

A STUDY ON EMPLOYEE SATISFACTION ON WELFARE FACILITIES

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ABSTRACT: This study aims to find out the satisfaction of the employee, whether the company is providing welfare facilities. Looking back into the history of welfare facilities for employees in an organization, they have always and will keep playing a pivotal role in enhancing employee morale. The welfare schemes in every organization facilitate impetus for employee and employer relations. Employee satisfaction level of welfare facilities means “To take care of well being of workers by employers, trade unions and governmental agencies. It’s besides removing dissatisfaction help to develop loyalty in workers towards the organization. Welfare facilities help in motivating and retaining employee within the organization. This includes arrangements for protection from dangerous machines, extreme temperatures, firefighting.

Keywords: Employee satisfaction, welfare facilities, Organization

DEFINITION OF WELFARE:

Welfare means faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. The term welfare is a relative concept, relative in time and space. It, therefore, varies from time to time, region to region and from country to country.

Labour welfare refers to taking care of the well-being of workers by employers, trade unions and governmental and non-governmental agencies. Recognizing the unique place of the worker in the society and doing good for him/her, retaining and motivating employees, minimizing social evils, and building up the local reputation of the company are the argument in favour of employee welfare.

Welfare facilities help in motivating and retaining employees, mostwelfare facilities are hygiene factors which, according to Herzberg, create dissatisfaction if not provided. Welfare facilities besides removing dissatisfaction help develop loyalty in workers towards the organization.

OBJECTIVES OF STUDY

PRIMARY OBJECTIVES

To determine the awareness and level satisfaction of the employees towards the welfare measures, working conditions and social security schemes provided by the organization to the employees.

SECONDARY OBJECTIVES

- To study on employee satisfaction on welfare facilities.
- To evaluate the level of employee satisfaction.
- To know the employee satisfaction towards working environment.
- To know various welfare facilities provided by organization to their employees.
- To know the employee satisfaction on canteen facilities.
- To study various factors that influence employee satisfaction.

SCOPE OF THE STUDY

The researcher has given insight into various organization environment factors. This study will also help the management to reduce the job related problems, increase motivational activities and develop the employees in such a way that their career goals are achieved. This is an opportunity for the employees to give their feedback which aids the management will do some alteration in the future welfare and other further facilities.

The suggestions and recommendations are also given at the end of the report. The result of the study helps the management to know about the shortcoming in managing employees and that also encourage them to take action to reduce their shortcomings.

LIMITATION OF THE STUDY:

1. The welfare schemes become the driving force to work.
2. Fear of employee leaving the organization.
3. Increases the budget of the company.

4. Employee may even leave the organization.
5. To maintain a competitive edge in the market.

REVIEW OF LITERATURE

The study by Gani (1993) stressed upon the importance of non-wage incentives, which comes under the purview of non-statutory labour welfare facilities. Moreover the various aspects of the job in which majority of the workers were highly dissatisfied are part of labour welfare facilities. It determined the level of job satisfaction experienced by workers. However the research did not study the influence of the dimensions of quality of work life or in other words the labour welfare facilities on job satisfaction, nor did it study the influence of personal variables, hierarchy, and that of statutory and non statutory welfare facilities on job satisfaction.

Sharan (1980) conducted a study on working conditions and job satisfaction. Six aspects of working conditions studied were wages, job security, benefits, promotional prospects, physical atmosphere at work, and social relationship with immediate bosses. The researcher found that the accumulative effects of these adverse working conditions have rendered work unpleasant for the respondents. Further it was found that if these working conditions show any marked improvement particularly in wages, then the respondent's satisfaction with their job is likely to improve considerably.

A study by Kumar and Yadav (2002) titled Satisfaction Level from Labour Welfare Schemes in Sugar Factories in Gorakhpur Division, examined the labour welfare schemes in the eight State government and private sector sugar factories of the Gorakhpur Division in Uttar Pradesh. Based on stratified random sampling, 240 workers were interviewed from these sugar factories, using a well-structured interview schedule.

According to Todd "Employee welfare means anything done for the comfort and improvement, intellectual or social, of the employee over and above the wages paid which is not a necessity of the industry. Employee satisfaction is the terminology used to describe whether employee are happy, contented and fulfilling their desires and needs at work".

TYPES OF WELFARE ACTIVITIES

1. Welfare inside the work place.
2. Welfare outside the workplace.

1. Welfare Facilities inside the Work Place

- a) Conditions of the work Environment
- b) Conveniences
- c) Worker's Health Services
- d) Women and Child Welfare
- e) Workers' recreation
- f) Economic services
- g) Labour management participation
- h) Workers education

2. Welfare Facilities outside the Work Place

- a) Water, sanitation, waste disposal.
- b) Roads, lighting, parks, recreation, playgrounds.
- c) Schools: nursery, primary, secondary and high school.
- d) Markets, co operatives, consumer and credit societies.
- e) Bank
- f) Transport
- g) Communication: post, telegraph and telephone.

5 DIFFERENT CATEGORIES OF LABOUR WELFARE

- (a) intra- mural
- (b) Extra-mural
- (c) Statutory Facilities
- (d) Mutual Facilities
- (e) Voluntary

Intra-mural facilities

Intra-mural activities consist of facilities provided with in the factories and include medical facilities, compensation for accidents, provision of crèches and canteens, supply of drinking water, washing and bathing facilities, provision of safety measures, activities relating to improving conditions of employment, and the like.

Extra-mural facilities

Extra-mural activities cover the services and facilities provided outside the factory such as housing accommodation, indoor and outdoor recreational facilities, amusement and sports, educational facilities for adults and children, and the like. It may be stated that the welfare activities may be provided by the employer, the government, non-government organization and the trade unions, while, what employees provide will be started later; the activities undertaken by other agencies are mentioned here.

Statutory Facilities:

Under this category, welfare facilities are provided according to the labour legislations passed by the Government. The nature and coverage of these facilities vary from country to country. Again these facilities may be either intra-mural facilities or extra-mural facilities.

These facilities must be provided by all the employers and cannot be ignored. Any contravention of the statutory provisions shall render the employer punishable under the Act concerned.

Mutual Facilities:

These facilities are usually outside the scope of the statutory facilities. These activities are voluntarily undertaken by the workers themselves for their own interest. As such the employer has no say in it.

Voluntary:

The facilities which are voluntarily provided by the employers come under this category. Hence these are not statutory. No doubt, the activities under this category ultimately lead to increase in the efficiency of workers.

THE PRINCIPLES OF LABOUR WELFARE PROGRAMME:

1. The programme should satisfy real needs of the workers.
2. The programme should be such as can be handled best by a group approach.
3. The employer should not assume a benevolent posture.
4. The cost of the programme should be calculable and its financing established on a sound basis.
5. The management should ensure.
6. Evaluation of the programme and necessary timely improvement on the basis of feedback.

AIMS OF EMPLOYEE WELFARE WORK

Labor welfare work aims at providing, such service facilities and amenities which enable the employees employed in industries / factories to perform their work in a healthy, congenial surrounding conducive to good health and morale.

Employee welfare aspects can be considered into negative and positive aspects. IN the negative side, employee welfare is concerned with counteracting the harmful effects of the large scale industrialization on the personal, family and social life of the worker. In its positive side, it deals with the provision of opportunities for the worker and his family for a socially and personally good life.

BENEFITS OF WELFARE**Cleanliness**

Every organization shall keep by daily sweeping or washing the floors and work rooms and by using disinfectant where necessary. Walls, doors, and windows shall be repainted or varnished at least once in every 5 years.

Disposal Of Wastes And Effluents

Effective arrangements shall be made for the disposal of wasted and or making them innocuous.

Ventilation

Effective arrangements shall be made for ventilation. So as to provide comfort to the employee in there working environment

Drinking Water

There shall be effective arrangements for wholesome drinking water employees at convenient points. If their number is more than 250 then the arrangement shall be make fir cool drinking water during hot weather.

Latrines And Urinals

There shall be sufficient number of latrines and urinals, clean, well ventilated, conveniently situated and built according to prescribed standards separately for male and female employees.

Non Statutory Benefits

Non – statutory welfare has been perceived to bring allegiance to the organization that has bestowed facilities to bring allegiance to the organization that has bestowed facilities to the employees. The assumption generally has been that increased allegiance and loyalty to the organization will result in high productivity.

FEATURES OF EMPLOYEE WELFARE

1. Employee welfare includes various facilities services and amenities provided to employees for improving their health, efficiency, economics betterment and social status.
2. Welfare measures are in addition to regular wages and other economic benefits available to employees due to legal provisions and collective bargaining.
3. Lab our welfare measures are flexible and ever – changing new welfare measures are added to the existing ones from time to time.
4. Welfare measures may be introduced by the Employers, Government, and Employees or by any Social or charitable agency.
5. The purpose of lab welfare is to bring about the development of the whole personality of the worker to make him a good worker and a good citizen.

PRINCIPLES FOR SUCCESSFUL IMPLEMENTATION OF WELFARE ACTIVITIES

- a. Adequacy of Wages
- b. Social Liability of Industry
- c. Impact on Efficiency
- d. Increase in Personality
- e. Totality of Welfare
- f. Co-ordination or Integration
- g. Democratic Values
- h. Responsibility
- i. Accountability
- j. Timely

PERCEPTIVE OF LABOUR WELFARE ACTIVITIES

The focus on the labour welfare Activities has led to a growing interest by stakeholders who have started to identify the problem of the labour welfare and formulate their position. The main stake holders are the enterprises investors, employees, trade unions and governments.

CONCLUSION

India introduced liberal industrial policy which is aimed at stepping up industrial growth promoting modernization and technological up gradation to make industrial competitive in both domestic and global market. In this perspective enterprises have to improve their production and productivity which is possible with the satisfaction of labour.

Even today's scientific development of modern techno- production methods higher productivity depends on workers. If they are rightly directed and fully used, it would make a great contribution to the prosperity of the enterprise.

The high rate of labour absenteeism in Indian industries is indicative of the lack of commitment on the part of the workers. This can be reduced to a great extent by provision of good housing, health and family care canteens, educational and training facilities, provision of welfare activities enables the workers to live a richer and more satisfactory life and contributes to the productivity of labour, efficiency of the enterprise and helps in maintaining industrial peace. Hence steps need to be taken on a larger scale to improve the quality of life of the workers.

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