



# A Study on Employee Satisfaction towards Welfare Measures Provided by NWKRTC

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## **ABSTRACT**

Welfare means improving, faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. Further, the term welfare is a relative concept. The basic purpose of labor welfare is to enrich the life of employees and keep them happy and contented. Welfare facilities enable workers to have a richer and more satisfying life. It raises the standard of living of workers by indirectly reducing the burden on their pocket. Since organization exist to achieve goals. The degree of success that individual in reaching their individual goals is important in determining organizational effectiveness. This research aims at knowing welfare measures which are provide by NWKRTC and to find out the awareness among the employees about the welfare measure provided by NWKRTC.

## **KEY WORDS**

Welfare measures, Organizational effectiveness, labour welfare

## **INTRODUCTION**

### **EMPLOYEE WELFARE**

When an employee is well-taken care of, both intellectually and financially, the term "well-being" is used to refer to the sum total of these factors. "Efforts to make the lives of employees worthwhile" is its most basic definition. Employees are given access to a broad variety of services, perks, and facilities. Alternatively, the government or trade unions may take on this responsibility if the requisite money are available; this is a matter for the company owners themselves to decide.

### **NEED AND IMPORTANCE**

The importance of a company's employees' health and happiness is rising throughout the civilised globe. A nation's degree of industrialization, social structure, and overall socioeconomic development all influence what it means to be prosperous. As a result, the concept of prosperity may take on various connotations between countries and time periods within the same country.

Some define employee welfare, also known as labor welfare, as a "mental state," while others list only the programs and policies that fall under worker welfare. Some focus on the voluntary nature of the procedures and companies include them beyond what is required by law. Some believe that only legally required actions for employment or employee welfare programs qualify.

### **THE BASIC FEATURES OF EMPLOYEES' OR LABOUR WELFARE**

The health, productivity, economic progress and social status of the workers are enhanced by the many amenities, services and facilities provided to them. In addition to regular wages and other financial benefits, employees have access to welfare programs resulting from legal restrictions and collective bargaining.

Workplace wellness programs are adaptive and constantly evolving. Sometimes, additional care measures are offered to those who already have them. Employers, government, workers or any social or voluntary organization can implement welfare measures.

### **EMPLOYEE WELFARE OBJECTIVES**

- Boosting employee morale.
- To create a satisfied and loyal workforce in the organization.
- To make the workers comfortable and happy.
- To develop the capacity of employees.
- Reducing the influence of trade unions on workers.
- To disclose charitable and charitable activities of the organization.
- To develop a good image of the organization in the minds of the employees.

## **EMPLOYEE WELFARE CAN BE DIVIDED INTO TWO CATEGORIES, NAMELY:**

- Statutory and Voluntary

**Statutory:** To set minimum requirements for the safety and welfare of workers at their workplaces, the government has enacted several laws. Care facilities like washing, storage, first aid supplies, working hours, sanitation etc. are planned.

**Voluntary:** Employers voluntarily provided welfare facilities to the workers in addition to the allotted facilities. Their concern focuses more on the welfare of their workers. Godrej and L&T, for example, provide its workers a variety of transportation options. Facilities for sports and activities, free or reduced-cost meals, children's education, and relaxation are available at many institutions. Organizations provide the opportunity to work flexible hours. It makes it easier for a person to meet his personal demands while fulfilling his professional obligations. Employers also offer medical claims insurance to cover hospitalization expenses for illness, accidents and other conditions. The purpose of Harassment Regulations is to protect workers from all forms of harassment.

The facilities for the welfare of volunteers can be divided into those provided on premises and outside.

- Facilities for luxury and comfort inside the factory.
- Outside the territory of the plant there are comforts and luxury.
- The luxurious amenities and facilities of the factory include rest rooms and bathrooms,
- Bathing and cleaning
- Nurseries
- Canteens and rest areas,
- Water supply,
- Arrangements to prevent fatigue,
- Administrative set-up within the facility dealing with welfare,
- Uniforms, protective clothing and
- Change compensation.

### **Welfare and amenities outside the factory premises include**

- Maternity right,
- Voluntary Fund
- Social security,
- Vacation / vacation and travel facilities,
- Workers Co-operative Societies,
- Medical facilities,
- Educational facilities,

- Home facilities,
- Recreational facilities,
- Another program for women, youth and child care, and
- Transportation to and from office.

## IMPORTANCE OF EMPLOYEE WELFARE

- Absence of a strong trade union movement - Welfare work helps industrial workers to stand on their own feet, think clearly and methodically about their interests, move forward together, form strong trade unions and participate in the development of their country when not effective the leaders.
- Poverty is one of the main factors affecting the availability of employment assistance programs. A majority of Indian workers are left behind, which makes it difficult to provide for their families and provide quality education to their children.
- Illiteracy - India does not have many educated workers. They cannot understand the problems in the industries, cannot get advanced industrial training, and cannot understand their own interests and the interests of the countries because they lack literacy.
- Poor health and nutrition – Indian workers suffer from malnutrition and diseases due to poverty and illiteracy. As a result, they become less effective and productive.
- Due to a lack of healthy entertainment, workers are more likely to participate in criminal activity. To keep productivity high, companies should provide employees the chance to engage in healthful recreational activities.
- A lack of formal education - There are few workers in India who have had formal education. As a consequence, training facilities are required to accommodate such a big workforce.

## REVIEW OF LITERATURE

**Dr. K. Nityavati's study on safety and welfare measures provided to textile industry workers in Tirupur district was published in International Journal of Advanced Scientific Research and Development in 2016.** According to this study, the textile industry in India is very important for the country. Economy and provides employment to a large number of people in both urban and rural areas. According to this study, worker safety and employee well-being are among the top priorities in the textile industry. It can increase morale and productivity at work and focus on employee safety. A number of topics covered in this study, including employee welfare in India, employee welfare personnel and statutory welfare schemes, have been the impetus for the present inquiry. The objectives of the study were to examine employees' perceptions of the safety and welfare measures provided to them as well as their level of satisfaction with these measures.

**Research by M. Jayashree, “Employees' Perception of Welfare Measures and Job Satisfaction in Indian Railways” particularly focusing on Visakhapatnam Division (2019).** The latest scientific research and development is published in an international journal. This research explores employee perceptions of welfare programs and job satisfaction in Indian Railways. The objectives of this study are to determine the levels of job satisfaction among Indian Railway employees and examine this satisfaction in the light of the social welfare policies of the organization. According to the study, wellness programs in an organization foster positive relationships in the workplace and help maintain strong employee morale. Along with increased production, welfare and safety measures also lead to happier workers.

**Employee’s perception on welfare measures and job satisfaction in Indian railways (a study with reference to Visakhapatnam division) by the author M. JAYASREE (2019). Published in the international journal of advanced scientific research & development”,** Workers at Coco Cola PVT, LTD are pleased with the health, safety, and welfare services they get from their employer. Researcher here aims to find out whether there are any health, safety and welfare concerns for the manufacturing sector employees. The study's goal is to find out whether health, safety, and welfare measures lead to an improvement in productivity, find out how satisfied employees are with the new measures, and find out new approaches for creating different safety measures.

**An analysis by Arul Edison Anthony Raj and Dr. Sheeba Julius on labor welfare policies and their impact” was published in Global Journal of Advanced Scientific Research and Development in 2017.** Workers are more likely to be committed to their employer when they have access to various welfare amenities, according to this article's author. The study's goal was to look at the health of workers. Employee commitment and measurement are intertwined concepts. Jyoti Laboratories performed the investigation using a sample of 76 participants (84.2 percent male and 15.8 percent female). The data for this exploratory study was gathered using both primary and secondary sources. Providing employees with health insurance, hygienic bathrooms and transportation, rest and lunch room facilities, death compensation and recreational facilities is a good way to encourage employee compliance, according to a research. But other characteristics and causes had the opposite impact, according to the author's findings. The researcher said that various welfare measures undoubtedly increase employee engagement and help in achieving the organization's mission. In this case, the company should take appropriate measures on the welfare policy of the workers which promotes negative attitude among the workers.

**“A Study on Awareness and Satisfaction towards Employee Welfare Measures” S. Jayanthi and Dr. K. Ilangovan (2019) published in International Journal of Engineering and Management Research** In today's business climate, employers provide a wide range of perks and uphold high standards in an effort to keep workers content in their positions. Private firms' welfare facilities for their employees are examined in this article, as well as employee satisfaction with welfare-related perks and workplace accommodations. This study by a researcher shows how important these criteria are in promoting workplace harmony and ensuring that employees are happy. This study's goal is to find out how well-informed employees are about

their company's benefits schemes. Health and safety rules are also evaluated to see how satisfied employees are with the company's standards. The facts concerning the welfare programmes of the firm were described using a descriptive research approach. Primary and secondary sources of data were both used in this study. With the help of a sample of 100 people. According to the report, the majority of employees are satisfied with the company's current benefits.

## **PROBLEM STATEMENT**

Employees are the backbone of any organization, without them it may not exist. welfare of the employees is the first and foremost duty of management. While welfare may be seen, felt, and enjoyed, its efficacy could be more challenging to quantify. Many researchers have done the study on satisfaction level of welfare and its relation with performance and productivity and job satisfaction of the employees in different sectors like IT, Manufacturing, Automobile etc, very few studies were carried on transportation sector. So to carry very focused study on employee satisfaction towards welfare measures at NWKRTC Bagalkot depot.

## **VARIABLES**

### **DEMOGRAPHIC FACTORS**

- ✓ Gender
- ✓ Educational qualification
- ✓ Working experience
- ✓ Income

### **WORK RELATED FACTORS**

- ✓ Safety measures provided
- ✓ Health measures provided
- ✓ Usage of safety measures provided
- ✓ Welfare measures provided

## **OBJECTIVES OF THE STUDY**

- To understand the various welfare measures provided by the NWKRTC.
- To study the employee satisfaction towards welfare measures provided by NWKRTC Bagalkot Depot.
- To find out the awareness among the employees about the employee welfare measures provided by NWKRTC Bagalkot.

## **RESEARCH METHODOLOGY**

### **Research design**

The research descriptive in nature.

- Sources of information

- **Primary data:**

With the help of structured questionnaire and interview

- **Secondary data:**

The secondary data has been obtained from published literature on the topic and from books, research articles, websites, etc.

### SAMPLING DECISIONS

- Sample size:100
- Sampling frame: Bagalkot Depot.
- Sampling unit: Conductors and Drivers of NWKRTC Bagalkot depot
- Sampling technique: Random sampling
- Data analysis tool: SPSS

### SCOPE OF THE STUDY

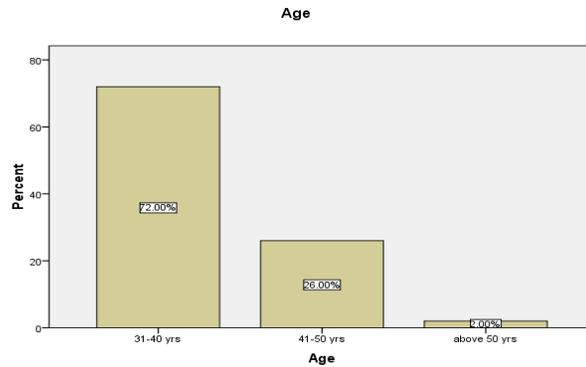
One wide definition of employee welfare includes social security as well as other services like housing, health care, and canteens. By keeping employees happy and satisfied, employee welfare and safety boost morale and loyalty. The goal of the current research is to determine the current welfare programmed offered by NWKRTC Bagalkot Depot and employee satisfaction with such programmed. The results of this survey will assist management determine how satisfied workers are with welfare policies, and employees will have a chance to provide input that will help management make changes to future welfare, safety, and other facilities. Additionally, this research supports the implementation of employee engagement, productivity, etc.

### LIMITATIONS OF THE STUDY

- The study is limited to only the conductors and bus Drivers of NWKRTC Bagalkot depot.
- The employee's response may be biased.

### ANALYSIS AND INTERPRETATION

Age				
	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
31-40 yrs	72	72.0	72.0	72.0
41-50 yrs	26	26.0	26.0	98.0
Above 50 yrs	2	2.0	2.0	100.0
Total	100	100.0	100.0	

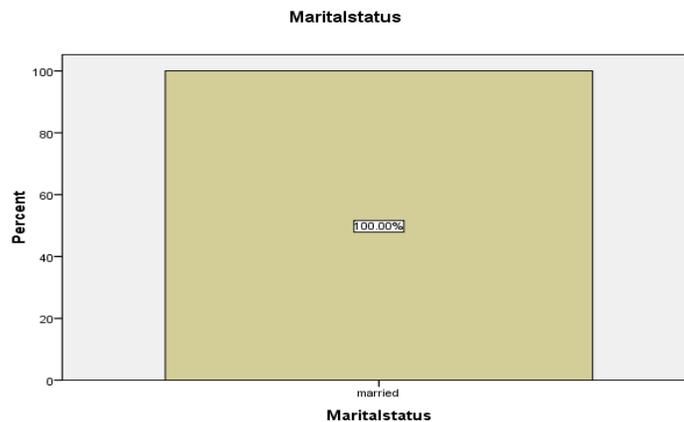


**Analysis:** From the above table, it is found that among 100 respondents, 72% of the employees are belonging to the age group of 31 to 40 years and 26% of the employees are belonging to the age group of 41 to 50 years and only 2% of the employees are belonging to the age group of above 50 years.

**Interpretation:** The bulk of those who responded are between the ages of 31 and 40, as seen by the distribution of their ages (72 percent ). This indicates that the majority of employees are in their mid-twenties.

**Marital status**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Married	100	100.0	100.0	100.0



**Analysis:**

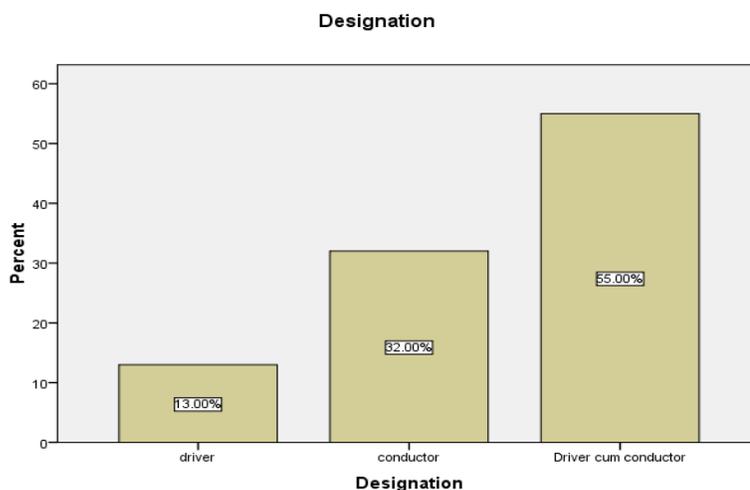
From the above table, it is found that among 100 respondents, 100% of the NWKRTC employees are married.

**Interpretation:**

From the analysis, it can be interpreted that majority of the employees are married. Almost majority of the population is married. This increases the roles and responsibilities of the employees because they should balance their personal life as well as professional life.

**Designation**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Driver	13	13.0	13.0	13.0
Conductor	32	32.0	32.0	45.0
Driver cum Conductor	55	55.0	55.0	100.0
Total	100	100.0	100.0	

**Analysis:**

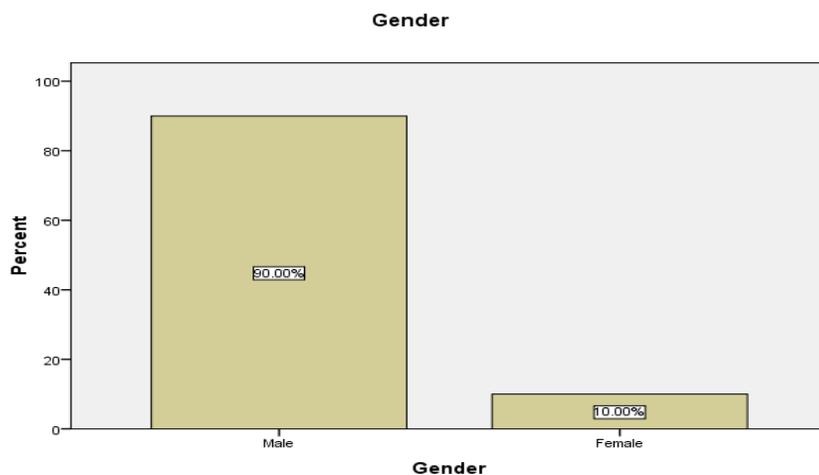
From the above table, it is found that among 100 respondents, 13% of the employees are drivers and 32% of the employees are conductors and 55% of the employees are driver cum conductors.

**Interpretation:**

From the analysis, it can be interpreted that 13% of the employees are drivers, 32% of the employees are conductors and 55% of the employees are the driver cum conductor. The drivers and conductors are the real faces of a state transport undertaking as the passengers need to spend their active journey time relying on the commitment of these people only so these employees need to be involved in their job of serving the general public.

**Gender**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Male	90	90.0	90.0	90.0
Female	10	10.0	10.0	100.0
Total	100	100.0	100.0	

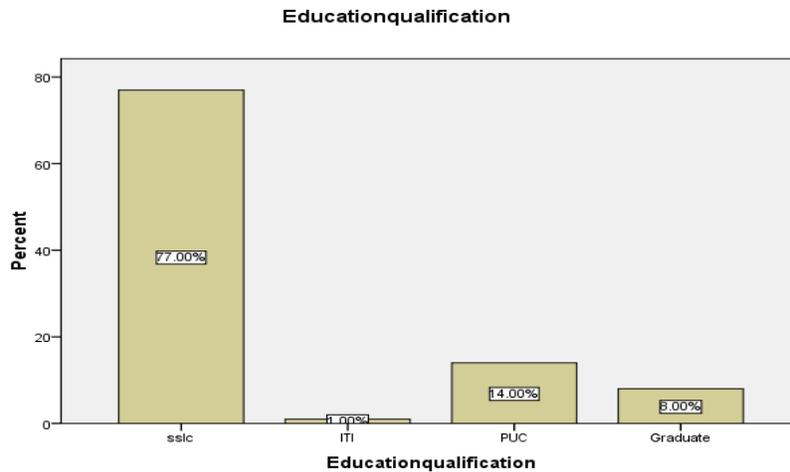


**Analysis:** According to the above data, out of 100 answers, 90% of the workforce is male, while 10% of the workforce is female.

**Interpretation:** Compared to female respondents, male respondents were shown to have a higher proportion (90%) (10%). Company prefers to recruit male applicants because of their hard efforts.

### Education Qualification

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
SSLC	77	77.0	77.0	77.0
ITI	1	1.0	1.0	78.0
PUC	14	14.0	14.0	92.0
Graduate	8	8.0	8.0	100.0
Total	100	100.0	100.0	



#### Analysis:

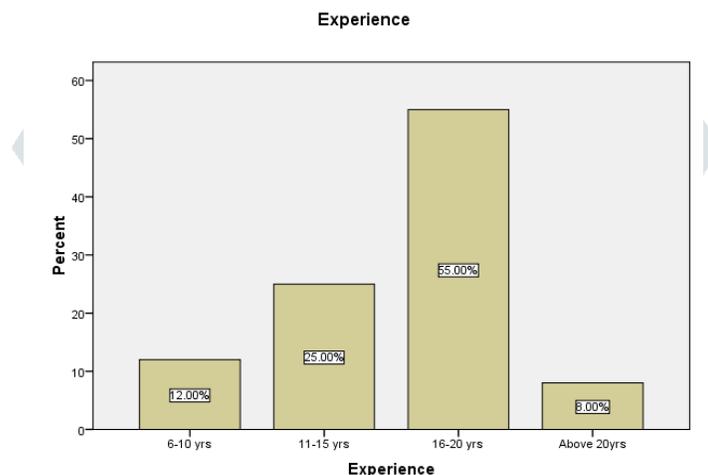
From the above table, it is found that among 100 respondents, 77% of the employees have completed their education up to 10<sup>th</sup> standard and only 1% of the employees have completed their education up to ITI and 14% of the employees are have completed their education up to PUC and 8% of the employees are have completed their education up to graduation.

#### Interpretation:

From the analysis, it can be interpreted that majority of the employees have completed their education up to SSLC. The eligibility criterion to work in NWKRTC is SSLC and drivers and conductors should posses at least 10<sup>th</sup> standard to work in NWKRTC Depot.

**Experience**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
6-10 yrs	12	12.0	12.0	12.0
11-15 yrs	25	25.0	25.0	37.0
16-20 yrs	55	55.0	55.0	92.0
Above 20yrs	8	8.0	8.0	100.0
Total	100	100.0	100.0	

**Analysis:**

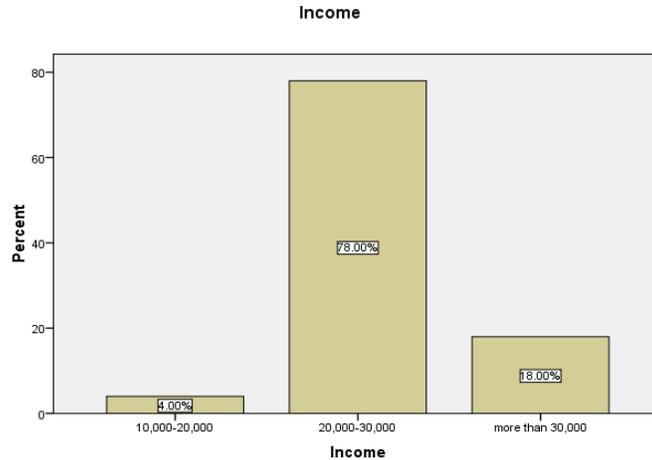
From the above table, it is found that among the 100 respondent, 12% of the employees have experience between 6-10 years and 25% of the employees have experience between 11 to 15 years and 55% of the employees have experience between 16 to 20 years and 8% of the employees have experience more than 20years.

**Interpretation:**

From the analysis, it can be interpreted that more than half Percent (%) of the NWKRTC employees are having experience between 16-20 years.

**Income**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
10,000-20,000	4	4.0	4.0	4.0
20,000-30,000	78	78.0	78.0	82.0
More than 30,000	18	18.0	18.0	100.0
Total	100	100.0	100.0	



**Analysis:**

From the above table, it is found that among 100 respondents, 4% of the employees are earning income between 10000 to 20000 per month and 78% of the employees are earning income between 20000 to 30000 per month and 18% of the employees are earning income more than 30000 per month.

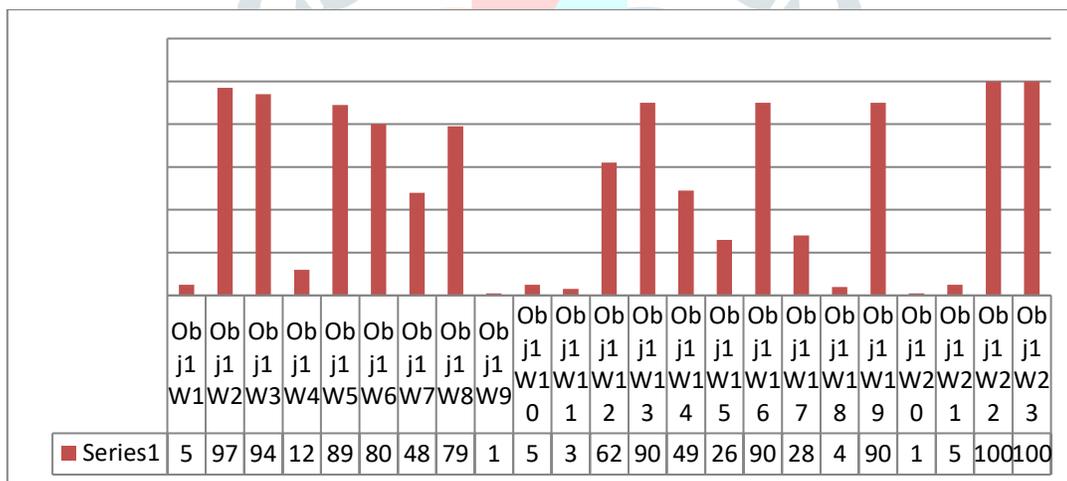
**Interpretation:**

From the analysis, it can be interpreted that more than half Percent (%) of the drivers and conductors are earning income between 20000 to 30000 per month. It indicates that majority of the employees are earning income 20000 to 30000 per month.

**1. Please Tick more than one option ( You can tick multiple) welfare facilities/ measures which are provided by your organization.**

WELFARE MEASURES	
De- addiction centre	
Insurance scheme	
Merit awards	
Canteen facilities	
Educational loan	
Medical facilities	
Educational assistance	
Award schemes	
Recreational facilities( sports and cultural activities)	
Incentives schemes	
Co-operative establishment	

Housing facilities	
Ex-gratia facilities	
Festival bonus	
First aid facilities	
Rest room and lunch room facilities	
Transport facilities	
Employee assistance program	
Voluntary retirement scheme	
Crèche facilities	
Safety training programs	
Adequate urinals and toiletries	
Sufficient drinking water facility	



**Analysis:**

From the above table, it is found that among 100 respondents, 5% of the employees are aware about De-addiction centre(W1) , 97% of the employees are aware of Insurance scheme(W2), 94% of the employees are aware of Merit awards(W3), 12% of the employees are aware of Canteen facilities(W4), 89% of the employees are of Educational loan(W5), 80% of the employees are aware of Medical facilities(W6), 48% of the employees are aware of Educational assistance(W7), 79% of the employees are aware of Award schemes (W8), 1% of the employees are aware of Recreational facilities( sports and cultural activities) (W9), 5% of the employees are aware of Incentives schemes(W10), 3% of the employees are aware of Co-

operative establishment (W11), 62% of the employees are aware of Housing facilities(W12), 90% of the employees are aware of Ex-gratia facilities(W13), 49% of the employees are aware of Festival bonus(W14), about 26% of the employees are aware of First aid facilities(W15), 90% of the employees are aware of Rest room and lunch room facilities(W16), 28% of the employees are aware of Transport facilities(W17), 4% of the employees are aware of Employee assistance program(W18), 90% of the employees are aware of Voluntary retirement scheme(W19), 1% of the employees are aware of Crèche facilities(W20), 5% of the employees are aware of Safety training programs(W21), 100% of the employees are aware of Adequate urinals and toiletries(W22), 100% of the employees are aware of Sufficient drinking water facility(W23).

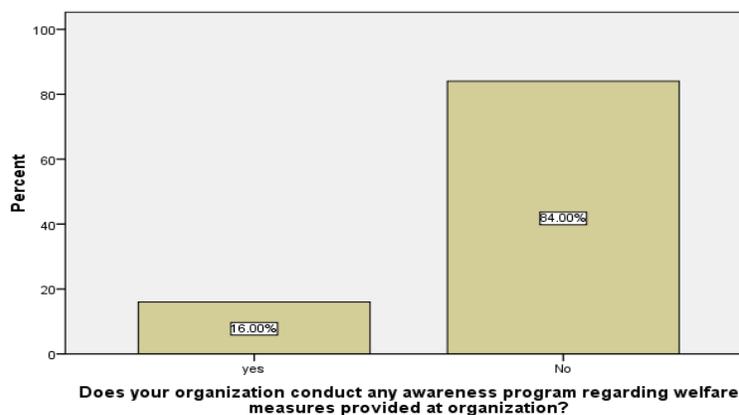
### Interpretation:

According to the study, the majority of respondents are aware of the welfare initiatives offered by the NWKRTC, and only a small number are not particularly knowledgeable about these initiatives. For the benefit of its workers, NWKRTC has put in place a number of welfare initiatives. But the employees are not much aware of those benefits because lack of welfare awareness programs and the busy schedule of the employees. It is emphasized that creating awareness of the welfare schemes for NWKRTC employees should be done in very effective way, like videos of welfare schemes should be broadcasted on the smart phones of the NWKRTC employees and Mobile number of the NWKRTC employees. It should be captured so as to use it as effective medium to inform the workers in respect of welfare schemes, and there are many ways to make employees aware of various welfare schemes like, the walls of the government buildings should be used for paintings awareness messages in rural and urban areas it will be more effective. Hence the organization has to conduct a various welfare awareness programs for their employees. And the organization needs to improve the employee communication channel to make them aware of various welfare facilities which are provided by the organization.

### Does your organization conduct any awareness program regarding welfare measures provided at organization?

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
yes	16	16.0	16.0	16.0
No	84	84.0	84.0	100.0
Total	100	100.0	100.0	

Does your organization conduct any awareness program regarding welfare measures provided at organization?



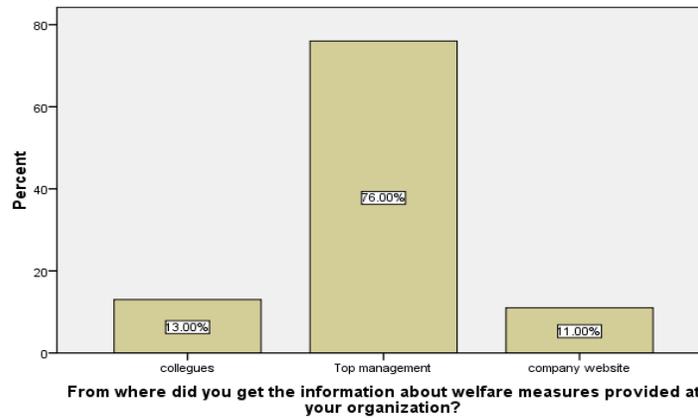
**Analysis:** From the above table, it is found that among 100 respondents, 84% of the employees said that the organization will not conduct any kind of awareness program regarding welfare measures. And rest of the 16% of the employees said that the organization conduct awareness program regarding welfare measures.

**Interpretation:** From the analysis it can be interpreted that majority (84%) of the employees said that the organization will not conduct any kind of awareness program because the management is not serious about employee awareness programs and lack of welfare awareness programs so the organization need to concentrate on this and management need to plan for welfare awareness programs for the NWKRTC employees. It will beneficial for both the organization as well as employees. It improves the reputation of the business and boosts the employee morale.

**From where did you get the information about welfare measures provided at your organization?**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Colleagues	13	13.0	13.0	13.0
Top management	76	76.0	76.0	89.0
Company website	11	11.0	11.0	100.0
Total	100	100.0	100.0	

From where did you get the information about welfare measures provided at your organization?

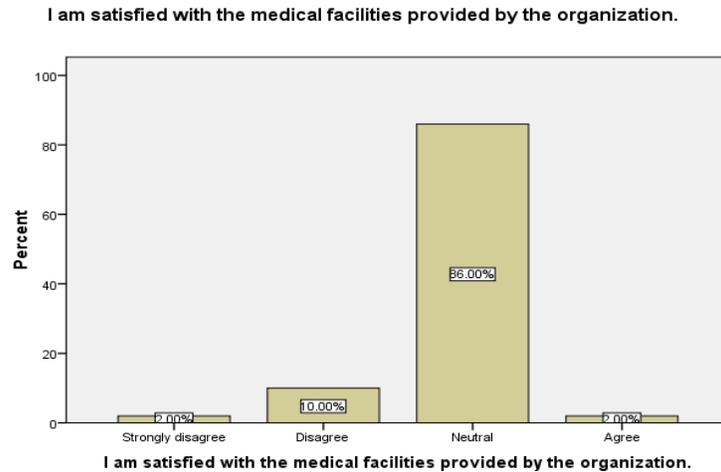


### Analysis:

From the above table, it is found that among 100 respondents, 13% of the employees said that they get the information regarding welfare measures from their colleagues, 78% of the employees get the information from organization's Top management and rest of the 11% of the employees are get the information from the company website.

**Interpretation:** From the analysis it can be interpreted that majority (78%) of the employees are getting the information about welfare facilities, policies and procedures from their top management. Because the top management plays a vital role and is responsible for reaching the employees with respect to organization policies, procedures and various benefits for the employees. Whatever the information comes from the top management that information will be very transparent. This is the only sources from which employees can know about the welfare policies so the majority of the employees get the information from the top management. And the organization needs to improve the employee communication channels to communicate various facilities provided by the organization.

<b>The organization's medical facilities have met my expectations.</b>				
	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	2	2.0	2.0	2.0
Disagree	10	10.0	10.0	12.0
Neutral	86	86.0	86.0	98.0
Agree	2	2.0	2.0	100.0
Total	100	100.0	100.0	



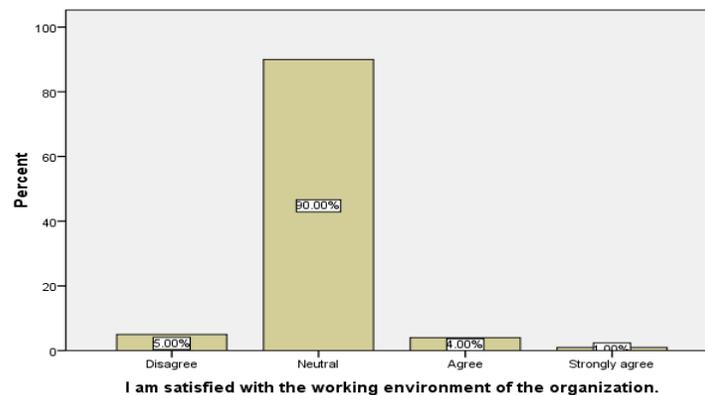
### Analysis:

According to the above data, out of 100 respondents, almost 2 percent respondents or majority are disagreed. About 10% respondents strongly disagree, 96% respondents are neutral and only 2% respondents strongly agree with the statement.

**Interpretation:** Based on the analysis, it can be concluded that the majority of employees (96 percent) support the claim that the company's medical facilities are of fair quality. Because the company currently runs preventive medicine and healthy lifestyle clinics in Mysore and Bangalore to provide a comprehensive annual health check-up program to all employees. Additionally, it provides medical advance reimbursement facility for critical illnesses affecting the employee personally and their families. Additionally, it provides an added benefit to NWKRTC workers by encouraging hospitals to provide high-quality medical care to employees and their families. It has approved the work of more than 108 reputed private hospitals and 7 diagnostic institutes. Most employees were reluctant to speak up when they strongly disagreed with the consideration, but few did when they pointed out that the medical allowance was too small compared to health care costs.

I happy with the workplace culture at the company.				
	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree	5	5.0	5.0	5.0
Neutral	90	90.0	90.0	95.0
Agree	4	4.0	4.0	99.0
Strongly agree	1	1.0	1.0	100.0
Total	100	100.0	100.0	

I am satisfied with the working environment of the organization.



### Analysis:

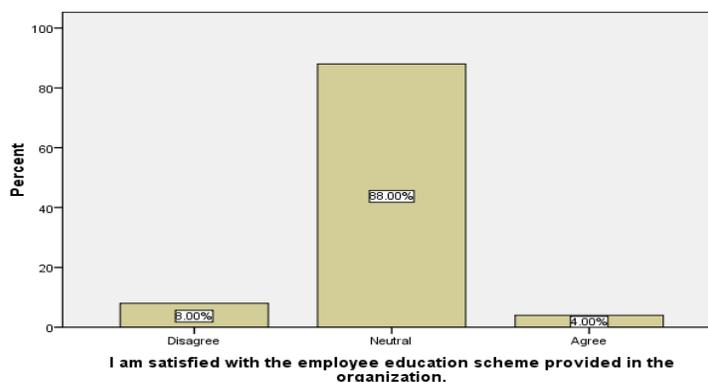
From the above table, it is found that among 100 respondents the most of the respondents, . about 5% are disagree, about 90% of the respondents were neutral, about 4% of the respondents are agree and hardly 1% of the respondents strongly agree with the working environment in the organization.

### Interpretation:

From the analysis it can be interpreted that majority (96%) of the employees having a neutral feeling about working environment in the organization. Because some of them expressed their opinion regarding bad working conditions like lack of top management support and the organization will not provide any kind of safety equipments for their employees to do their job smoothly and the organization will not conduct any safety training programs for their employees. So the organization needs to create a good atmosphere of a workspace and it also impact and influence an employee's mindset and growth. If the employee is working in a positive work environment they may feel more productive and motivated to produce high quality work consistently.

<b>I am pleased with the company's programme for training new employees.</b>				
	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Disagree	8	8.0	8.0	8.0
Neutral	88	88.0	88.0	96.0
Agree	4	4.0	4.0	100.0
Total	100	100.0	100.0	

**I am satisfied with the employee education scheme provided in the organization.**



### Analysis:

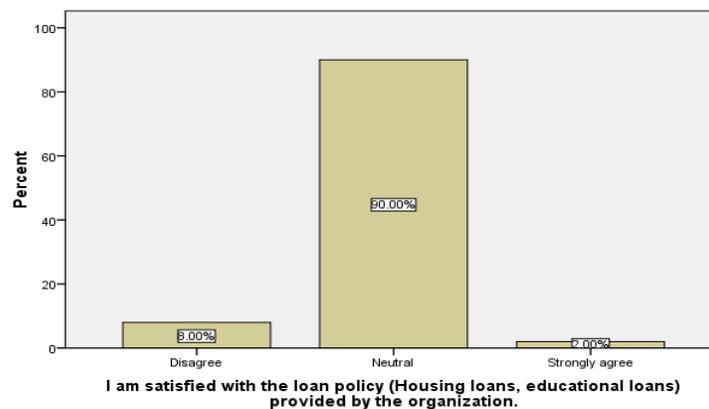
According to the above data, out of total 100 answers, majority or about 8% feel disagreement, remaining 88.8% neutral and remaining 4% agree.

### Interpretation:

According to the research, most workers (88 percent) have a neutral opinion about the company's employee education program. The company provides various education and training opportunities to its workers. As a student loan for the purpose of paying tuition fees, this program offers a maximum of Rs. Provides education loans. 1 lakh fee to the employee's children who are admitted to professional courses. And NWKRTC also providing educational assistance scheme to give monthly scholarships or officers studying in different courses. so the organization needs to improve the employee education scheme, Employee education enhances the skills of the employees and which inturn into better work quality, more productivity and profitability.

<b>I am satisfied with the loan policy (Housing loans, educational loans) provided by the organization.</b>				
	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Disagree	8	8.0	8.0	8.0
Neutral	90	90.0	90.0	98.0
Strongly agree	2	2.0	2.0	100.0
Total	100	100.0	100.0	

**I am satisfied with the loan policy (Housing loans, educational loans) provided by the organization.**



### Analysis:

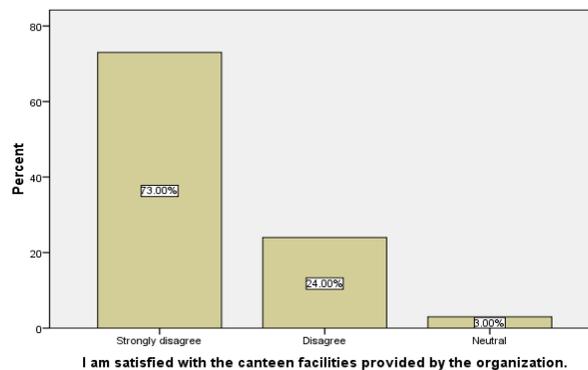
From the above table, it is found that among 100 respondents the most of the respondents, . about 8% respondents are disagree, about 90% of the respondents were neutral, about hardly 2% of the respondents are agree.

### Interpretation:

Based on the data, it can be concluded that the majority of workers (90 percent) have a neutral opinion on the company's employee loan policy. Student Loan Under this programme, children of employees admitted into professional programs can avail a maximum of Rs. Education loan can be availed. 1 lakh should be paid for their education. Additionally, NWKRTC offers home loan for new home development. Therefore, the loan program offered by the company should be considered and strengthened. As a result, productivity increases, reliability improves and morale increases within the company. This helps in increasing the company's reputation by making workers feel valued, as well as reducing employee turnover.

I am pleased with the organization's cafeteria amenities.				
	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	73	73.0	73.0	73.0
Disagree	24	24.0	24.0	97.0
Neutral	3	3.0	3.0	100.0
Total	100	100.0	100.0	

I am satisfied with the canteen facilities provided by the organization.



### Analysis:

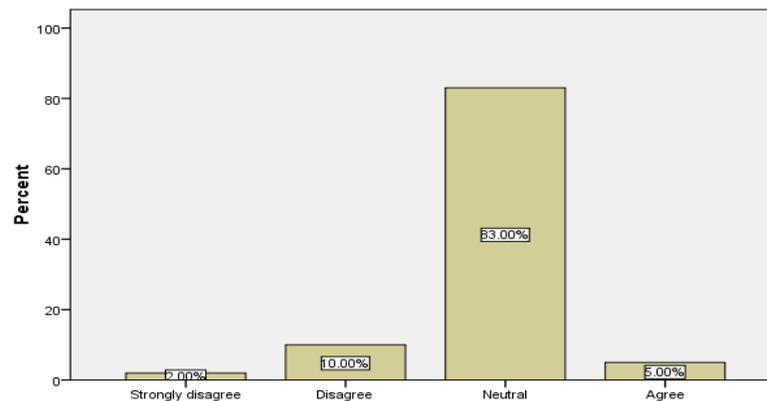
According to the above data, out of 100 respondents, majority or about 73 percent feel disagreement. About 24% respondents are strongly disagree while only 3% respondents were neutral.

### Interpretation:

According to the research, the majority (73%) of the workers have a different opinion. Strong feelings towards the company's canteen facilities. As NWKRTC does not provide canteen to the employees, majority of the workers have expressed concern about the canteens of the organization and some even claim that there is no canteen. These concerns are understandable since food and beverages directly affect employees' moods. No one can work. Everyone benefits when an organization provides neat and appropriate cafeteria facilities to its workers.

The company's leave policy is satisfactory to me.				
	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Disagree Strongly	2	2.0	2.0	2.0
Disagree	10	10.0	10.0	12.0
Neutral	83	83.0	83.0	95.0
Agree	5	5.0	5.0	100.0
Total	100	100.0	100.0	

I am satisfied with the leave policy of the organization.



I am satisfied with the leave policy of the organization.

### Analysis:

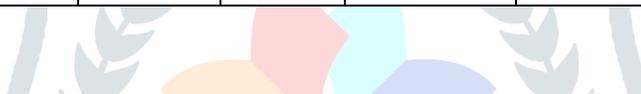
From the above table, it is found that among 100 respondents the most of the respondents, i.e. about 2% feel strongly disagree, about 10% of the respondents feel disagree, about 83% of the respondents are feel neutral. And hardly 5% of the respondents feel agree.

### Interpretation:

According to the study, majority (83%) of the employees have a neutral opinion on the leave policy of the company. As NWKRTC has an online leave management system, workers can access vacation, sick days, vacation time, emergency leave and parental leave by following several policies, rules and regulations as per their requirements. Additionally, it provides women workers with 180 days leave compared to maternity

leave. Thus, women workers are allowed to take 180 days of maternity leave and 15 days of paternity leave (employees). Being a transportation employee is a tough job, so vacation rules are critical. The leave policy in the organization should be improved by management, as taking leave is necessary to promote strong physical and mental health in the workplace and for workers to maintain a healthy work-life balance.

I am satisfied with the company's work schedule.				
	Frequeny	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	1	1.0	1.0	1.0
Disagree	13	13.0	13.0	14.0
Neutral	35	35.0	35.0	49.0
Agree	50	50.0	50.0	99.0
Strongly agree	1	1.0	1.0	100.0
Total	100	100.0	100.0	



I am satisfied with the work timings of the organization.



**Analysis:**

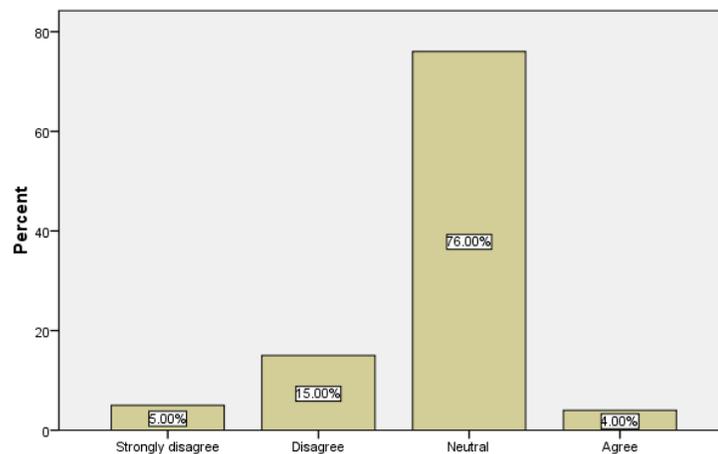
According to the following data, out of 100 responses, the majority or about 1 percent express disagreement. About 13% of respondents were strongly opposed, while 35% said they were skeptical. 50% of the respondents agreed while remaining 1% strongly agreed.

**Interpretation:**

The study indicates that the majority of employees (50 percent) agree with the organization's work schedule. Fifty percent (50%) of workers say they are happy with their jobs.. NWKRTC will provide the flexible time to the employees to balance their work and personal life , some of the employees said that they are dissatisfied with the working life because increased roles and responsibilities to make them more work.

The company's promotion policy is satisfactory to me.				
	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	5	5.0	5.0	5.0
Disagree	15	15.0	15.0	20.0
Neutral	76	76.0	76.0	96.0
Agree	4	4.0	4.0	100.0
Total	100	100.0	100.0	

I am satisfied with the promotion policy of the organization.



I am satisfied with the promotion policy of the organization.

**Analysis:** According to the following data, out of 100 responses, the majority or about 5 percent express disagreement. About 15% of respondents are strongly opposed, while 76% of respondents say they are skeptical. Only 4% of the respondents said they agreed.

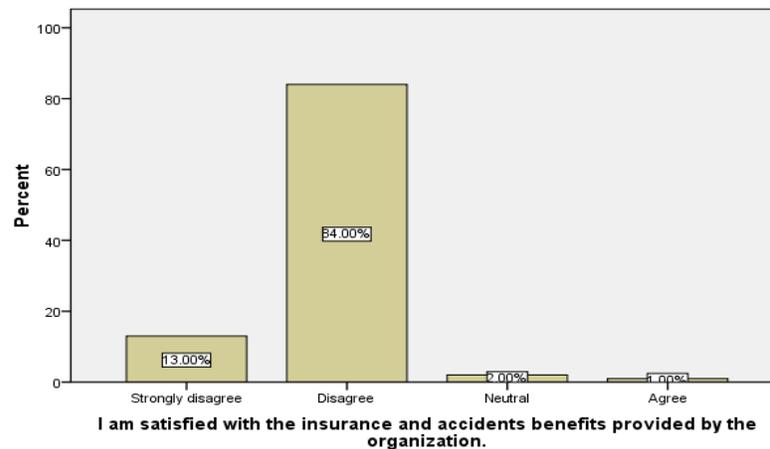
### Interpretation:

According to the research, majority of the workers (76%) have a neutral opinion on the promotion policy of the organization. Therefore, it indicates that the current promotion strategy is acceptable to the employees. Because NWKRTC company also honors employees by awarding gold and silver medals to accident free drivers. Drivers who provide accident-free services will receive a gold medal. In addition, drivers have

earned a silver medal for five years. Accident free record. And shouryaprashasti medal scheme has been introduced in NWKRTC.

<b>The organization's insurance and accident benefits satisfy my needs.</b>				
	Frequency	Percent (%)	Valid Percent (%)	Cumulative Percent (%)
Disagree Strongly	13	13.0	13.0	13.0
Disagree	84	84.0	84.0	97.0
Neutral	2	2.0	2.0	99.0
Agree	1	1.0	1.0	100.0
Total	100	100.0	100.0	

I am satisfied with the insurance and accidents benefits provided by the organization.



**Analysis:**

According to the previous data, there were 100 respondents. About 13% disagreed. About 84% respondents strongly disagree while only 2% respondents are neutral. Only 1% of the respondents said they agreed.

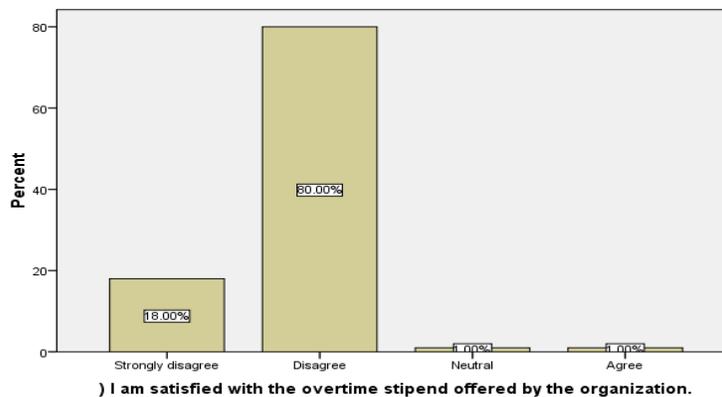
**Interpretation:**

According to the research, a majority of workers (84 percent) reported being dissatisfied with the insurance and accident benefits offered by the company. As the existing insurance plan was introduced, the KSRTC Employees' Family Care Plan, which is a contribution of both the employee and the employer, is Rs. An in-

house insurance plan that provides payouts. 3 lakhs to the dependents of an employee who dies in service. So this is not sufficient for the employee and their family. And the employees are also dissatisfied with the accidents benefits, so as transportation company bus drivers and conductors are the heart of the organization. This is the most and foremost duty of the organization to provide them good insurance and some more accident benefits for the NWKRTC employees.

The overtime compensation provided by the company is satisfactory to me.				
	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	18	18.0	18.0	18.0
Disagree	80	80.0	80.0	98.0
Neutral	1	1.0	1.0	99.0
Agree	1	1.0	1.0	100.0
Total	100	100.0	100.0	

) I am satisfied with the overtime stipend offered by the organization.



**Analysis:**

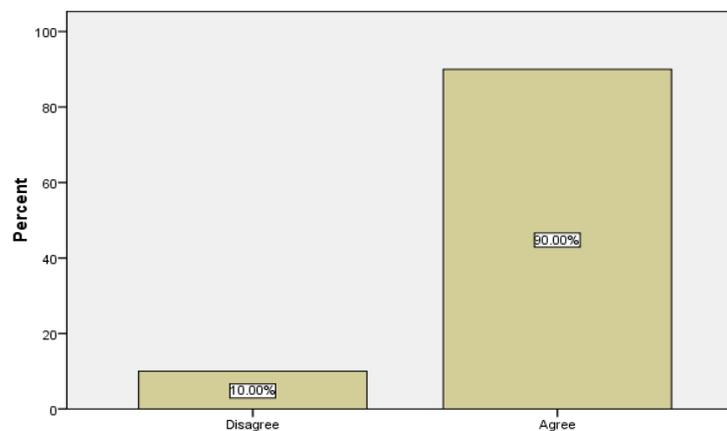
According to the data, there were 100 responders. 18% of people say they disagree. Approximately 80% of respondents strongly disagree, whereas just 1% of respondents are undecided. And just 1% of the responders say they agree.

**Interpretation:**

From the analysis it can be interpreted that majority (80%) of the employees are said that they are dissatisfied with the overtime stipend provided by the organization. Because the organization is not paying fair pay for their workload and their daily tasks. Hence the organization needs to improve their overtime stipend for their employee's betterment.

**The company's maternity leave policy is satisfactory to me.**

	Frequeny	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree	1	1.0	10.0	10.0
Agree	9	9.0	90.0	100.0
Total	10	10.0	100.0	
System	90	90.0		
Total		100	100.0	

**I am satisfied with the maternity benefit provided by the organization.****I am satisfied with the maternity benefit provided by the organization.****Analysis:**

From the above table, it is found that among 100 respondents. In 10 % female employees in that about 10% feel disagree, about 90% of the respondents feels agree.

**Interpretation:**

According to research, majority of women workers (90 percent) are reported to be happy with the maternity benefits offered by the company. This is because working women can now take 26 weeks of paid maternity leave instead of the previous 12 weeks. Additionally, a woman who has previously given birth to two children is entitled to an additional 12 weeks of maternity leave for the third child. Additionally, a woman is entitled to 12 weeks of leave if she adopts a child under three months of age. Therefore, he suggests that the maternity benefits provided by North Korea's National Center for Women's Education to its workers are acceptable.

**Refreshment facilities**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	16	16.0	16.0	16.0
Disagree	24	24.0	24.0	40.0
Neutral	53	53.0	53.0	93.0
Agree	7	7.0	7.0	100.0
Total	100	100.0	100.0	

**Analysis:**

From the above table, it is found that among 100 respondents, about 16% feel strongly disagree, about 24% of the respondents disagree and 53% of the employees were neutral and rest of the 7% of the employees are agree.

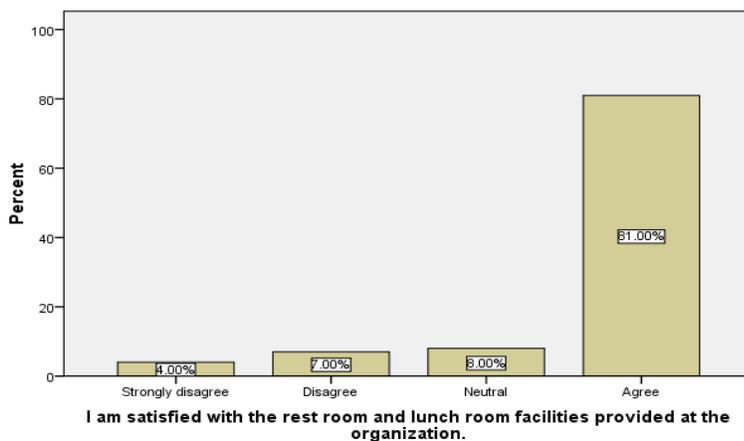
**Interpretation:**

From the analysis it can be interpreted that majority (53%) of the employees they are having neutral feeling about refreshment facilities provided by the organization. NWKRTC is not providing any kind of refreshment facilities for their employees. The organization need to spend some portion of amount for employee refreshment, it will create sense of well-being and satisfaction towards organization

**I am satisfied with the rest room and lunch room facilities provided at the organization.**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	4	4.0	4.0	4.0
Disagree	7	7.0	7.0	11.0
Neutral	8	8.0	8.0	19.0
Agree	81	81.0	81.0	100.0
Total	100	100.0	100.0	

**I am satisfied with the rest room and lunch room facilities provided at the organization.**



**Analysis:**

From the above table, it is found that among 100 respondents, about 4% respondents are strongly disagree, about 7% of the respondents disagree and 8% of the employees were neutral and about 81% of the employees are agree with the rest room and lunch room facilities.

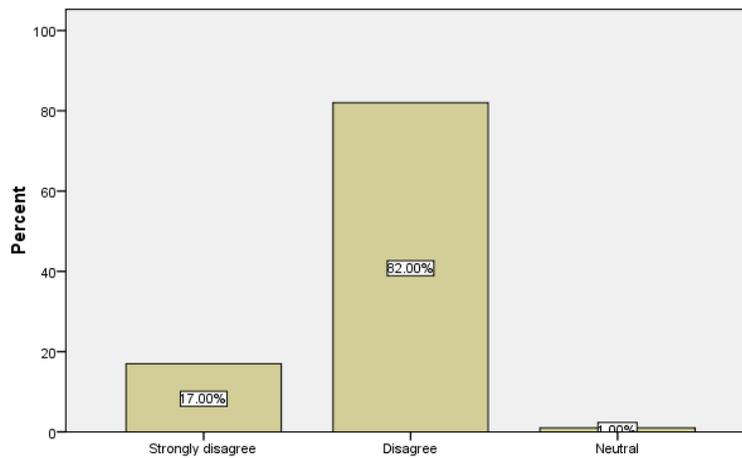
**Interpretation:**

According to the research, most of the workers (81 percent) are happy with the toilets and dining facilities provided by the company. Here, the organization has provided NWKRTC staff with proper lunch room and adequate restrooms, as well as drinking water facility. Additionally, the organization must maintain proper cleanliness in the bathrooms and lunch room.

**The organization's safety gear has met my expectations.**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	17	17.0	17.0	17.0
Disagree	82	82.0	82.0	99.0
Neutral	1	1.0	1.0	100.0
Total	100	100.0	100.0	

I am satisfied with the safety equipments provided by the organization.



I am satisfied with the safety equipments provided by the organization.

**Analysis:**

From the above table, it is found that among 100 respondents. About 17% strongly disagree, about 82% of the respondents disagree and 1% of the employees were neutral with the safety equipments provided by the organization.

**Interpretation:**

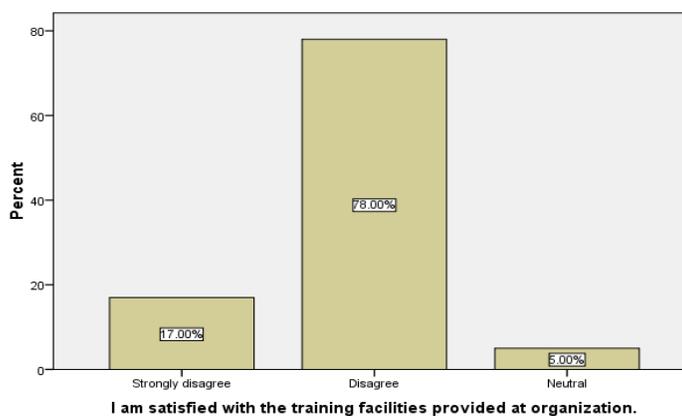
From the analysis it can be interpreted that majority (82%) of the employees they are dissatisfied with the safety equipments provided by the organization. Because the organization is not providing any kind of proper safety equipments for their employees safety equipments like gloves, safety glasses and shoes and

hard hats and full body suits. Because of this the employees are feeling disagree with the safety equipments provided by the organization. As a transportation company there is a lot of risk on bus drivers and conductors, so the organization needs to concentrate on employee safety and should provide proper safety equipments for their employees.

**Training facilities provided by the organization**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree	17	17.0	17.0	17.0
Strongly Disagree	78	78.0	78.0	95.0
Neutral	5	5.0	5.0	100.0
Total	100	100.0	100.0	

I am satisfied with the training facilities provided at organization.



**Analysis:**

This may be deduced from the preceding table, which shows that there were 100 people who responded. 17% are in disagreement with the statement. About 78 percent of the workers feel strongly disagree, and just 5 percent feel indifferent about the issue.

**Interpretation:**

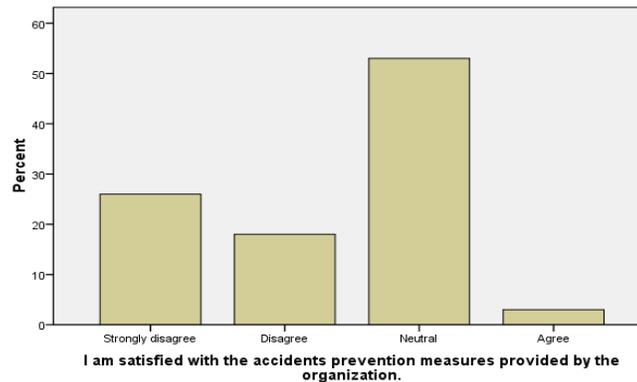
According to the research, 78 percent of workers are unsatisfied with the training facilities given by the business. NWKRTC has one training centre in hubballi to provide a various training programs for their employees. But the organization is not much serious about workplace training like safety and health training

programs; safety training is all the more important for transportation companies. Workplace safety training is a very important it enables the management to ensure a safe and healthy work atmosphere.

**I'm pleased with the organization's accident-prevention procedures.**

	Frequeny	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	26	26.0	26.0	26.0
Disagree	18	18.0	18.0	44.0
Neutral	53	53.0	53.0	97.0
Agree	3	3.0	3.0	100.0
Total	100	100.0	100.0	

I am satisfied with the accidents prevention measures provided by the organization.



**Analysis:**

A total of 100 people took part in the survey, according to the prior statistics. About a quarter of those polled said so. According to the survey, 18 percent of respondents strongly disapprove, while 53 percent of workers are unconcerned.

**Interpretation:**

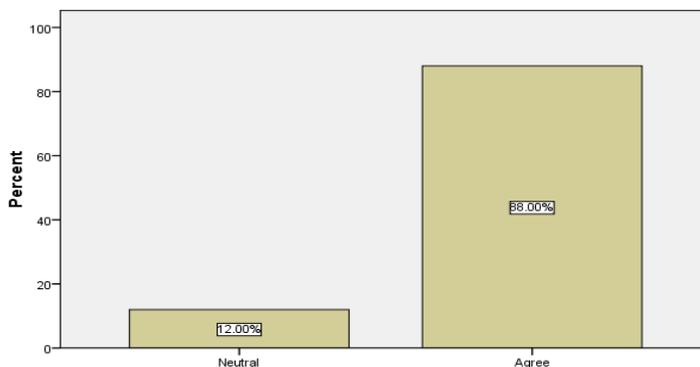
According to the research, the majority of workers (53%) have a neutral opinion about the organization's efforts to prevent accidents. As NWKRTC company honors employees by awarding gold and silver medals to accident free drivers, drivers who provide accident free services will get gold medal. For drivers with a five-year accident-free record, there is also a silver medal. Additionally, NWKRTC has implemented the Shaurya Prashasti Medal Programme. Additionally, 25% of workers are happy with the accident prevention

strategies provided by NWKRTC. It has a de-addiction center where alcohol prevention programs and activities are conducted in the office. This facility has been operational since 1997 in NWKRTC. As part of the company's commitment to the health and well-being of its workers, the primary objective of the program is to prevent alcoholism among all employees. It also aims to prevent accidents, ensure operational safety and protect the environment. In addition, inform all employees about the dangers associated with the use of alcohol, especially for the safety of passengers, and help them eliminate their addiction to alcohol.

### Grievance handling procedure

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Neutral	12	12.0	12.0	12.0
Agree	88	88.0	88.0	100.0
Total	100	100.0	100.0	

I am satisfied with the organization grievance handling procedure to have a good atmosphere.



I am satisfied with the organization grievance handling procedure to have a good atmosphere.

### Analysis:

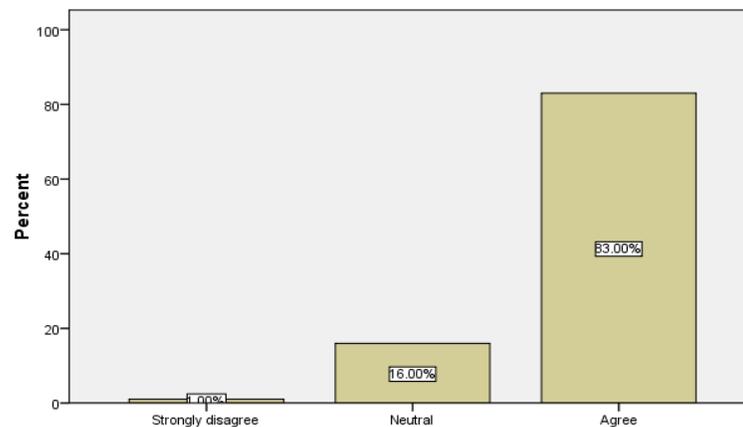
According to the aforementioned chart, out of 100 responses, around 12% feel indifferent and approximately 96% feel in agreement.

**Interpretation:** Based on the analysis, it can be concluded that the majority (53 percent) of employees are happy with the organization's current grievance handling procedure, that the supervisors have a very fair and prompt attitude, and that some employees have a neutral opinion of the procedure. As a result, the NWKRTC should make improvements to the organization's grievance handling procedure.

**I am satisfied with the sufficient urinals and toiletries facilities provided at organization.**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	1	1.0	1.0	1.0
Neutral	16	16.0	16.0	17.0
Agree	83	83.0	83.0	100.0
Total	100	100.0	100.0	

**I am satisfied with the sufficient urinals and toiletries facilities provided at organization.**



**I am satisfied with the sufficient urinals and toiletries facilities provided at organization.**

**Analysis:**

According to the above table, out of 100 participants, 83% agree, 16% are neutral and only 1% of workers strongly disagree.

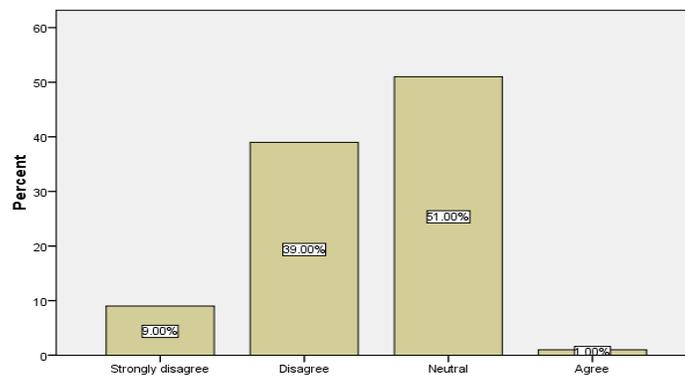
**Interpretation:**

From the analysis it can be interpreted that majority (83%) of the employees are satisfied with the sufficient urinals and toiletries provided by the organization. Because organization is providing enough toilets and washrooms for employees and there is separate facilities for men and women employees and those facilities are hygienic and ventilated.

**I am satisfied with the recreational facilities provided  
by the organization.**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	9	9.0	9.0	9.0
Disagree	39	39.0	39.0	48.0
Neutral	51	51.0	51.0	99.0
Agree	1	1.0	1.0	100.0
Total	100	100.0	100.0	

I am satisfied with the recreational facilities provided by the organization.



I am satisfied with the recreational facilities provided by the organization.

**Analysis:**

According to the above table, out of 100 answers, about 9% agree, while 51% are neutral and 39% workers disagree. Remaining 9% employees strongly disagree.

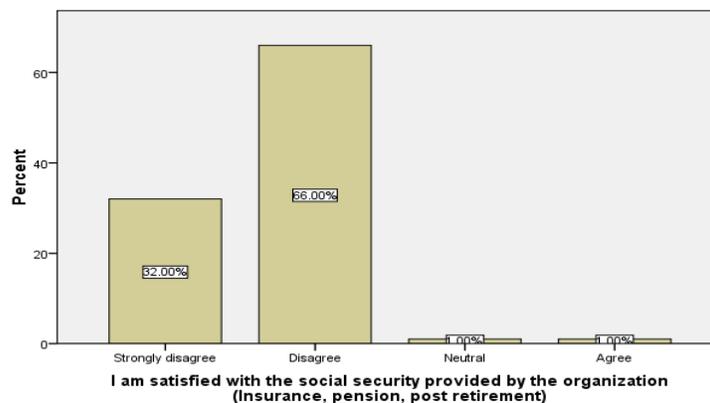
**Interpretation:**

According to the study, majority of the workers (51 Percent (%)) have a neutral opinion about the recreational facilities provided by the company. Sports and cultural programs are organized annually by the organization for the workers in divisional and divisional competitions. Additionally, 39% of workers are dissatisfied with the recreational facilities in the organization. So the organization needs to improve and create good recreational facilities for their employees.

**The social security benefits given by this organisation meet my expectations (Insurance, pension, post retirement)**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Disagree Strongly	32	32.0	32.0	32.0
Disagree	66	66.0	66.0	98.0
Neutral	1	1.0	1.0	99.0
Agree	1	1.0	1.0	100.0
Total	100	100.0	100.0	

I am satisfied with the social security provided by the organization(Insurance, pension, post retirement)



### Analysis:

From the above table, it is found that among 100 respondents, about 32% feel Disagree Strongly, and about 66% of the respondents feel disagree and 1% of the employees feel neutral And rest of the 1% of the employees are feel agree.

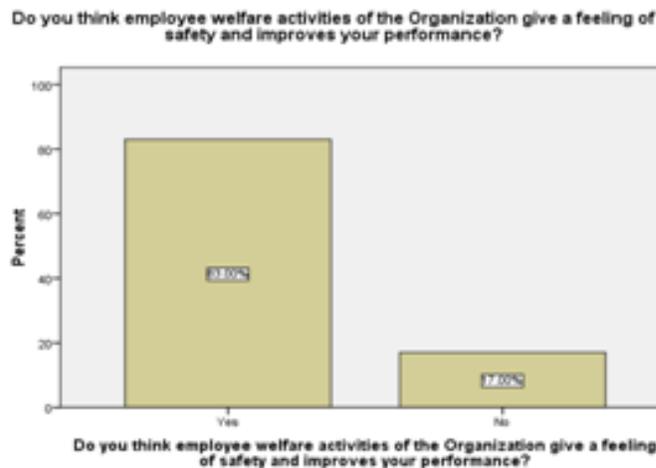
### Interpretation:

According to the research, majority of the workers (66 Percent (%)) are dissatisfied with the social security benefits offered by the company. Because the existing insurance scheme, the internal insurance scheme which pays the dependents of an employee who dies while in service, is Rs. 3 lakhs. It is not enough for the employee and his family. NWKRTC introduced a voluntary retirement program because employees were

not happy with accident benefits. Under this scheme, an employee opting for voluntary retirement will get an additional financial benefit of Rs. 75,000 rupees. 200,000, and the minimum benefit has been raised to Rs. 1,20,000. In addition, workers lack adequate medical facilities, so companies must provide substantial social security.

**Do you think employee welfare activities of the Organization give a feeling of safety and improves your performance?**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Yes	83	83.0	83.0	83.0
No	17	17.0	17.0	100.0
Total	100	100.0	100.0	



**Analysis:**

According to the above data, out of 100 respondents 83% agree with the statement while 17% disagree.

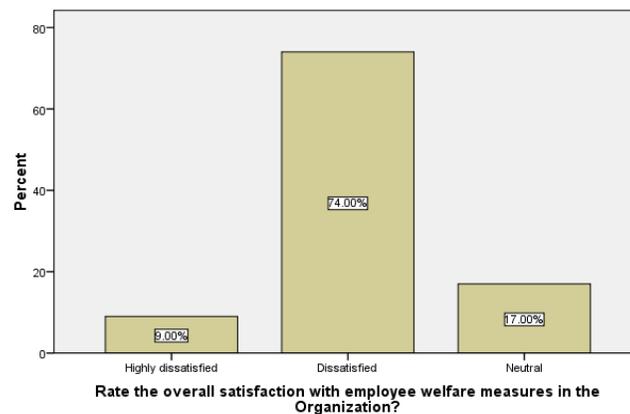
**Interpretation:**

Based on the study, it can be concluded that the majority of workers (83%) indicated that the organization's welfare programs increase their safety and performance.. And they also said that welfare measures provide insurance and security against social risks, like against accidents, and also these welfare measures protect general health, health against accidents and safety of the employees and their family members, and recreational facilities, maternity benefit all these welfare measures gives feeling of safety and boosts employee morale and increase in productivity.

**Rate the overall satisfaction with employee welfare measures in the Organization?**

	Frequency	Percent (%)	Percent (%)	Cumulative Percent (%)
Highly Dissatisfied	9	9.0	9.0	9.0
Dissatisfied	74	74.0	74.0	83.0
Neutral	17	17.0	17.0	100.0
Total	100	100.0	100.0	

Rate the overall satisfaction with employee welfare measures in the Organization?



**Analysis:**

According to the above data, out of total 100 answers, about 9% are very dissatisfied, 74% are dissatisfied and remaining 17% are indifferent.

**Interpretation:**

According to the study, majority (74 Percent (%)) of the workers are dissatisfied with the overall welfare efforts of the organization. Addiction Centre, Internship Insurance Scheme, Merit Awards, Education Loans, Medical Reimbursement, Hospital Recognition, Academic Achievement Award Schemes, Sports and Cultural Programs, Traffic Revenue Incentive Scheme and Workforce Inspiration Counseling are just

some of the other recreational activities. Welfare provided by the organization. However, some of the above-mentioned care facilities are still not operational and are not being staffed in time. As a result, management should be very transparent in this regard. These welfare provisions help in maintaining high morale among the employees and motivate them, which helps in retaining the employees for longer period of time.

## Findings

1. Most were found to be between the ages of 31 and 40 (72 percent). This shows that the majority of workers are on average in their middle years.
2. He explained that the majority (90%) of male participants were (10%) compared to female respondents. The company prefers to hire male applicants because of their work ethic.
3. It has been found that more than half Percent (%) of the NWKRTC employees are having experience between 16-20 years.
4. It has been found that 13% of the employees are drivers, 32% of the employees are conductors and 55% of the employees are the driver cum conductors.
5. It is found that among 100 respondents, 13% of the employees are drivers and 32% of the employees are conductors and 55% of the employees are driver cum conductors.
6. It is found that among 100 respondents, 77% of the employees have completed their education up to 10<sup>th</sup> standard and only 1% of the employees have completed their education up to ITI and 14% of the employees are have completed their education up to PUC and 8% of the employees are have completed their education up to graduation.
7. It is found that among 100 respondents, 4% of the employees are earning income between 10000 to 20000 per month and 78% of the employees are earning income between 20000 to 30000 per month and 18% of the employees are earning income more than 30000 per month.
8. Most respondents are found to be aware of the welfare measures offered by the NWKRTC, and only a small percentage are not particularly aware of them. In order to improve employee wellbeing, NWKRTC has implemented a number of programmed. But the employees are not much aware of those benefits because lack of welfare awareness programs and the busy schedule of the employees.
9. It is found that among 100 respondents, 84% of the employees said that the organization will not conduct any kind of awareness program regarding welfare measures. And rest of the 16% of the employees said that the organization conduct awareness program regarding welfare measures.
10. It is found that among 100 respondents, 13% of the employees said that they get the information regarding welfare measures from their colleagues, 78% of the employees get the information from organization's Top management and rest of the 11% of the employees are get the information from the company website.

11. The majority of respondents—73 percent—feel strongly disagree with the organization's canteen facilities, followed by 24 percent who feel disagree and only 3 percent who feel neutral. These findings come from a survey of 100 people.

12. It was discovered that out of 100 responses, the majority, or 1 percent, felt strongly disagreed with the statement, followed by 13 percent who disagreed and 35 percent who felt neutrally. In addition, 50% of respondents agree, with the remaining 1% strongly agreeing, regarding the organization's work hours.

13. The majority (78 percent) of workers are determined to be unsatisfied with the organization's training facilities. For the purpose of offering its staff a variety of training programmes, NWKRTC operates one training facility in Hubballi. However, the company does not take safety and health training programmes at the workplace very seriously.

14. Findings show that among 100 respondents, 9 percent feel in agreement, 51 percent feel neutral, and 39 percent of workers feel in disagreement. The remaining 9% of workers strongly disagree with the leisure amenities offered by the NWKRTC.

## SUGGESTIONS

- Management develops additional programs to increase employee awareness of welfare policies, workplace regulations and social security programs. It should be captured so as to use it as effective medium to inform the workers in respect of welfare schemes, and there are many ways to make employees aware of various welfare schemes like, the walls of the government buildings should be used for paintings awareness messages in rural and urban areas it will be more effective. Hence the organization has to conduct a various welfare awareness programs for their employees. And the organization needs to improve the employee communication channel to make them aware of various welfare facilities which are provided by the organization.
- The variety and quality of food in the canteen can be improved through management. In addition, they prepare cold, filtered water.
- Orientation of freshers: To avoid accidents, NWKRTC must provide adequate training to all new employees at the time of recruitment. Conductors and drivers must also have this training. Additionally, management upgrades training program resources by defining specific training needs for each individual.
- Recreational facilities can be improved by spending some money to meet the needs and requirements of the largest number of workers, including developing infrastructure and facilities for relaxation techniques.

## CONCLUSION

The study was conducted to know the awareness and satisfaction level towards welfare measures among NWKRTC employees. According to a study, majority of workers are dissatisfied with the current social welfare services provided by NWKRTC. Management should prioritize welfare measures in line with their

objectives. Employee well-being is one of the main tools for achieving company goals. Therefore, the organization should provide all the facilities that benefit the employee. The company will benefit from this analysis and many internal wellbeing and safety programs will improve. The company's welfare and safety measures may be improved by careful consideration of specific policies and procedures by the management. It seems that employee welfare measures have a significant role in the company's success. Employee Welfare Measures prove to be an important factor when compared to the other factors in the organization. When these measures are not provided to the fullest extent the workers self interest and motivation decreases and their dedication to the work may declines. Therefore the welfare measures create a sense of belongingness and act as a morale booster which not only lead to higher productivity but also makes the employees most satisfied.

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