

AN EMPIRICAL STUDY OF THE SATISFACTION OF EMPLOYEES WITH THE WELFARE SERVICES IN THE EDUCATION INDUSTRY IN GWALIOR REGION

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Abstract: Welfare Services constitute an important aspect of Human Resource Management. Since the beginning of HR practices, welfare services have always been a matter of great importance as it covers a wide range of benefits. Various services that are being provided by the organizations have proved to be beneficial in various aspects. When the employees get services that are meant to maintain their health and welfare, they too look forward to it with a positive mindset which results in positive outcomes. The study has been conducted to know whether any welfare services are provided in educational institutions and its effect on employees' satisfaction level.

Keywords: Welfare Services, Employee Satisfaction, Education Industry

INTRODUCTION

Employee welfare facilities in the organization have effect on the behavior of the employees as well as on the productivity of the organization. While getting work done through employees the management must provide required facilities to all employees in such way that employees become satisfied and they work harder and more efficiently and more effectively. Not only the organization need to provide the basic amenities but also need to provide welfare facilities to the employees. Welfare is a broad concept referring to a state of living of an individual or a group, in a desirable relationship with the total environment – ecological economic and social. It aims at social development by such means as social legislation, social reform social service, social work, social action. Labor welfare is an area of social welfare conceptually and operationally. It covers a broad field and connotes a state of well being, happiness, satisfaction, conservation and development of human resources and also helps in motivating the employees. The basic propose of employee welfare is to enrich the life of employees and to keep them happy and content. Welfare measures may be both Statutory and Non statutory as the laws also require the employer to extend certain benefits to employees in addition to wages or salaries and they can also provide certain benefits based on their discretion and capacity.

REVIEW OF LITERATURE

(T.Priyanka, 2014) identified that employee welfare facilities are of great concern to the IT industry organization, if the employees are happy with welfare facilities then only the productivity of that organization can be increased. (M M Nurul Kabir, 2011) found out that employee job satisfaction can improve service quality and increase employee satisfaction. Policy makers and managers have turned their attention to provide different kinds of facilities to their employees in order to satisfy their employees. (Jitendra Kumar Singh, 2013) stated that employee attitudes typically reflect the moral of the company. In areas of customer service and sales, happy employees are extremely important because they represent the company to the public. Every organization should develop strategies that strengthen the work environment and increase the employee's morale and employee's satisfaction to enhance employee performance and productivity, which ultimately results in high profits, customer satisfaction as well as customer retention.

(Meenakshi Yadav, 2013) revealed the perceptions of workers towards the welfare measures in the corporate sector. Worker has clubbed various issues relating to labor welfare into eight factors. These are: loans and compensation facilities, education, housing, subsidized food, better working environment, stability of work force and provision of cooperative societies. In order to maintain better industrial relations and stability in the organizations, these types of welfare facilities can go a long way in improving efficiency in the organizations. (M Surat Kumari, 2014) stated that the welfare services are provided to Secunderabad Division, it creates of work commitment in the organization and society. This ensures higher productivity and greater job satisfaction to the employees. Satisfied employees work with full enthusiasm and energetic behavior which result in the increase in production and ultimately the increase in profit. (Prabakar, 2013) studied that 20% of the respondents consider management employee relationship as the college's strength. 20% of the respondents consider employee potential and another 60% consider brand name as the company's strength. It was identified that some employees are satisfied and some are not satisfied with the welfare measures. But as far as the welfare measures are concerned the Don Bosco College management is following the statutory provisions which are reflected in the "Factories Act 1948", the existing welfare benefits are effective, which directly motivate the employees in the organization. (Tiwari, 2014) found that VTL Rewa (M.P.) provided various facilities to the employees. It increases productivity as well as quality and quantity. If employees will become happy, employees performance level increase. It leads to improve favorable effects of profitability and products of the organization. Employee welfare facilities provided by the company to employees are satisfied, So that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals. (Priti, 2012) argued that the role of welfare activities is to promote economic development by increasing efficiency and productivity with the underlying principle being making workers give their loyal services ungrudgingly in genuine spirit of co-operation and the general well-being of the employee. (Goyal, 1995) studied labor welfare and job satisfaction in Cotton Textile Industry in Punjab. The objective of this study was to find the relationship between labor welfare measures and job satisfaction. It has been concluded in the study that there exist the positive correlation between job satisfaction and labor welfare measures. (K.T., 2013) used convenience sampling with sample size of 100 respondents of the employees of the Bosch Limited, Bangalore. Where, she found that if workers become satisfied with labor welfare facilities. It increases productivity as well as quality and quantity.

RESEARCH OBJECTIVES

1. To find out satisfaction level of employees with the welfare services provided at the educational institutes.
2. To find out the difference in satisfaction level with welfare services on the basis of gender.
3. To find out the difference in satisfaction level with welfare services on the basis of education.
4. To find out the difference in satisfaction level with welfare services on the basis of income
5. To find out the difference in satisfaction level with employee welfare services on the basis of age.

RESEARCH HYPOTHESIS

H0a: There is no significant difference in satisfaction with the Welfare services on the basis of gender.

H1a : There is significant difference in satisfaction with the Welfare services on the basis of gender.

H0b: There is no significant difference in satisfaction with the Welfare services on the basis of Age.

H1b: There is significant difference in satisfaction with the Welfare services on the basis of Age.

H0c: There is no significant difference in satisfaction with the Welfare services on the basis of Education.

H1c: There is significant difference in satisfaction with the Welfare services on the basis of Education.

H0d: There is no significant difference in satisfaction with the Welfare services on the basis of Income.

H1d: There is no significant difference in satisfaction with the Welfare services on the basis of Income.

RESEARCH METHODOLOGY

The Research Design of the study is Causal in nature. The sample population of the study is the employees of various Educational Institutes of Gwalior. The study is conducted in Gwalior region and the sample size is 50. Non- Probability (Judgmental Sampling) sampling is used to collect the data from the respondents. The research data is collected by both primary and secondary methods. Reliability Analysis, Anova and T-test are used too analyze the data.

MEASURES

Section A of the questionnaire contained the respondent's demographic information (gender, age, income, education) whereby, Section B contained the variables of the study. Table 1 summarizes the origin source of measurement for this study, where it was adopted from and the number of items constructed for the purpose of this research.

The Origin Source of Measurement

Constructs	Adopted From	No. of Items
Satisfaction of employee with the welfare services	Impact of employee welfare on the job satisfaction(Dr. M. Surat Kumari & Dr. Mallareddy Tatareddy)	12

Table :1

DATA ANALYSIS AND INTERPRETATION

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.907	.908	12

Twelve items were chosen to test the reliability of satisfaction of employee with the welfare services and the Cronbach's Alpha is 0.907. The internal reliabilities of all the twelve items were above 0.7, meeting the minimum threshold which indicated that all the items in each measure were internally consistent and are considered acceptable and reliable. As a result, we conclude that the construct is reliable.

H0a: There is no significant difference in satisfaction with the Welfare services on the basis of gender.

H1a : There is significant difference in satisfaction with the Welfare services on the basis of gender.

Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	Df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.026	.872	.652	48	.518	.14719	.22579	-.30679	.60116
Equal variances not assumed			.657	46.508	.514	.14719	.22392	-.30341	.59779

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
SEWS_MEAN	Male	28	3.4048	.81546	.15411
	Female	22	3.2576	.76199	.16246

There was a no significant difference in the scores for Male (M = 3.404, SD = .815) and Female (M= 3.257, SD = .761)

H0c: There is no significant difference in satisfaction with the Welfare services on the basis of Education.

H1c: There is significant difference in satisfaction with the Welfare services on the basis of Education.

Descriptives

SEWS_MEAN

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
12 th	2	3.8333	.70711	.50000	-2.5198	10.1864	3.33	4.33
Graduation	6	3.3889	.52617	.21481	2.8367	3.9411	2.58	4.00
Post Graduation	42	3.3095	.82625	.12749	3.0520	3.5670	1.50	4.67
Total	50	3.3400	.78785	.11142	3.1161	3.5639	1.50	4.67

ANOVA**SEWS_MEAN**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.540	2	.270	.425	.656
Within Groups	29.874	47	.636		
Total	30.414	49			

There was no significant difference in satisfaction of employee with the welfare services on the basis of Educational qualification at $P > 0.05$ level for the three conditions; [F (2, 47) = 0.425, P = 0.656].

H0d: There is no significant difference in satisfaction with the Welfare services on the basis of Income.

H1d: There is no significant difference in satisfaction with the Welfare services on the basis of Income.

Descriptives**SEWS_MEAN**

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Less than 2 lakh	5	3.1500	.70809	.31667	2.2708	4.0292	2.00	3.75
2 lakh to 3 lakh	20	3.2958	.71608	.16012	2.9607	3.6310	2.25	4.33
more than 3 lakh	25	3.4133	.87350	.17470	3.0528	3.7739	1.50	4.67
Total	50	3.3400	.78785	.11142	3.1161	3.5639	1.50	4.67

ANOVA**SEWS_MEAN**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.354	2	.177	.277	.760
Within Groups	30.060	47	.640		
Total	30.414	49			

There was no significant difference in satisfaction of employee with the welfare services on the basis of Income group at $P > 0.05$ level for the three conditions; [F (2, 47) = 0.277, P = 0.760].

H0b: There is no significant difference in satisfaction with the Welfare services on the basis of Age.

H1b: There is significant difference in satisfaction with the Welfare services on the basis of Age.

Descriptives

SEWS_MEAN

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
21 to 30	32	3.2422	.68925	.12184	2.9937	3.4907	1.83	4.50
31 to 40	15	3.5722	.91768	.23694	3.0640	4.0804	1.50	4.67
41 to 50	3	3.2222	1.17063	.67586	.3142	6.1302	2.00	4.33
Total	50	3.3400	.78785	.11142	3.1161	3.5639	1.50	4.67

ANOVA

SEWS_MEAN

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.157	2	.578	.929	.402
Within Groups	29.258	47	.623		
Total	30.414	49			

There was no significant difference in satisfaction of employee with the welfare services on the basis of Income group at $P > 0.05$ level for the three conditions; $[F(2, 47) = 0.929, P = 0.402]$.

LIMITATIONS OF THE STUDY

The study has a few limitations as the employees were hard pressed for time in view of the job demands, and rigorous work schedules. Hence, they had be persuaded for sparing time for responding to the questionnaires and interviews due to which the sample size is less. The research has been done on a few educational institutes which can be enhanced to generalize the findings.

SUGGESTIONS & RECOMMENDATIONS

Welfare facilities are integral to maintaining healthy atmosphere in the workplace. In order to ensure that workers get the right environment and facilities to perform effectively it is important for the organization to have proper welfare facilities for the employees. Recreation facilities should be provided to the employees to boost their morale and bring little diversion from their continuous routine work and to retard stress of the workers. Complete medical facilities should be given so as to minimize the absenteeism and to keep the employees more immunized and fit enough. Company should be more committed to promote welfare facilities as it creates more productivity which in turn benefits the company. 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. It is desirable that the Management discusses with staff to improve the welfare schemes and design the facilities in a way which are well suited for all the employees.

CONCLUSION

From the study on employee welfare measures certain points have been identified that some employees are satisfied and some are not satisfied with the present welfare measures. But as far as the welfare measures are concerned the TDI International management is following the statutory provisions which are reflected in the “Factories Act 1948”, the existing welfare benefits are effective, which directly motivate the employees in the organization. Hence taking the global reality, the management may review the problems with a soft mind. In future, the management can well think of improving the present welfare by consulting with employees. Urgent provisions are to be made regarding the transport, rewards for results, and canteen facilities as general wellbeing of the workers important. Welfare refers to the physical, mental, moral, and emotional wellbeing of an individual. Human resource is the asset of an organization, so they need proper attention.

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