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A STUDY ON EMPLOYEE WELFARE FACILITIES AND ITS IMPACT ON EMPLOYEES SATISFACTION WITH REFERENCE TO INDIAN CEMENT INDUSTRY AT SATNA DISTRICT

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ABSTRACT

The cement sector notably plays a critical role in the economic growth and is a vital part of its economy, providing employment to more than in million people directly or indirectly of the country and its journey towards conclusive growth. The cement industry is the backbone of Indian infrastructure. It is vital to the construction sector and all infrastructural projects. The construction sector alone constitutes 7 percent of the country's GDP. Employees are the greatest assets of any organization. So, the organization have to take much care in the areas of welfare facilities and the safety, provisions of the organizations. When these provisions are taken care the health of the employees are maintained i.e., both physical and psychological aspects are given importance. Labour/employee welfare has an important, positive and dynamic part to play in the industrial economy in the country. Employee welfare is a comprehensive concept concerned with the development of the total human personality embracing physical, mental, social psychological and spiritual aspects of the employee well being. The provision for suitable employee welfare facilities designed to meet the needs of employees can help them to settle down more easily in their new working and living environment. A proper organization and administration of welfare facilities can play vital role in promoting better working conditions and living standard for industrial workers and also enhancing their productivity and morale. Employee welfare is, thus one of the major determinants of industrial relations. Apart from improved morale and loyalty welfare facilities are of significance to reduce absenteeism and labour turnover in industries. Employee welfare facilities/schemes also serve to enhance an organization's image as a caring employer. This image can be very useful to organizations in recruiting employees. Social advantage of employee welfare is by no means less important than economics ones. In the present study, an attempt has been made to study the employee welfare facilities and its impact on employees satisfaction in two units of Maihar cement industry of different department at Satna district. For the purpose of this study, multi stage sampling method was adopted to carry out the study by the researcher. The study has shown that the employees are satisfied with all the welfare facilities prevailing in the company.

KEYWORDS

employee welfare facilities, employees satisfaction, Indian cement industry, industrial workers, labour, satisfaction level.

INTRODUCTION

The cement industry of India is the second largest producer in the world. India has a lot of potential for development in the infrastructure and construction sector and the cement sector is expected to largely benefit from it. The demand and supply of cement in India has grown up in a fast developing economy. There is always large possibility of expansion of cement industries. Some of the recent major government initiatives such as development of 100 smart cities are expected to provide a major boost the cement sector. This would create a good demand for cement in coming years creating more opportunities for consumption of products of this sector and human resource would be the corner stone for the sustainable growth of the companies though satisfying goals and objectives.

The cement sector is in size, nature of work, nature of an organization, their activities it undertakes and the environment in which it operates is entirely different as compared with any other sectors. So, employee welfare is an important fact of industrial relations. This give satisfaction to the employees and ensures that the welfare facilities help to motivate and retained them. It increased the efficiency of workers/employees and raised their morale to minimize social evils like alcoholism, gambling, drug addiction etc. Also, the welfare facilities encourage the employees happy, cheerful and confident with commitment to raise the productivity and profitability of the organization.

Employee welfare is one of the major determinants of industrial relations. The development of community and society depends only on the development of labours. The importance of employee welfare work is beyond the stage of debate and is recognized as an integral part of industrial tradition in all industrially advanced countries.

Employee welfare is a vital part of business organization and management now-a-days attaches more important to human angle. It increases the productivity as well as productive efficiency of the workers and induces in them a new spirit of self-realization and consciousness. The labour welfare scheme may be regarded as a wise investment.

Employee welfare occupies a significant place in the industrial progress and economy development. It is an extra dimension giving satisfaction to the employees/workers in a way which even a good wage or salary cannot with the growth of industrialization and mechanization, it has acquired added importance. A happy and contented work force is an asset for the industrial prosperity of any nation.

Employee welfare, though it has been proved to contribute to efficiency in production is expensive. Each employer depending on his priorities gives varying degrees of importance to Labour welfare. It is because the government is not sure that all employees are progressive minded will and provide basic welfare measures that it introduces statutory legislation from time to time to bring about some measure of uniformity in the basic amenities available to industrial workers. Obviously, there is some creation and stimulation in the maintenance function just as there is some maintenance in all other operative personnel functions. But the primary emphasis in employee service programme has been on maintaining an employee's favourable attitude towards his work and work environment.

Thus, the employee welfare is assigned a pioneering role in building up an abiding mutual faith between the management and employees and in establishing proper industrial relation firmly based on peace, discipline and devotion to the industry. Therefore, a capitalist (employer) and labour/workers are two wheels for an industry to run, wage and welfare are two wheels on which the employee performance and morale rolls.

TERMINOLOGY

The terms "Labour welfare", "Employee welfare", and "Workers welfare", are used interchangeable to denote various services provided by the employers to the employee in addition to salary.

LITERATURE REVIEW

The main purpose is to provide a brief survey of the available literature related to the issues under study.

Srivastava, S.K. (2002), studied the impact of labour welfare on job satisfaction in public and private sector in Kanpur city results indicate that welfare activities after the worker's attitude towards management and job satisfaction in both the sectors. If labourers are satisfied their attitude are also pro and positive attitudes pays a great role in the development of an organization.

Jacob, K.K. (2002), study examines industrial relation in public sector in Kerala that attention has been paid on exploring the nature and extent of industrial disputes, settlement machinery, working conditions and welfare facilities. He concluded that low wages and bonus, poor working conditions and welfare facilities are the most important factor responsible for industrial disputes.

Joseph, et al (2009), studied in the article points out that the structure of a welfare state rests on its social security fabric. Government, employers and trade unions have done a lot to promote the betterment of worker's conditions.

Mishra, Shobha & Bhagat, Manju (2010), in their "Principles for successful implementation of Labour welfare activities." Stated that Labour absenteeism in Indian industries can be reduced to a great extent by provision of good housing, health and family care, canteen, educational and training facilities and provision of welfare activities.

Krishnan Shivarama G. (2010), in his article on "A study on Labour welfare measures and job satisfaction of employees in Automobile Retail Industries in Coimbatore" revealed the working conditions/ambience, salary, motivation, interpersonal relationship, infrastructure, job security were the major factors that improve job satisfaction and senior officer involvement in problem solving can improve job satisfaction, Quality of work life and work environment.

Ashifa, J.M. & Bany, Vijay, C. (2011), in the article on "A study on Labour welfare measure in public sector transport corporation" this study throw light on welfare measures followed in public sector transport corporation. The study analyses the various dimensions of labour welfare measures that are perceived to the perception and level of Satisfaction of the labours regarding the various welfare measures and the methods to improve the welfare Schemes in public Sector Transport corporation.

Sindhu (2012), stated that employee welfare measures increase the productivity of organization and promote healthy industrial relation there by maintaining industrial peace. Organizations provide welfare facilities to their employees to keep their motivation level high. Business houses provide many such statutory and non-statutory things policies to maintain satisfactory level of their employee.

Pradeep, S. and Krishnan, Sivarama G. (2012), Studied the motivation of employees in plastic industries and identified that notification of the employees could be more improved with such non-monetary measures like good relationship with superior and Subordinates effective implementation of given procedures, Support of supervisory staff of workers and the like besides monetary incentives.

Resma and Basavraj (2013), stated that the employee welfare is a comprehensive term including various services, benefits and facilities offered to employees of the organization. This study enlightens the concept of welfare measures, it also highlights the employee's perception regarding the various statutory welfare measures provided by the Dolomite Iron ore mine, Bellary.

Nanda and panda (2014), stated that the Rourkela steel plant has adopted a better kind of welfare schemes like medical allowance; death relief fund, insurance, housing and transportation facilities, recreation club etc. are provided by the company to the employees to maintain the industrial relation better one. The premises and the departments are maintained healthy. Also proper safety measures have been adopted in the organization. All matters relating to safety, health and welfare of employees are properly implemented.

SIGNIFICANCE AND PURPOSE OF EMPLOYEE WELFARE FACILITIES

The welfare is an important fact, in the process of establishing decent industrial relations in any civilized society. The employees/workers in industry cannot cope himself with the pace of the present day modern life without enjoying minimum amenities. As such, it is essential for the employer to provide appropriate amenities to the workers to improve his living conditions. Needless to say, the welfare facilities provided by the employer are proved to be enhancing the efficiency of workers in production and productivity, by reducing the wastage in the utilization of resources.

Thus, the significance of employees welfare facilities is to reduce the displeasure, absenteeism, labour turnover, labour disputes and grievances among the workers. They lead to create mutual co-operation and job satisfaction among workers and management, providing welfare facilities and amenities by the employer to the workers is to make their work life better, better health and also raise their standard of living and high morale.

Employee welfare work, thus, serve the following purposes:

- Enable workers to have a richer and more satisfying life;
- Raises the standard of living of the workers by indirectly reducing the burden on their pocket. Welfare measures will improve the physical and psychological health of employees, which in turn, will enhance their efficiency and productivity;
- Absorbs the shocks injected by industrialization and urbanization on workers;
- Promote a sense of belonging among workers, preventing them from resorting to unhealthy practices like absenteeism, labour turnover, strike etc.;
- Welfare work makes the service in mills/industry more attractive to workers. It improves the relations between employers and employees;
- Welfare measure promotes a real changes of heart and a change of outlook on the part of both the employers and employees;
- Prevents social evils like drinking, gambling, prostitution, etc. by improving the material, social and cultural conditions of work. Congenial environment as a result of welfare measures will act as a deterrent against such social evils.

Hence, the significance and purpose of employee welfare facilities is to create efficient, healthy, loyal and satisfied labour force for the organization and also for the country. In the industries, the industrial workers get the various benefits of welfare facilities, so the purpose of the employee should provide them better health and life and also to make them happy and efficient. The other equally important purpose of welfare includes such activities as private advice on any type of personal problem, assistance with problems of health or sickness, special responsibilities for young people and elderly and retired staff and the provision of sports and social facilities.

MEANING AND CONCEPT OF EMPLOYEE WELFARE**MEANING**

The term 'welfare' is derived from the French phrase "welfare" which means to fare well. The chambers dictionary defines the term "welfare" as a state characterized by happiness, well being or prosperity". Well-doing or well being in any respect is the enjoyment of health and the common blessings of life, exemption from any evil of calamity, prosperity happiness.

Employee welfare is nothing but the maintenance function of personnel in the sense that it is directed especially to the preservation of employee health and attitudes. In other words, it contributes to the maintenance of employee morale. The welfare services in an industry is improve the living and working conditions of workers and families because the workers well-being cannot be achieved in isolation of his family (The committee on Labour welfare, 1969). According to Arthur James Todd (1933, P-250). "Labour 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."

CONCEPT

Labour welfare is a dynamic concept as new welfare measures are added to the existing ones along with social changes. It is also a comprehensive concept including various services, benefits and facilities offered to employees by the employers. Through such generous fringe benefits the employee makes the employee makes life worth living for employees the employee makes life worth, living for employees. Labour welfare work is work for improving the health, safety and general well being and the industrial efficiency of the workers beyond and minimum standard laid down by labour legislation (Dr. Parandikar).

The word 'labour' means any productive activity. In a broader sense, therefore, the physical, social, psychological and general well being of the working population. The term 'welfare' refers to a state of living of an individual or a group in a desirable relationship with total environment-ecological, economic and social. Thus, Labour welfare is an extension of the term welfare and its application to labour.

The modern concept of Labour welfare entails all those activities of the employers which are directed towards providing the employees with certain facilities and services in addition to wages or salaries (Chopra, K. Rakesh, 1989). Welfare includes anything that is done for the comfort and improve of employees and is provided over and above wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees longer duration. The welfare measures need not be in monetary terms only but in any kinds/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.

The concept of Labour welfare however is flexible, elastic and differs from time to time, region to region, industry to industry and country to country depending upon the value system, level of education, social customs, degree of industrialization and the general standard of the socio-economic development of people. It originated in the desire for a humanitarian approach to the suffering of the working class. Later, it became a utilization philosophy which worked as a motivating force for labour and for those who were interested in.

The concept of labour welfare has received inspiration from the concepts of democracy and welfare state. Democracy does not simply denote a form of government, it is rather a way of life based on certain values such as equal rights and privileges for all. The operation of welfare services on actual practice brings to bear on it different reflections representing the broad cultural and social conditions.

In short, Labour welfare is the voluntary efforts of the employers to establish within the existing industrial system, working and sometimes living and cultural conditions of the employees beyond what is required by law, the custom of the industry and the conditions of the market (Todd, A.J., 1933). Hence, Labour welfare is a comprehensive concept concerned with the development of the total human personality embracing physical, mental, social, psychological and spiritual aspects of the employee well being. The employers should more emphasized and focused on these rather than enhancing productivity and efficiency of the employees.

NEED OF LABOUR WELFARE MEASURES/FACILITIES

The need for the Labour welfare arises from the very nature of the industrial system, which is characterized by two basic factors:

One, the conditions under which work is carried on are not congenial for health and second, when a labour joins an industry, he has to work in an entirely strange atmosphere, which create problems of adjustments, (Kudchelkar, L.S.1979, P.10) call these factor "the long arm of the job" and "the social invasion of the factory." The approach to this problem or movement differs from country to country according to the degree of development in a particular country. However, the need for labour welfare in some way or the other is realized all over the world because of the socio-economic conditions and problems which the industrial society has thrown up.

It is note worthy that working environment in industries is such as adversely affect the employee's health because of the excessive heat of cold, dust, fumes, noise odours, and lack of inadequate of sanitation and pure air etc. All these lead to occupational hazards. These have therefore to be held in check by providing ameliorative services, Protective devices and compensatory benefits following of accidents or injury or disablement.

FEATURE OF WELFARE MEASURES

- It includes various facilities, services and amenities provided to employees for improving their health, efficiency, economic betterment and social status;
- Welfare measures are in additions to regular wages and other economic benefits available to workers due to legal provisions and collective bargaining;
- Labour welfare measures are flexible and ever changing. New welfare measures are added to the existing ones from time to time.
- Welfare measures may be introduced by the employers, government, employees or by any social or charitable agency; and
- The purpose of labour welfare is to bring about the development of the whole personality of the worker to make him a good worker and a good citizen.

DEFINITIONS

Labour welfare has been defined in various ways, though unfortunately no single definition has found universal acceptance.

- The Oxford dictionary defines labour welfare as "efforts to make life worth living of Worker."
- Another definition implies that welfare is fundamentally an attitude of mind on the part of management influencing the method by which management activities are undertaken (Hopkins, R.R, 1955). This definition emphasis obviously on the "Attitude of mind."
- In a resolution in 1947, the ILO defined Labour welfare as "Such services, facilities and amenities as adequate canteens, rest and recreation facilities, arrangements for travel to and from work and for the accommodation of workers employed at a distance from their houses and such other services amenities and facilities as contribute to improve the conditions under which workers are employed. (ILO, the Report of the committee on Labour welfare, P.8).
- The Encyclopedia of social sciences had defined labour welfare work as: "The voluntary efforts of the employers to establish within the existing industrial system, working and sometimes living and cultural conditions of the employees beyond what is required by law, the custom of the country and the conditions of the market (Todd, AJ 1933).
- The Labour Investigation committee was of the view to include under 'Labour welfare': "Any thing done for the intellectual, physical moral and economic betterment of the workers, whether by employers by government or other agencies over and above what is laid down by law or what is normally expected of the contractual benefits for which workers may have bargained."
- ILO Report refers to labour welfare as "such services facilities and amenities as may be established in or in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy, congenial surroundings and provided with amenities conducive to good health and high morale."

CONSTITUENTS/ELEMENTS OF LABOUR WELFARE

The constituents of labour welfare included working hours, working conditions, safety, industrial health insurance, workmen's compensation, provident funds, gratuity, pensions, protection against indebtedness, industrial housing, rest rooms, canteens, crèches, washing places, toilet/sanitary facilities, lunches, cinemas, theatres, music reading rooms, holiday rooms, worker's education, co-operative stores, excursions, playgrounds, scholarship and other help for education of employee's children.

CLASSIFICATION OF LABOUR WELFARE WORK

The classification of labour welfare is based on dividing industrial welfare measures into three categories:

1. Statutory
 2. Voluntary
 3. Mutual
- **Statutory welfare-** It is the product of the coercive power of the government statutory stipulations compel employers to implement welfare schemes. The government enacts rules in regard to labour welfare in order to enforce the minimum standard of health and safety of the workers. Employers have to observe the rules relating to working conditions, hours of work, hygiene, safety light, ventilation, sanitation etc. Government have increased the statutory control of labour welfare.
 - **Voluntary welfare-** It includes all those activities which employers undertake for their workers on a voluntary basis. There are some social organizations, which also undertake voluntary welfare work.
 - **Mutual welfare-** It is undertaken by the workers themselves. Some trade unions also undertake the responsibility of workers welfare.

Labour welfare is also classified under intra-mural activities and extra-mural activities. The former includes services provided inside the factory premises and the latter includes services and amenities outside the factory.

Intramural and extramural welfare activities has shown in the box.

INTRAMURAL AND EXTRAMURAL WELFARE ACTIVITIES

Intramural	Extramural
<ul style="list-style-type: none"> • Drinking water • Toilets • Creches • Washing and bathing facilities • Rest shelters • Uniforms and protecting clothing • Recreation facilities • Canteens • Subsidized food • Medical aid 	<ul style="list-style-type: none"> • Housing • Education facilities • Maternity benefits • Transportation • Sports facilities • Leave travel • Vocational training • Holiday homes • Co-operative stores • Fair price shops • Social insurance

Source: ILO Publication

BENEFITS OF WELFARE SERVICES

The important benefits of welfare services are given below:

- Welfare facilities provide better physical and mental health to the workers and make them happy;
- Such service facilities like housing scheme, medical benefits, education and recreation facilities for the worker's families help create contented worker's families. This will help them to devote mind towards their work. The gain in terms of productivity and quality of work will be large indeed;
- Employees services serve to maintain some degree of peace with the employee's union in as much as these constitute a considerable part of the bargaining package. The harmony and the good relations that result are the kingpin of higher productivity;
- Employers get stable labour force due to the provision of welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and satisfaction. they also find their work interesting;
- Employers serve the benefits of high efficiency, cordial industrial relations and low labour absenteeism and turnover;
- Labour welfare measures raise labour productivity and being industrial peace and cordial labour-management relations;
- An employer is able to attract talented workers from the labour market by providing attractive welfare facilities;
- The social evils prevalent in the labour-force such as gambling, drinking etc. are reduced. Welfare activities bring improvement in the health of the workers and keep them cheerful though entertainment facilities;
- Imbibing in the employees a sense of commitment and loyalty towards their organization;
- Improvement in the employees health and morality by motivating them to be away from alcoholism, gambling, prostitution, criminal activities in slums and so on;
- Improvement in the motivation and morale of workers which in turn create a sense of responsibility, sense of belongingness, self-confidence and self-respect in them;
- Promotional and social advantage through higher industrial efficiency, harmony and industrial democracy with a satisfied family life, higher standard of living and good status in the society;
- Motivating employees to remain with the organization as its dependable permanent workforce by reducing labour turnover and absenteeism with enhanced interest in the job;
- Improvement in the workers capacity and efficiency thus leads to higher productivity and reduced wastage and inefficiency in their part; and
- Promotion of sound industrial relation by creating a feeling among employees that they are in no way ignored by the management, so as to increase their co-operation and reduce unrest and conflict which ultimately establish industrial harmony and peace.

STATEMENT OF THE PROBLEM

In cement industry, the employees are easily liable to suffer from an accidents and health hazards. Due to the heavy dust inhalation in the manufacturing process the employees are victim of lungs diseases.

The employees efficiency and productivity will depend on the working environment as well as comfortable work place. The working environment in a industry/mines adversely affects the worker's health due to excessive heat or cold, noise, odours, fumes, dust and lack of sanitation and pure air etc. which leads to occupational hazards. Therefore, the employees has to safe guard by providing welfare measures, safety training and equipments and performance appraisal measures to improve the worker's efficiency and productivity which results in their commitment and increase loyalty. Welfare measures are the key components in the success of any organization.

OBJECTIVES OF THE STUDY

The following are the major objective of the study in Maihar Cement industry-

- To understand the various labour welfare measures available in the organization;
- Assessing the labour welfare measures prevailing in the organization;
- To find out the satisfaction levels of employees about labour welfare measures provided by the organization;
- Providing suggestions to improve the standard of employees welfare measures in the organization.

SCOPE OF THE STUDY

The study has been undertaken in the two units of Maihar cement industry covering almost all the departments at Satna district of Madhya Pradesh. It is oldest plant and diversified in various activities. This study concentrates on the Maihar cement industry only. The justification are based on the significant contribution made by this company to the nation's economy in terms of gross domestic products and employment as compared to other organization in Satna district of Madhya Pradesh.

The scope of the study is limited to employee's perceptions, attitudes and sentiments to employees welfare facilities which the company is following within the organization such as employee's awareness and employees satisfaction. The scope of labour welfare can be understood by considering both statutory and voluntary welfare measures undertaken by the employers. Therefore, the scope can not be limited to facilities within or outside the undertaking in cement industry at Satna district.

The scope of labour welfare, however can not be limited to facilities within or near the undertaking nor can it be so comprehensive as embrace the whole range of social welfare or social services." It follows therefore; that all extra-mural and intra-mural welfare undertaken by employers, the government trade unions or

voluntary organization fall within the scope of labour welfare. It brings under its purview all welfare activities and amenities related to canteen, rest and recreation facilities, medical assistance, better health, nutrition and sanitation, travel to and from work, education, housing, holiday facilities and so on. It can also include social security measures which contribute to worker's welfare such as industrial health insurance, provident fund, gratuity, maternity benefits, workmen's compensation, pensions, retirement benefits etc., which are the species of the larger family encompassed by the term "labour welfare" (Pearson, H.S. P-396)

BRIEF PROFILE OF MAIHAR CEMENT LIMITED

Maihar cement is a division of century textiles and industries Limited, a flagship company of B.K. Birla Group. The company is well diversified having interest in cement textiles, rayon, chemicals, pulp and paper. The Maihar cement was established in the year 1980 is located at Satna district and the other Maihar cement Unit No.-2 was established in the year 1995 adjacent to Maihar cement Unit No. -1 having a combined production capacity of 4.20 million tones per annum. The company sells its cement under its premium brand name BIRLA GOLD. Maihar cement is pioneer in producing blended cement i.e. Portland pozzolana cement. The motivation for the production of blended cement has been primarily with the aim of preserving limestone reserves and environment.

MISSION

- To manufacture world-class products of outstanding quality that give our customers a competitive advantage through superior products and value, so we can make every customer smile;
- To encourage people's ownership, empowerment and working under team structure.
- To attain highest level of efficiency, integrity and honesty.

VISION

To manufacture products comparable to international standards to be customer focused and globally competitive through better quality, latest technology and continuous innovation.

VALUES

- Customer's satisfaction and delight.
- Superior quality of performance.
- Concern for the environment and the community.
- Passionate about excellence.
- Fair to all.
- To provide a safe workplace and promote healthy work habits.

RESEARCH METHODOLOGY

This study covers both primary and secondary data. In this connection, 150 employees from the two units of Maihar Cement industry were selected covering almost all the departments out of 300 employees. Primary data was collected by distributing structured questionnaire consists of closed ended questions (i.e. 25 items) using 5 point scale rating from 5 (strongly satisfied) to 1 (strongly dissatisfied). The secondary data have been collected through published sources such as text books, periodicals or magazines, industry association reports & records, articles, Journals, websites, dissertation, unpublished thesis and thesis pertaining to the relevant matter of the subject under study have been surveyed.

RESEARCH DESIGN

The research is descriptive and analytical based on empirical observations and comprehensive survey.

SAMPLE DESIGN

Population: The research was conducted in the geographic regions of Satna district and the researcher was conducted among cement industry at Maihar in Satna district of Madhya Pradesh.

SAMPLING TECHNIQUE

The sample of 150 employees (non-managerial) who are below the management levels of the two units of Maihar cement industry of different departments in Satna district. Multi-stage sampling probability method was used.

RESEARCH INSTRUMENT AND DATA COLLECTION METHODS

The structured questionnaire has been designed and administered to the respondents for collecting primary data by interview method and questionnaire method. The primary data has been directly obtained from the employees and the secondary data indirectly from various sources. The data was collected by the opinion survey method.

ANALYSIS TOOLS

The statistical tools used in the study for the purpose of analysis was simple percentage, ANOVA analysis, correlation and multiple regression.

HYPOTHESIS

Ho: Provision of employee welfare facilities is not positively related to better employee satisfaction.

H1 : Provision of employee welfare facilities is positively related to better employee satisfaction.

DATA ANALYSIS AND RESULT

To conduct analysis the employees welfare facilities and its impact on employees satisfaction at Satna district in Maihar cement industry, the questionnaire was distributed to the employees. The scoring was analysed on five point scale and score was simplified in percentage as per the formula of Rao (1991) i.e.,

$$\text{Percentage score} = (\text{mean score}-1) \times 25$$

Five point scale grading were strongly satisfied, satisfied, more than average, average and strongly dissatisfied. The Table 1 and Table 2 shows the item wise mean score and percentage score of 25 items obtained in the study of employees welfare facilities and its impact on employees satisfaction in Maihar cement industry at Satna district. The study of employees welfare facilities and its impact on employees satisfaction in Maihar cement industry at Satna district was satisfied. The average mean score and percentage score of the overall of 25 items has been computed at 3.96 and 74%.

The most important factor contributing strongly satisfied are:(i) Every department has its own clean drinking water facilities (Item No.1); (ii) Employees in the organization enjoy the canteen facilities (item No. 2); (iii) The company provides facilities for children education (item No. 3); (iv) The company provide leave travel concession to you and your family (item No. 5); (v) Necessary measures to taken to prevent the accident (item No. 10); (vi) The company provides transport facilities (item No. 13); (vii)Satisfied with proper ventilation and lighting provided by the company at work place (item No. 15); (viii) Satisfied with sports club and library (item No. 16); (ix) The company have taken insurance coverage against accident on work place (item No. 22); and (x) Primary health care facilities is given to employees (item No. 23).

other important factor resulting satisfied are:

- The company provides housing facilities to their employees (item No. 6)
- The company provides health care facilities (item No. 7)
- The company provides the canteen food at subsidized rate (item No. 12)
- There is a special provision of provident fund and gratuity (item No. 17)
- Satisfied with the settlement of retirement benefits (item No. 18)
- Satisfied with payment, bonus, allowances etc. (item No. 20)
- There is clean sanitary provided by the company (item No. 21)
- Whether the canteen food is hygienic (item No. 24)

The factor resulting more than average score are:

- (i) The company provides uniform and shoes (item No. 4)
- (ii) Satisfied with recreational facilities (item No. 9)
- (iii) The company always welcomes suggestion on the welfare activities (item No. 11)
- (iv) The company provide housing and education loans (item No. 14)
- (v) There is a special medical aid (item No. 19)
- (vi) The company provides separate rest and lunch rooms (item No. 8)
- (vii) Voluntary benefits provided by company (item No. 25)

Table-1 shows item wise mean score, percentage score and responses of employees welfare facilities and its impact on employees satisfaction in Maihar cement industry at Satna district and Table-2 shows categories wise items of employees welfare schemes and its impact on employees satisfaction in Maihar cement industry at Satna district.

TABLE 1: ITEM WISE MEAN SCORE, PERCENTAGE SCORE & RESPONSES OF EMPLOYEE’S WELFARE FACILITIES AND ITS IMPACT ON EMPLOYEE’S SATISFACTION

S. No.	Statements	Mean Score	% Score	Responses
1.	Every department has own clean drinking water facilities.	4.25	81.25	SS
2.	Employees in the organization enjoy the canteen facilities.	4.22	80.5	SS
3.	The company provides facilities for children education.	4.21	80.25	SS
4.	The company provides uniform and shoes	3.46	61.50	MA
5.	The company provides leave travel concession to you and you family	4.28	82	SS
6.	The company provides housing facilities	3.95	73.75	S
7.	The company provides health care facilities	3.98	74.50	S
8.	The company provides separate rest and lunch rooms	3.51	62.75	MA
9.	Satisfied with recreational facilities	3.48	62	MA
10.	Necessary measures to taken to prevent the accident	4.31	82.75	SS
11.	The company always welcomes the suggestion on the welfare facilities	3.50	62.5	MA
12.	The company provides the canteen food at subsidized rate	4.12	78	S
13.	The company provides transport facilities	4.33	63.5	SS
14.	The company provides housing & educational loans	3.54	63.5	MA
15.	Satisfied with proper ventilation and lighting provided by the company at work place	4.38	84.5	SS
16.	Satisfied with sports club and library	4.42	85.5	SS
17.	There is a provision of provident fund and gratuity	3.88	72	S
18.	Satisfied with the settlement of retirement benefits.	4.07	76.75	S
19.	There is special medical aid	3.49	62.25	MA
20.	Satisfied with payment, bonus, allowances etc.	3.82	70.5	S
21.	There is clean sanitary provided by the company	3.80	70	S
22.	The company have taken insurance coverage against accidents on work place	4.38	84.5	SS
23.	Primary health care facilities is given to employees	4.36	84	SS
24.	Whether the canteen food is hygienic	3.90	72.5	S
25.	Voluntary benefits provided by company	3.57	64.25	MA

Source : Primary Data.

Note: Strongly satisfied (SS) Satisfied (S), More than average (MA), Average (A), Strongly dissatisfied (SD)

TABLE 2: CATEGORIES WISE ITEMS OF EMPLOYEE WELFARE FACILITIES AND ITS IMPACT ON EMPLOYEES SATISFACTION

S. No.	Statement	Percentage	Item No.	Total No. of Items
1.	Strongly satisfied	80 and above	1,2,3,5,10,13,15,16,22,23	10
2.	Satisfied	70 and above	6,7,12,17,18,20,21,24	08
3.	More than Average	60 and above	4,8,9,11,14,19,25	07
4.	Average	50 and above	Nil	Nil
5.	Strongly Dissatisfied	Less than 40	Nil	Nil

Source: Primary data.

The hypothesis of the study have provided the basis for analyzing data in a meaningful manner. To test the hypothesis, total score was calculated for each employees welfare facilities variables. Many statistical methods, in particular, the parametric on presumes a (at least, approximate) normal distribution of the variables. That is, for the purpose of using parametric statistics (e.g. Karl Pearson Correlation, ANOVA) and Regression analysis, normal distribution of variables is need in this study.

Multiple regression analysis was used to assess the relationship between one dependent variable and several independent variables. Multiple regression analysis has been done for testing hypothesis with ‘Enter method’ in this study. The adjusted R square give more accurate information about the fitness of the model, share of variation in the dependent variable explained by the variation in the independent variables. In this study, the adjusted R square, F-value and t-values from the SPSS output have been used to interpret the results of regression analysis.

Finally the results of the study was analyzed on the basis of descriptive statistics, correlation and multiple regression analysis. Regression analysis is a statistic technique used to investigate the relationship between a dependent variable and one or more independent variable. Regression analysis is used to check the strength of relationship among variables. In regression analysis, t-test is used to find the level of significant and R square test is used. R square test tells that how much dependent is affected by the independent variables. At the last, the present study employed the t-test to check the overall relationship of the independent variables with dependent variable.

Table 3 demonstrates the correlation coefficient for dependent variable i.e. employee’s satisfaction and independent variable i.e. twenty five dimensions of employees welfare facilities. Pearson Correlation coefficient illustrates that there is positive relationship between most of the independent variables and employee’s satisfaction. Correlation coefficient of seventeen independent variable are significant at 1% significant level. The relationship between employees welfare facilities and employees satisfaction is positive but not significant at significance level of 1% and 5%.

TABLE 3: RESULTS OF PEARSON CORRELATION FOR DIMENSIONS OF EMPLOYEES WELFARE FACILITIES AND EMPLOYEE'S SATISFACTION

S.No.	Independent variable (dimensions of employees welfare facilities)	Dependent variable (employee satisfaction)
1	Clean drinking water facilities	0.380**
2	Enjoying canteen facilities	0.353**
3	Children education facilities	0.208**
4	Supply of uniform and shoes	0.203**
5	Leave travel concession	0.328**
6	Housing facilities	0.289**
7	Health care facilities	0.138*
8	Separate rest and lunch rooms	-0.387**
9	Recreational facilities	0.342**
10	Necessary measure to taken to prevent the accident	0.028
11	Always welcomes suggestion on the welfare activities	0.380**
12	Canteen food at subsidized rate	0.028
13	Transport facilities	0.217**
14	Housing and educational loans	0.186**
15	Proper ventilation & lighting at work place	0.247**
16	Satisfied with sports club and library	0.219**
17	Provision of provident fund and gratuity	0.377**
18	Settlement of retirement benefits	0.361**
19	Special medical aid	0.222**
20	Satisfied with payment, bonus, allowances etc.	0.198**
21	Clean sanitary	0.237**
22	Insurance coverage against accidents on work place	0.201**
23	Primary health care facilities	0.038
24	Whether the canteen food is hygienic	0.296**
25	Voluntary benefits	0.364**

** Significance at the 0.01 level (2-tailed)

* Significance at the 0.05 level (2-tailed)

In connection with hypothesis H₁, regression analysis was conducted with employee's satisfaction as the dependent variable and twenty five dimensions of employee welfare facilities as the independent variables. Results shows that the adjusted R square value in 0.240 and F value is 8.7641 that is significant at P=0.000, these numbers reveal that 24% of total variance in employee's satisfaction is explained by twenty five dimensions of employee welfare facilities (See table-4) Clean drinking water facilities (t=3.542; p=0.00); canteen facilities (t=4.508; p=0.000); Facilities for children education (t=-2.252; p=.011); Facilities for leave travel concession (t=3.617; p=0.000); Housing facilities (t=1.760; p=0.002); Health care facilities (t=3.068; p=0.003); Necessary measures to taken to prevent the accident (t=2.563; p=0.01); Canteen food at subsidized rate (t=2.940; p=0.004); Transport facilities (t=3.344; p=0.001); Proper ventilation and lightening at work place (t=3.175; p=0.002); Sports club and library facilities (t=2.940; p=0.000); Provident fund and gratuity (t=2.563; p=0.000); Special medical aid (t=3.341; p=0.10); Satisfied with payment, bonus, allowances etc (t=3.068; p=0.000); Insurance coverage against accidents (t=2.872; p=0.01); Clean sanitary facilities (t=3.082; p=0.001) and primary and health care facilities (t=3.175; p=0.003); emerged as the most significant variable in explaining the variance in employee's satisfaction (See table-4).

Results of regression analysis support the hypothesis H₁ that provision of employee welfare facilities is positively related to better employee satisfaction. Thus, null hypothesis H₀ is rejected and its alternative H₁ that provision of employee welfare facilities is positively related to better employee satisfaction is supported by data set.

TABLE 4: REGRESSION MODEL SUMMARY

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.0508 ^a	.258	.240	2.8844

ANOVA^b

Model	Sum of Square	DF	Mean	F	Sig.
Regression	0.480	25	0.52		
Residual	1.276	124		8.7641	0.000 ^a
Total	1.756	149	.008		

COEFFICIENTS^a

Model	Unstandardized Coefficients			Standardized Coefficients	t	Sig.
	B	Std. Error	Beta			
1 (Constant)	14.474	1.600	.129		5.887	.000
Every department has own clean drinking water facilities	.415	.236	.122		3.542	.000
Employees in the organization enjoy the canteen facilities	.887	.287	.198		4.508	.000
The company provides facilities for children education	.767	.255	.248		-2.252	.001
The company provides Uniform and shoes	1.041	.312	.268		3.341	.632

COEFFICIENTS^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
The company provides leave travel concession to you and you family	.845	.257	.255	3.617	0.00
The company provides housing facilities	.817	.276	.248	1.760	0.002
The company provides health care facilities	.803	.315	.239	3.068	0.003
The company provides separate rest and lunch rooms	.617	.441	.141	1.399	.165
Satisfied with recreational facilities	.717	.421	.184	1.701	0.91
Necessary measures to taken to prevent the accident	-.274	.247	.091	2.563	.010
The company always welcomes the suggestions on the welfare facilities	.761	.399	.190	-1.907	.080
The company provides the canteen food at subsidized rate	.885	.287	.195	2.940	.004
The company provides the transport facilities	.766	.258	.259	3.344	.001
The company provides housing & educational loans	.761	.399	-.189	-1.904	.060
Satisfied with proper ventilation and lighting provided by the company at work place	1.038	.311	.267	3.175	.002
Satisfied with sports club and library	.835	.250	.255	2.940	.000
There is a provision of provident fund and gratuity	.818	.278	.246	2.563	.000
Satisfied with the settlement of retirement benefits	-.379	.456	-.093	-.825	.411
There is special medical aid	.802	.313	.238	3.341	0.010
Satisfied with payment, bonus, allowances etc.	.747	.246	.259	3.068	.000
There is a clean sanitary provided by the company	.415	.236	.129	3.082	.000
The company have taken insurance coverage against accidents on work place	.617	.316	.340	2.872	.001
Whether the canteen food is hygienic	.710	.421	.183	1.708	.091
Primary health facilities is given to employees	.862	.272	.198	3.175	0.003
Voluntary benefits provided by the company	.604	.442	.147	1.399	.164

FINDINGS AND CONCLUSION

The study of employees welfare facilities and its impact on employees satisfaction in Maihar cement industry at satna district was satisfied. The average mean score and percentage score of the overall of 25 items has been computed at 3.96 and 74. Results shows that the adjusted R square value is 0.240 and F-value is 8.7641 that is significant at P=0.000, these number reveal that 24% of total variance in employees satisfaction is explained by twenty five dimensions of employee welfare facilities. As per the study it was observed that Maihar cement industry at Satna district provided various welfare facilities to their employees and also followed the implementing rules and regulation by the state and central government.

Even today's scientific development of modern techno- production methods, higher productivity depends on employees/workers. If they are rightly directed and provided a good housing, health and family and health care, hygienic canteen facilities, education and safety training facilities etc. enables the employees to live a richer and more satisfactory life and contributes to the productivity of labour efficiency of the company, reduced high rate of labour turnover or absenteeism and helps in maintaining industrial peace. Hence steps need to be taken on a larger scale to improve the quality of life of the employees for providing better welfare facilities in the organization. Employees welfare facilities in an industrialized society has far reaching impact not only on the work-force but also all the facets of human resources. Thus, employee welfare includes all such activities which not only secures existential necessities but also ensures improvement in spiritual and emotional quotient. It comprises of short term and long-term goals towards building human society.

SUGGESTIONS

- The management should improve the quality of the food stuff which is provided in the canteen so it will improve the health of the employees/workers and put their efforts in their day to day activities;
- For the transport services, the management should also provide conveyance facilities timely to the workers, so as to enable them to attend their duties promptly;
- The management should create awareness of all the welfare measures/facilities which are existing in their company;
- The management should provide recreational facilities periodically, so that the workman will show enthusiasm in their duties;
- The management should take initiative to educate its workman, the provision of the factories act, 1948;
- A welfare fund should be constituted by the company leads a helping hand to needy employees at times of financial crisis;
- The governing committee should be constituted consisting of management as well as elected representatives of the workman;
- Apart from financial assistance for treatment of specified diseases retirement benefits, death benefits etc. the fund should be also linked with Group medical insurance through which members and their dependents can avail cashless facility/reimbursement fee inpatient treatment;
- A recreation club should be working to boost the creative talents of employees and their children in the field of arts and sports;
- A community hall with a seating capacity of more than 300 should be constructed in the township;
- While making employees welfare policies, employee needs and motivation should be given due importance by the management;
- The employee welfare policies should be guided by idealistic morale and human value;
- Employers should make efforts to give workers some voice on the choice of welfare activities so long as it does not amount to dictation from workers;
- The employer should identify the employees problems and to discover what kind of help is necessary to solve it and when to provide this help are all necessary in planning labour;
- The management should be required to provide good welfare facilities to all employees in such way that employees become satisfied about their jobs;
- Regular and routine check-up of medical facilities should be given to all employees for healthy, happy to boost their morale and bring little diversion from their continuous routine work and to retard stress of the employees and minimize the absenteeism and to keep the employees more immunized and fit enough;
- The employer should be more committed to promote welfare facilities as it creates more efficiency, effectiveness and high morale of employees for productivity of the company; and
- The employer should provide better working environment and safety device in the organization.

LIMITATIONS AND FUTURE RESEARCH OF THE STUDY

- The study is only limited to the Maihar cement industry at satna district because it collects data only for employees of two units of Maihar cement industry. So, the results of this study may not be valid for other cement industry in Satna district.
- The employee welfare facilities discussed in the study are very limited in numbers. These welfare facilities are taken from the research work already done by different researchers but at the same time many organization might not be familiar with these practices.

The outcome of the study may help the organization to differentiate the satisfying factors from dissatisfying one's and to take effective steps to improve the employees welfare facilities which in turn will increase the employees efficiency, morale and productivity. The results of the research although valid for the

employees considered for the study and for the type of company, the results may not be fully valid for the country overall. Therefore, it is suggested for further research and improvement.

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