

# INFLUENCE OF WELFARE MEASURES ON JOB PERFORMANCE AMONG SANITARY EMPLOYEES

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**Abstract:** The research tries to identify the influence of welfare measures on job performance among sanitary employees in Cuddalore district. Sample size was 50 in all obtained through convenience sampling technique. Researcher designed questionnaire is with 5 point scale in the continuum of agreeing. Reliability of this tool is 0.82 and 0.88. Path analysis was used for data analysis. The analysis found that there is no influence of duty facilities and work-hour facilities on job satisfaction among sanitary employees. From the path analysis, it is found that job satisfaction was influenced by monitory facilities. It is also found that job performance was influenced by job satisfaction among sanitary employees in Cuddalore district. The results indicated that better working environment is essential to motivate the workers to work effectively in the corporation and also provide adequate safety training. It will ultimately lead to job satisfaction and employees' job performance among sanitary employees in Cuddalore district.

**Keywords:** Monitory Facilities, Duty Facilities, Work-Hour Facilities, Job Satisfaction, Job Performance and Sanitary Employees.

## 1. INTRODUCTION

The term 'Employee Welfare' refers to the facilities provided to employee of an organization such as canteens, rest rooms and recreation facilities, housing and all other services that contribute to his well being and to improve his work efficiency. The concept of 'employee welfare', though flexible and elastic, differs widely with time, region, industry, social values and customs, degree of industrialization, the general socio-economic development of the people and the political ideologies prevailing at a particular time globally.

Labour welfare activities are largely influenced by humanitarian principles and legislation in any country. Any country, which is interested in developing their economy through industrial development, focuses more towards worker's welfare. In India, before the introduction of welfare and other legislation, the conditions of the labour were miserable. Exploitation of child labour, long hours of work, bad sanitation and absence of safety measures were the regular features of factory life in India.

Since word 'labour' means any productive activity, in a broader sense the phrase 'labour welfare' means the adoption of the measures to promote the physical, social, psychological and general well being of the working population. Welfare measures for workers in any industry any or should aim at improving the working and living conditions of workers and their families. So, labour welfare is very comprehensive and includes various types of activities undertaken for the economy, social, intellectual or moral benefit of the labour community.

The concept of labour welfare, though flexible and elastic, differs from time to time, region industry to industry and country to country depending upon the value system level of education, degree of industrialization, social customs and general standard of the socio-economic development of people. It is also related to the political situation in a country. The implementation of labour welfare measures in based of the age group gender, socio-cultural background, marital status, economic status and educational level of employees in the various industries.

The word “performance” is used frequently in companies, among human resources personnel and in industrial psychology and management. Regardless of its importance and popularity, it is seldom clearly defined (Neely, Gregory & Platts, 1995).

Job performance is usually described in terms of observable and non-observable behaviour which can be appraised (Viswesvaran, Ones & Schmidt, 1996). It is a multidimensional concept which describes how one completes a task, focusing on efficiency, skills used, initiative and utilized resources (Rothmann & Coetzer, 2003). Job performance is an action that involves process and product (final output). The individual process can be influenced by an organizations’ overall performance. It is not only actions that determine one’s performance but also external factors such as resources, organizational culture and economic, political and social factors (Van der Linde, 2005).

## 2. REVIEW OF LITERATURE

**Saminathan, et al. (2019)** found that job motivation is influenced by welfare measures, but safety measures does not influence on job motivation. It is also found that job satisfaction is influenced by welfare measures and job motivation among sanitary employees in Cuddalore district. Hence, it is concluded that the better working environment is essential to motivate the workers to work effectively in the corporation and also provide adequate safety training. It will ultimately lead to job motivation and employees’ satisfaction among sanitary employees in Cuddalore district.

**Jayanthi, et al. (2012)** examined the significance and objectives of Labour Welfare. The researchers felt that it is necessary to study the impact of labour welfare as it helps to promote industrial relations and to reduce the level of absenteeism in an organization. They explored the aspects like the various Labour Welfare provided by the Salem Steel Plant to its employees and the attitudes of the worker’s towards the various welfare provided by the Industry. This study designed to provide an understanding of statutory and Non statutory welfare measures on employees of Salem Steel Plant and analyzed the impact of Labour Welfare of the productivity of Salem Steel plant. The findings showed that Labour Welfare creates a good impression of workers on employers.

**Rama Satyanarayana and Jayaprakash Reddy (2012)** carried out a research to know the satisfaction levels of employees about labour welfare measures in KCP Limited. For the purpose of the study, convenience random sampling method was adopted. Out of 925 employees, 90 were selected covering almost all the departments. A questionnaire was used to collect primary data. The results of the research reveal that majority of the employees are satisfied with all the welfare measures provided by the organization. The overall satisfaction level of employees about welfare measures cover under study is satisfactory. However, a few are not satisfied with welfare measures provided by the organization. Therefore it is suggested that the existing welfare measures may be improved further. Such welfare measures enrich the employees’ standard of living and their satisfaction levels.

**Swapna (2011)** addresses social responsibility of the business in light of labour welfare with special reference to Singareni Collieries Company Limited. The linkages and the ethical considerations involved in employee welfare have been addressed with implications for labour welfare. The concept of social responsibility in its narrow contours has been equated with economic welfare. Conceptually as well as operationally, labour welfare can achieve through social responsibility, which in turn is closely linked to the concept of social welfare and the role of the state. Hence in this way, it is understood the importance of social responsibility towards labour welfare.

**Banu and Ashifa (2011)** on Labour Welfare Measure in Public Sector transport Corporation threw a light on welfare measures followed in Public Sector Transport Corporation. They analyzed the various dimensions of labour welfare measures that are perceived to the labours. They highlighted the perception and level of satisfaction of the labours regarding the various labour welfare measures and the methods to improve the labour welfare schemes in Public Sector transport Corporation.

**Shobha Mishra and Manju Bhagat (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. The principle for successful implementation of labour welfare activities is nothing but an extension of democratic values in an industrialized society.

**Randhir Kumar Singh (2009)** studied the welfare measures and its impact on manpower productivity. He states that there is a difficulty in arriving at the homogeneity concerning labour due to difference in scale, energy, training, environment, incentive, rates of pay etc. The ratio of output to labour is universally acknowledged to have some uniformity. He has found that there is a correlation between the welfare measures and manpower productivity i.e. if the proper welfare measures are taken then the productivity of the employees will increase and ultimately the profit of the organization will increase. The welfare measures increases the productivity of the organization as well as it enhances the morale and motivation of the employees which gives a positive impact on the efficiency level of the organization.

### 3. RESEARCH METHODOLOGY

#### Research Design

To obtain better answer to the research question, a proper research design is to be framed (Cooper & Schindler 2001; Davis & Cosenza 1988). Descriptive research design has been adopted for the present study. Descriptive study is a fact-finding investigation with adequate interpretation. It focuses on particular aspects or dimensions of the problem studied. It is designed to get the descriptive information and provided information and formulation of more sophisticated studies.

#### Framework of the Study

This framework of the study is unique in introducing the outcome variable job performance, mediator variable job satisfaction and independent variable welfare measures. A welfare measure was classified into three factors such as Monitory Facilities, Duty Facilities and Work-Hour Facilities.

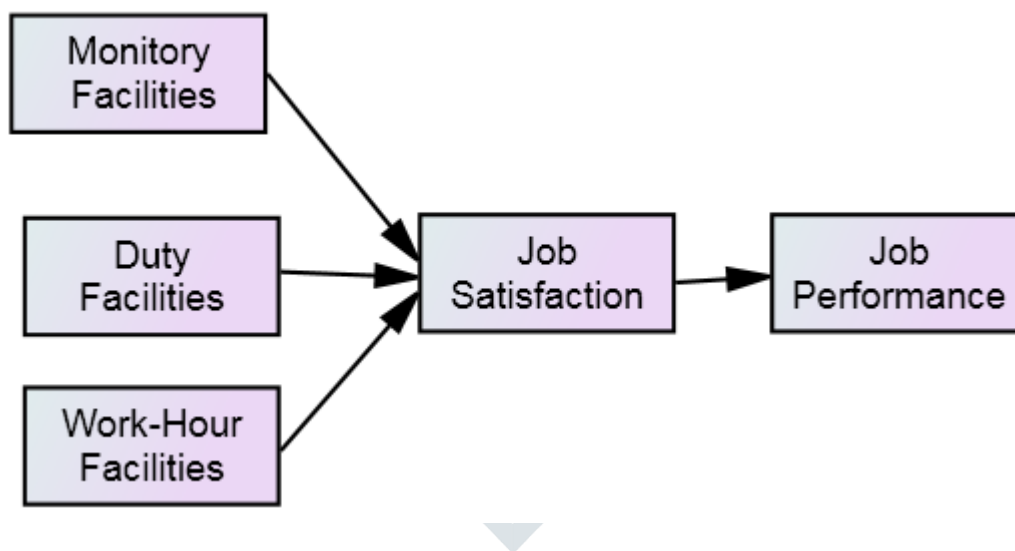


Figure 1: Conceptual Framework

#### Objective of the Study

- To identify the influence of factors of welfare measures on job satisfaction among sanitary employees in Cuddalore district.
- To discover the influence of job satisfaction on job performance among sanitary employees in Cuddalore district.

#### Hypotheses of the Study

- There is no influence of factors of welfare measures on job satisfaction among sanitary employees in Cuddalore district.
- There is no influence of job satisfaction on job performance among sanitary employees in Cuddalore district.

#### Sampling Technique

Convenience sampling technique was adopted for the study. Srivastava (2008) there is only a less effort need to collect the data. Actually no pre plan of executing is there.

### Questionnaire Construction

S.No.	Variable	Author
1	Welfare Measures	Self Design
2	Job Satisfaction	Self Design
3	Job Peformance	Self Design

### Data Collection

The sample size of the study is 50 in all. The study was conducted in Cuddalore district, Tamil Nadu. Questionnaire with 5 point scale is used.

### Reliability

For all the items in the questionnaire design the alpha was 0.82 to 89. This indicates high reliability of the items in the questionnaire. With these results the consistency, dependability and adoptability are confirmed.

### Statistical Tool Used

Path analysis was adopted in this study. It is used to know the correlation and regression of independent variables with respect to job satisfaction. Likewise the outcome variable was job performance, mediator variable was job satisfaction and independent variable was welfare measures. A welfare measure was classified into three factors such as Monitory Facilities, Duty Facilities and Work-Hour Facilities.

## 4. ANALYSIS AND INTERPRETATION

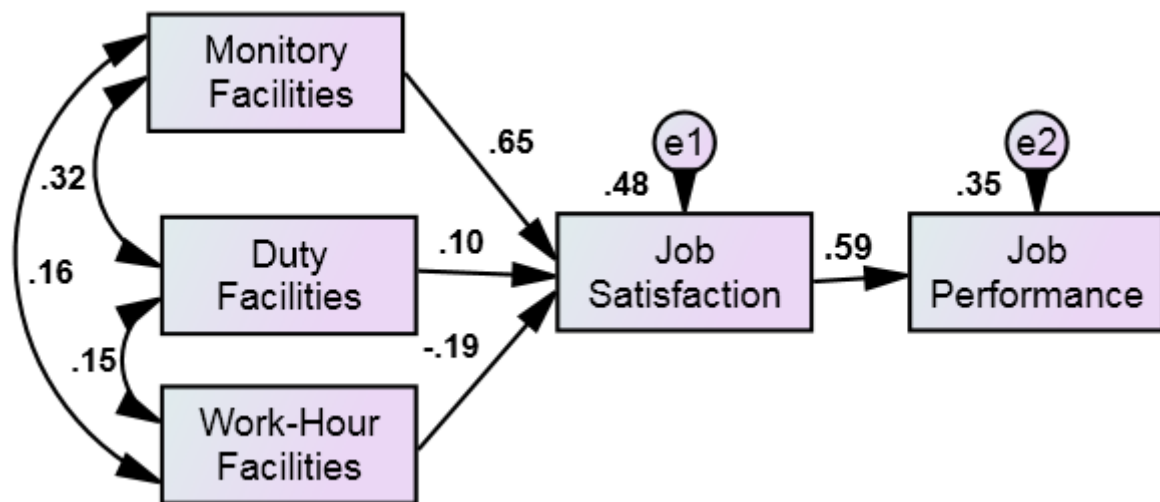


Table 1: Model Fit Indication

Indicators	Observed Values	Recommended Values (Premapriya, et al. 2016)
Chi-Square	2.324	---
p	0.172	Greater than 0.050
GFI	0.999	Greater than 0.90
AGFI	0.934	Greater than 0.90
CFI	0.996	Greater than 0.90
NFI	0.993	Greater than 0.90
RMSEA	0.008	Less than 0.080

Source: Primary data

Figure 1: Path analysis of sanitary employees' welfare measures

The above model fit table found that the calculated chi-square value was 2.324. The p value was greater than five percent level. This result was perfectly fit (Velaudham and Baskar, 2015). The Goodness of Fit Index value and Adjusted Goodness of Fit Index values were greater than 0.90. The calculated



Comparative Fit Index and Normed Fit Index values were greater than 0.90. It was found that Root Mean Square Error of Approximation value was less than 0.080. The above indicators indicate that it was perfectly fit (Velaudham and Baskar, 2016) and (Premapriya, et al. 2016).

**Table 2: Regression Weights**

DV		IV	Estimate	S.E.	C.R.	Beta	P
Job Satisfaction	<---	Monitory Facilities	0.407	0.064	6.387	0.650	0.001
Job Satisfaction	<---	Duty Facilities	0.093	0.092	1.012	0.103	0.312
Job Satisfaction	<---	Work-Hour Facilities	-0.145	0.076	-1.897	-0.185	0.058
Job Performance	<---	Job Satisfaction	0.906	0.160	5.659	0.593	0.001

Source: Primary data

**H<sub>0</sub>:** Monitory facilities do not influence by job satisfaction.

**H<sub>A</sub>:** Monitory facilities influence by job satisfaction.

Through the path analysis, regression weight as the value of CR is 6.387. The Beta value is 0.650 which indicates that 65 percent of influence is through monitory facilities towards job satisfaction. The p value is 0.01; here the p value is less than 1% and the hypothesis is rejected; hence, it can be concluded that the monitory facilities positively influences job satisfaction.

**H<sub>0</sub>:** Duty facilities do not influence by job satisfaction.

**H<sub>A</sub>:** Duty facilities influence by job satisfaction.

Through the path analysis, regression weight as the value of CR is 1.012. The Beta value is 0.103 which indicates that 10.3 percent of influence is through duty facilities towards job satisfaction. The p value was 0.312; here the p value was greater than 5% and the hypothesis was accepted; hence, it can be concluded that the duty facilities does not influences job satisfaction.

**H<sub>0</sub>:** Work-hour facilities do not influence by job satisfaction.

**H<sub>A</sub>:** Work-hour facilities influence by job satisfaction.

Through the path analysis, regression weight as the value of CR is -1.897. The Beta value is -0.185 which indicates that -18.5 percent of influence is through work-hour facilities towards job satisfaction. The p value was 0.058; here the p value was greater than 5% and the hypothesis was accepted; hence, it can be concluded that the work-hour facilities does not influences job satisfaction.

**H<sub>0</sub>:** Job satisfaction do not influence by job performance.

**H<sub>A</sub>:** Job satisfaction influence by job performance.

Through the path analysis, regression weight as the value of CR is 5.659. The Beta value is 0.593 which indicates that 59.3 percent of influence is through job satisfaction towards job performance. The p value is 0.01; here the p value is less than 1% and the hypothesis is rejected; hence, it can be concluded that the job satisfaction positively influences job performance.

## 5. FINDINGS, RECOMMENDATIONS AND CONCLUSION

### Findings

- The analysis found that there is no influence of duty facilities and work-hour facilities on job satisfaction among sanitary employees.
- From the path analysis, it is found that job satisfaction was influenced by monitory facilities.
- It is also found that job performance was influenced by job satisfaction among sanitary employees in Cuddalore district.

### Recommendations

- The analysis found that there is no influence of duty facilities on job satisfaction among sanitary employees. Hence, it is recommended that the sanitary management required providing good

facilities for the sanitary employees in such way that employees become happy about employee duty facilities. It increases employees' job satisfaction as well as job performance.

- The analysis found that there is no influence of work-hour facilities on job satisfaction among sanitary employees. The results indicated that better working environment is essential to motivate the workers to work effectively in the corporation and also provide adequate safety training. It will ultimately lead to job satisfaction and employees' job performance among sanitary employees in Cuddalore district.

### Conclusion

The research tries to identify the influence of welfare measures on job performance among sanitary employees in Cuddalore district. Sample size was 50 in all obtained through convenience sampling technique in Cuddalore district. Researcher designed questionnaire is with 5 point scale in the continuum of agreeing. Reliability of this tool is 0.82 and 0.88. Path analysis was used for data analysis. The analysis found that there is no influence of duty facilities and work-hour facilities on job satisfaction among sanitary employees. From the path analysis, it is found that job satisfaction was influenced by monetary facilities. It is also found that job performance was influenced by job satisfaction among sanitary employees in Cuddalore district. The results indicated that better working environment is essential to motivate the workers to work effectively in the corporation and also provide adequate safety training. It will ultimately lead to job satisfaction and employees' job performance among sanitary employees in Cuddalore district.

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