims at social development by the means of social legislation, social reform social service, social work and social action.

The main objective of economics welfare is to promote the economic production and productivity through development by increasing equitable distribution. Employee welfare is an area of social welfare which is conceptual as well as operational. It covers a broad field and develops a state of wellbeing, happiness, satisfaction, commitment, loyalty and development of human resources. Employee welfare is an area of social welfare in conceptual and operational framework. The basic propose of employee welfare is to enrich the life of employees and to keep them happy and conducted. There are mainly two types of welfare measures Statutory and Non statutory.

Organization provides welfare facilities to their employees to keep their motivation levels high and make them more loyal towards the organization. The welfare schemes can be classified into two categories viz. statutory and non-statutory schemes. The statutory schemes are those schemes that are compulsory to be provided by an organization to their employees by keeping in mind the laws governing employee health and safety these include: canteen facilities, drinking water, proper and sufficient lighting, facilities for sitting, changing rooms, first aid appliances, latrines and urinals, washing places, spittoons and rest rooms. Personal health care, flexible time, assistance programs, harassment policy, employee referral schemes, and medi-claim insurance schemes are all covered under the welfare facilities. The non-statutory differ from organization to organization and from industry to industry.

The term 'labour welfare' refers to those facilities provided by organization to their workers in and outside the factory premises such as canteen, rest and recreation facilities, housing and all other services that contribute to the wellbeing of workers. Welfare measures are concerned with the general wellbeing, efficiency and effectiveness of workers. In the early stages, welfare activities for factory workers did not receive adequate attention and it is not much better. Employees were not ready to accept the financial burden of welfare activities. Wherever employers provided for such amenities, it was more with paternalistic approach to labour rather than recognition of workers' needs.

The Organization provide the welfare facilities to their employees are as above,

According to factories act 1948 -

- Washing facilities section 42
- Facilities for storing & drying clothing section 43
- Opportunities for rest section 44
- First aid box for every 150 workmen / employees section 45
- Provided and maintain ambulance provided to 500 employees charge of such medicate and nursing staff section 45(4)
- Canteen facilities are provided to more than 250 section 46
- Suitable shelters or rest rooms and a lunch room provision for drinking water provided to more than 150 employees section 47
- Housing loan
- Education loan

INTRAMURAL FACILITIES BY ORGANIZATION

The facilities provided inside the firm are known as intra- mural facilities. These facilities include activities relating to marinating of industry, safety measures like fencing and covering of machines, proper layout structure of the plant and machinery, sufficient lighting and working conditions, provisions of first aid appliances etc. The provision of such facilities is also obligatory in all industrial establishments and that too all over the world.

- Healthiness and medical facilities
- Drinking water facilities
- Canteen
- Crèches
- Facilities for storing and drying clothing

EXTRA-MURAL FACILITIES BY ORGANIZATION

The facilities offered to the employees outside the workplace, it is known as extra mutual facilities. These include better housing accommodations, indoor and outdoor sports, educational facilities, rest rooms etc. The provisions of these facilities are voluntary. Earlier, due attention was not given to the provisions of extra-mural facilities are very important for the general welfare and up liftment of the workers.

- Housing and quarter
- Recreational & Sports facilities
- Transport facilities
- Educational Facilities

STATUTORY FACILITIES

Under this category, welfare facilities are provided according to the labour laws and legislations passed by the Government. The nature and coverage of these facilities vary from country to country and changes from place to place. Again these facilities may be either intra- mural facilities or extra- mural facilities. These facilities must be provided by all the employers and should be maintained properly. Any contravention of the statutory provision in those facilities shall render the employer punishable under the act which is concerned.

VOLUNTARY

The facilities which are voluntarily and freely provided by the employers come under this category. Hence these are not concern with statutory requirements. The activities under this category ultimately lead to increase in the efficiency of worker.

NEED/ IMPORTANCE OF THE STUDY

Measuring the effectiveness of welfare facilities affects on employee's morale in an organization. Welfare facilities are very important for employees. It leads to make them happy and satisfied. Therefore, it is essential to identify effectiveness of welfare facilities.

1. This study helps to found the huge impact on productivity of the employees in the organization.
2. In the org anization, welfare facilities are essential for retention of employees.

STATEMENT OF THE PROBLEM

If sufficient welfare facilities are not provided to employees then it leads to increase employees' turnover. It reflects negatively on the image of the company.

OBJECTIVES

1. To know the effectiveness of various employees' welfare measures provided in the organization
2. To find out the levels of satisfaction among employees with respective to various welfare measures providing to them.
3. To suggest which factors affects workers to perform their tasks effectively at workplace.
4. To identify remedial measures to improve the employee welfare.

LITERATURE REVIEWS

- 1) **Lonah Moruri, Dr. Ogoti Evans, and Dr. Munyua Jennifer (2018)** studied the influence of employee welfare facilities on their performance in this study discussed about the relationship between employee welfare practices and employee performance. The study concluded that if the employee welfare facilities are continuously enhanced, so the performance of employees is improving.
- 2) **B.R.Manasa, Dr.C.N.Krishnanaik (2015)** studied on employee welfare measures – A study on cement of India unit. Objectives of study are to know various welfare facilities and satisfaction level of the employees. This study concluded that the employee welfare facility provided by the organization is to satisfy the employees but there is more scope for further improvement.
- 3) **Srinivat KT (2013)** studied on employees welfare facilities. The objectives of the study to understand the extent of awareness of among the employees for various statutory and non-statutory facilities and to find out satisfaction level of the employees in the organization. This study concluded that the fundamental propose of labour welfare facilities is to enrich the employee's life and make more joyful and conducted that helps to development of the organization.
- 4) **Dr. M Surat Kumari (2014)** studied on impact of employee welfare facilities on job satisfaction. Objectives of this study are to boots up employee morale and to protect from health and safety and provide facilities to protect them. The study concluded that employees are satisfied with the facilities and improvement of the facilities is raising the standard of employee's performance.
- 5) **R.Ramamoorthy, K.P.Thooyamani, Karthick K (2017)** studied on effectiveness of employee welfare measure and employee morale. Objectives of this study are to find out the satisfaction level of the employees and to evaluate the effect of the welfare measures on morale of employees in the organization. This study concluded that the worker's confidence helps the running to know the fulfillment level of welfare facilities in the organization.

RESEARCH METHODOLOGY**DATA COLLECTION SOURCES**

Descriptive research design is used for the purpose of the current study.

Primary data collected through direct observation and questionnaires provided to the 100 employees of spectrum dyes and chemicals Pvt. Ltd.

SAMPLE DESIGN

A sample design is the framework or road map that serves as the basis for the selection of a survey sample and affects many other important aspects of a survey as well.

- Sample Element: Employees at spectrum dyes and chemicals pvt. Ltd.
- Population: 1200
- Sample size: 100 samples
- Sampling methods: judgmental sampling.

RESEARCH ANALYSIS TOOLS

- Frequencies, T- test

RESULT AND DISCUSSION

TABLE 1	
Gender	Percentage
Male	84
female	16

Interpretation: From the total respondents 84% are males and 16% are females.

TABLE 2	
Awareness of welfare facilities	Percentage
Yes	100
No	0

Interpretation: All the respondents are aware with welfare facilities provided by the company.

TABLE 3							
Questions No.	Percentage			Questions No.	Percentage		
	Neutral	Satisfied	Highly Satisfied		Neutral	Satisfied	Highly Satisfied
2A	11	81	8	4	0	100	0
2B	4	92	4	5A	74	25	1
2C	9	84	7	5B	69	29	2
2D	66	27	7	5C	12	80	8
2E	69	25	6	5D	16	78	6
2F	70	22	8	7A	19	79	2
2G	30	67	3	7B	8	90	2
2H	8	84	8	7C	14	83	3
2I	15	84	4	7D	61	35	4
2J	9	80	11	7E	16	77	7
3A	61	28	11	7F	61	36	3
3B	17	77	6	7G	16	79	5
3C	8	88	4	7H	8	86	6
3D	54	34	12	7I	11	80	9

TABLE 4			
Questions No.	Moderate	Agree	Strongly Agree
8A	7	89	4
8B	5	93	2
8C	9	88	3
8D	9	88	3

TABLE 5			
Questions No.	Moderately Appropriate	Appropriate	Absolutely Appropriate
9A	0	97	3
9B	4	91	5
9C	3	92	5
9D	7	83	10
9E	6	87	7
9F	4	89	7

HYPOTHESIS

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Q.8A	100	3.97	.332	.033

One-Sample Test

Test Value = 4						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.8A	-.904	99	.368	-.030	-.10	.04

H0: Employees are not agreeing with the statement that my company has effective welfare facility.

H1: Employees are agreeing with the statement that my company has effective welfare facility.

Interpretation: From the table, it can be said that P value is 0.368, that is greater than 0.05, so null hypothesis is accepted, it means employees are agreeing with the statement that my company has effective welfare facility.

One-Sample Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Q.8B	100	3.97	.264	.026

One-Sample Test

Test Value = 4						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.8B	-1.136	99	.259	-.030	-.08	.02

H0: employees are not agreeing that effective welfare is increasing their job commitment and loyalty.

H1: employees are agreeing that effective welfare is increasing their job commitment and loyalty.

Interpretation: from the table, it can be said that P value is 0.259 that is greater than 0.05, so null hypothesis is accepted, it means employees are agreeing with the statement that effective welfare is increasing their job commitment and loyalty.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.8C	100	3.94	.343	.034

One-Sample Test						
Test Value = 4						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.8C	-1.750	99	.083	-.060	-.13	.01

H0: Employees are not agreeing that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.

H1: Employees are agreeing that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.

Interpretation: From the table, it can be said that P value is 0.083 that is greater than 0.05, so null hypothesis is accepted, it means employees are agreeing with the statement that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.8D	100	3.94	.343	.034

One-Sample Test						
Test Value = 4						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.8D	-1.750	99	.083	-.060	-.13	.01

H0: Employees are not agreeing that welfare is more important than reward system.

H1: Employees are agreeing that welfare is more important than reward system.

Interpretation: From the table, it can be said that P value is 0.083 that is greater than 0.05, so null hypothesis is accepted, it means employees are agreeing with the statement that welfare is more important than reward system.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.9A	100	4.03	.171	.017

One-Sample Test						
Test Value = 4						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.9A	1.750	99	.083	.030	.00	.06

H0: Employees have a view that management is not concern for welfare activities.

H1: Employees have a view that management is concern for welfare facilities.

Interpretation: From the table, it can be said that P value is 0.083 that is greater than 0.05, so null hypothesis is accepted, it means that employees have a view that management is concern for welfare facilities.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.9B	100	4.01	.301	.030

One-Sample Test						
Test Value = 4						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.9B	.332	99	.741	.010	-.05	.07

H0: Employees have view that company is not appropriately providing fringe benefits and security schemes

H1: Employees have view that company is providing appropriately fringe benefits and security schemes

Interpretation: From the table, it can be said that P value is 0.741 that is greater than 0.05, so null hypothesis is accepted, it means that employees have view that company is providing appropriately fringe benefits and security schemes.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.9C	100	4.02	.284	.028

One-Sample Test						
Test Value = 4						
	t	df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
Q.9C	.705	99	.482	.020	-.04	.08

H0: Employees have a view that company is not appropriate welfare facilities provided at the right time

H1: Employees have a view that company is appropriate for welfare facilities provided at the right time

Interpretation: From the table, it can be said that P value is 0.482 that is greater than 0.05, so null hypothesis is accepted, it means employees have a view that company is appropriate for welfare facilities provided at the right time.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.9D	100	4.03	.413	.041

One-Sample Test						
Test Value = 4						
					95% Confidence Interval of the Difference	
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
Q.9D	.726	99	.470	.030	-.05	.11

H0: Employees have a view that company is not appropriate health care programs

H1: Employees have a view that company is appropriate health care programs

Interpretation: From the table, it can be said that P value is 0.470 that is greater than 0.05, so null hypothesis is accepted, it means employees have a view that company have appropriate health care programs.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.9E	100	4.01	.362	.036

One-Sample Test						
Test Value = 4						
					95% Confidence Interval of the Difference	
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
Q.9E	.276	99	.783	.010	-.06	.08

H0: Employees have a view that company is not appropriate in motivational programs

H1: Employees have a view that company is appropriate in motivational programs

Interpretation: From the table, it can be said that P value is 0.783 that is greater than 0.05, so null hypothesis is accepted, it means that employees have a view that company is appropriate in motivational programs.

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
Q.9F	100	4.03	.332	.033

One-Sample Test						
Test Value = 4						
					95% Confidence Interval of the Difference	
	t	df	Sig. (2-tailed)	Mean Difference	Lower	Upper
Q.9F	.904	99	.368	.030	-.04	.10

H0: Employees have a view that company is not appropriate in conducive work environment

H1: Employees have a view that company is appropriate in conducive work environment

Interpretation: From the table, it can be said that P value is 0.368 that is greater than 0.05, so null hypothesis is accepted, it means that employees have a view that company is appropriate in conducive work environment.

FINDINGS

- 84% of respondents are males and 16% of respondents are females from the 100 sample size.
- All respondents are aware with the various welfare facilities in the company.
- Majority of total respondents are satisfied with the drinking water facilities, seating arrangement, first aid appliances, latrine urinals & spittoons facilities, canteen facilities, rest room facilities, housing facilities, health & medical facilities, place, education facilities provided by the company.
- Majority of respondents are satisfied with the Extramural, Intramural, Statutory and voluntary welfare facilities are provided by the company.
- All respondents are satisfied with the motivational facility provided by the company.
- Majority of respondents are satisfied with creates efficiency towards work, Improves physical & mental health, Increases the standard of living, Loyalty towards the work perception in company.
- Majority of respondents are satisfied with the training & safety measures, social security benefits, fridge benefits, extramural benefits, statutory facilities, sanitary facilities, grievance handling, career growth activities and motivational activities provided by the company.
- Employees are agreeing with the statement that my company has effective welfare facility.
- All employees are agreeing that effective welfare is increasing their job commitment and loyalty.
- Employees are agreeing that the provision of welfare and social security measures adequacy help in controlling employees' absenteeism.
- Employees are agreeing that welfare is more important than reward system.
- Employees have a view that management is concern for welfare facilities.
- Employees have view that company is providing appropriately fringe benefits and security schemes.
- Employees have a view that company is appropriate for welfare facilities provided at the right time.
- Employees have a view that company is appropriate health care programs.
- Employees have a view that company is appropriate in motivational programs
- Employees have a view that company is appropriate in conducive work environment.

RECOMMENDATIONS

- Improvement in Complete Medical facilities should be providing so as to minimize the absenteeism and to keep the employees more healthy and fit enough.
- Company should be more required to promote effective welfare facilities as it creates more productivity which in return benefits to the organization.
- Annual health checkup, employee counseling, various health camps, hospitalization facilities should be much more improved by conducting the health camps at least once in a month.
- The number of medical practitioners should be increased.

CONCLUSION

The study indicates that employees' welfare measures are responsible to maintain employees in the organization. The employees have effective welfare facilities are effective. The respondents are satisfied from the various welfare facilities provided by the organization. The motivation, carrier development, grievance handling, medical facilities, education are important factors that affects on employees productivity at workplace. It has been concluded that all employees are satisfied with the welfare facilities which are provided to them which in turn would build the morale and increase the productivity of employees.

LIMITATIONS

- Due to the time constraints only limited population is taken for the study.
- As a student limited finance and resources utilized in the study.

SCOPE FOR FURTHER RESEARCH

- The study can help organization to know the satisfaction level of employees on welfare measures.
- The study gives important insights to employer about what kind of strategies and policies require improving welfare facilities.
- In this competitive world organization should focus on their employees' priorities by providing different and unique welfare facilities for retaining them into the organization.

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APPENDIX

Dear Respondents,

The present survey is purely for research purpose only. All information given by you will be kept confidential.

Name: _____

Gender: Male female

Age: _____

Designation: _____

Organization name: spectrum dyes & chemicals pvt. Ltd.

1) Do you aware of various welfare facilities provided in your company?

A). Yes B). No

2) Rate the following facilities in accordance to your satisfaction level

(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4=satisfied, 5-highly satisfied)

Sr no.	Welfare facilities	1	2	3	4	5
1	Drinking water facilities					
2	Seating arrangement					
3	First aid appliances					
4	Latrine urinals, and spittoons facilities					
5	Canteen facilities					
6	Rest room facilities					
7	Housing facilities					
8	Health & medical facilities					
9	Place					
10	Education facilities					

3) Rate the welfare facilities mean more prior for you?

(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4= satisfied, 5-highly satisfied)

Sr no.	Welfare types	1	2	3	4	5
1	Extramural					
2	Intramural					
3	Statutory					
4	Voluntary					

4) Does a welfare benefit provided by the company play a motivational factor?

Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied

5) According to your perception please rate the following benefits of employee welfare

(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4= satisfied, 5-highly satisfied)

Sr no.	Welfare benefits	1	2	3	4	5
1	Creates Efficiency towards work					
2	Improves physical & mental health					
3	Increases the standard of living					
4	Loyalty towards the work					

6) Do you think that welfare facilities are help to increase your productivity and profitability towards your work?

(a) Yes (b) No

7) Rate your satisfaction level with the following welfare facilities provided by your company

(1= highly dissatisfied, 2= dissatisfied, 3=neutral, 4= satisfied, 5-highly satisfied)

Sr no.	Welfare facilities	1	2	3	4	5
1	Training & safety measures					
2	Social security benefits					
3	Fridge benefits					
4	Extra mural benefits					
5	Statutory facilities					
6	Sanitary facilities					
7	Grievance handling					
8	Career growth activities					
9	Motivational activities					

8) What is your opinion for following statements?

Sr. No.	Statements	Strongly disagree	Disagree	Moderate	Agree	Strongly agree
1	I think that my company has effective welfare system					
2	Effective welfare is increasing my job commitment and loyalty.					
3	The provision of welfare and social security measures adequacy help in controlling employees' absenteeism					
4	Welfare is more important than reward system?					

9) State the level of appropriateness with respect to following? (Describe your opinion for company)

Sr. No.	Statements	Absolutely inappropriate	Inappropriate	Moderately appropriate	Appropriate	Absolutely appropriate
1	Management concern for welfare activities					
2	Fringe benefits and security schemes					
3	The welfare facilities provided at the right time					
4	Health care programs					
5	Motivation programs					
6	Conducive work environment.					

What are your suggestions for improvement in existing welfare measures adopted by your company?

Thank You

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With sincere regards

Thanking you profoundly

Academically yours

Sd/-

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