



“A study of welfare activity for employee satisfaction in Reliance industry ltd

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Abstract: A study aims to determine the employee's satisfaction whether the company provides welfare facilities. The welfare scheme in every company facilities impacts for employee and employer relation. Employee satisfaction level of welfare facilities means” to take care of well being of workers by employers, trade union and government agencies. Welfare facilities help in motivating to the employee within the company. Welfare facilities enable workers to have a richer and more satisfying life. The objective of this research study is to study the existing welfare facilities providing to the employee at reliance industry ltd to know the employee opinion and satisfaction about the welfare facilities and to give certain suggestion based on the finding for improvement in the welfare facilities provided by the management. The used to secondary data and analysis the data. There are some findings and suggestion of the study which has been discussed.

Keyword: Employee welfare facilities , employee opinion , employee satisfaction.

INTRODUCTION:

Employee Welfare is a term including various services, benefits and facilities offered to employees by the employers. The welfare measures need not be monetary but in any kind/forms. This includes items such as allowances, housing, transportation, medical insurance and food. Employee Welfare also includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Through such generous benefits the employer makes life worth living for employees.

Employee Welfare defines as “efforts to make life worth living for workmen”. “Employee Welfare is a comprehensive term including various services, benefits and facilities offered to employees & by the

employers. Through such generous fringe benefits the employer makes life worth living for employees. “Welfare includes anything that is done for the comfort an improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only but in any kind/forms. Employee Welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families.

Employee satisfaction refers to a positive feeling about the job resulting from an evaluation of characteristics of job. In simple language, employee satisfaction means employees are connected with their work and position. Employee satisfaction is measured through various factors such as compensation, workload, perception of management, flexibility, teamwork, resources, etc.

LITERATURE REVIEW :

1 P.V.Satyanarayana (1997) in his work A Study on the welfare measures and their Impact on QWL provided by the Sugar companies declared that improved quality of work life among the employees increases their involvement in job and results in increased productivity of the organization. The organizations make efforts to maintain smooth relationship between workers and management, which leads to attainment of organization effort.

2 A study by Kumar and Yadav (2002) titled satisfaction level from employee welfare schemes in sugar factories in Gorakhpur division, revealed the overall satisfaction level of workers from welfare schemes was low in both the private and State sugar factories. Further, the workers in both sectors ranked the four employee welfare schemes according to their importance, which fell in the following order case scheme, medical scheme, followed by education and recreation schemes.

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

4 Manzini and Gwandure (2011) studied that the concept of employee welfare has been used by many organizations as a strategy of improving productivity of employees; especially in the mobile industry since work related problems can lead to poor quality of life for employees and a decline in performance. It is argued that, welfare services can be used to secure the labour force by providing proper human conditions of work and living through minimizing the hazardous effect on the life of the workers and their family member.

5 KT Srinivas: Vol. 2(12) (2013) made the title of “A study on employee welfare facilities and its impact on job satisfaction”. The study says that how the company providing facilities and how it improve the satisfaction level of the employees and also understands that what are facilities are company adopted to improve the welfare of the employees. Company should provide the recreational facilities to improve the

morale of the employees and reduce the stress level of the employees. Full medical support company should be given to reduce the absenteeism and turnover. Company should conduct health campaign at least once in a month/ year; finally these facilities lead to improve the productivity of the company and protection to the company employees.

6 Dr. Usha Tiwari (2014) in her study A Study on employee welfare facilities and its impact on employees efficiency at vindha Telelinks Ltd conducted the study of Employees welfare schemes and its impact on employees efficiency at Vindhatelelinks Ltd. The results appeared positive. It increases productivity as well as quality and quantity. Therefore there is necessity of making some provision for improving the welfare facility through that employees will become happy, employees performance level become increase.

7 G.Aarthi, & P. Srinivasan (2018) conducted The Study on Impact of Employee Welfare Measures in Automobile Industry. By analysing the summary of the results it was identified that the welfare and safety activities, which was followed by organization was satisfied and they wanted some improvements in the system. As the strength of any organization depends entirely on sincere working of all the employees the management should take special care to frame certain policies procedures to improve the welfare and safety measure of the organizations.

Research methodology:

Meaning of research

Research is defined as “a scientific and systematic search for pertinent information on a specific topic”. Research is an art of scientific investigation; research is a systemized effort to gain new knowledge. It is a careful inquiry especially through search for new knowledge.

Research design:

The research design is the basic framework, which provides guide line for the rest of the research process. The research designs the methods of collection of data collection and analysis Data collection Method: Primary data: The primary data is collected through Questionnaires meeting respondents personally and internet. The primary data is collected through asking the questions consisting of following categories. Dichotomous questions. Multiple choice questions. Secondary data: The major source of secondary website, bank magazines, report in newspaper about hotels, the data and information will be collected from various sources. Factual data will be collected from the annual reports of hotels, housing magazines, and other.

Nature of study :

The study is descriptive and analytical in nature.

Nature of data:

The study is based on primary and data. Data which are gathered originally for a certain purpose are known as primary data.

Sources of data :

The primary data is collected by using questionnaires.

Sample unit:

The sample unit is selected randomly from the employee working in industry.

Method of sampling:

The method used for the study is random sampling .

Size of sample:

The size of the sample is 70.

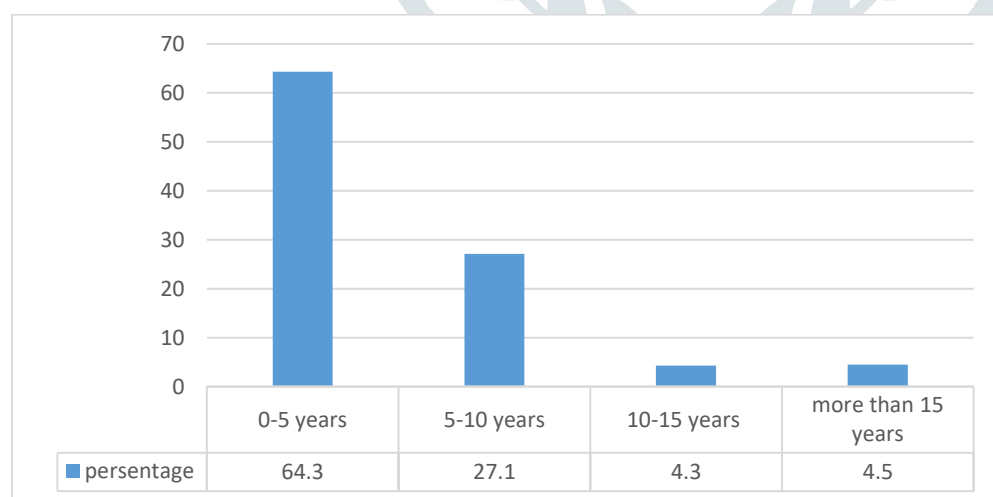
Tools used for analysis:

Tools used for the analysis include percentage analysis.

DATA ANALYSIS AND INTERPRETATION

Table-1 From how many years you are working with this company?

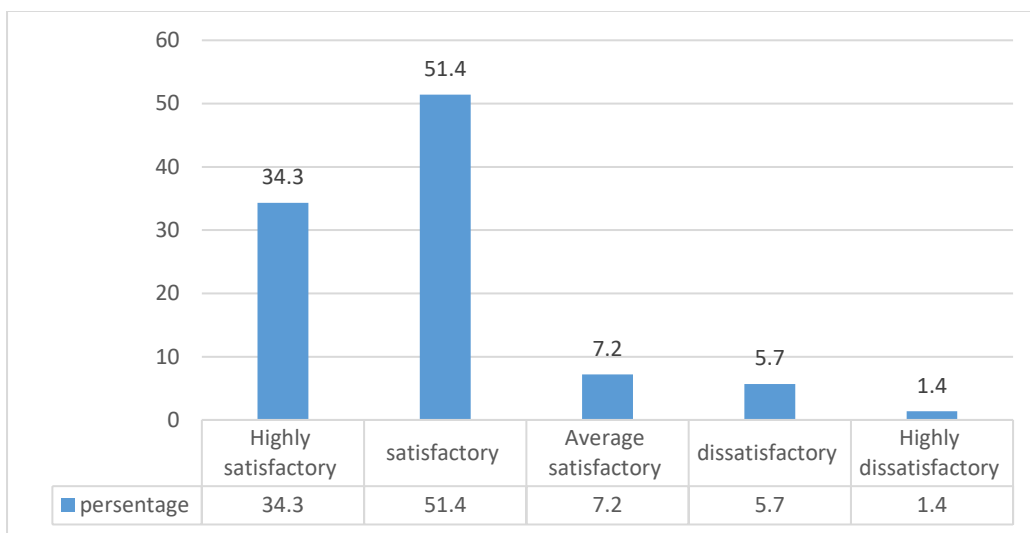
Year	Respondent	Percentage
0-5 years	45	64.3
5-10 years	19	27.1
10-15 years	3	4.3
More than 15 years	3	4.3

**Analysis:**

From, the above table , it is found that 64.3% of Respondent are 0-5 year are working in the company and the 27.1% Respondent 5-10 years ,4.3%Respondent 10-15years , 4.5% Respondent more than 15 years are working with this company.

Table:2 How do you rate the working environment of the company ?

Satisfaction	Respondent	Percentage
Highly satisfactory	24	34.3
Satisfactory	36	51.4
Average satisfactory	5	7.2
Dissatisfactory	4	5.7
Highly dissatisfactory	1	1.4
Total	70	100

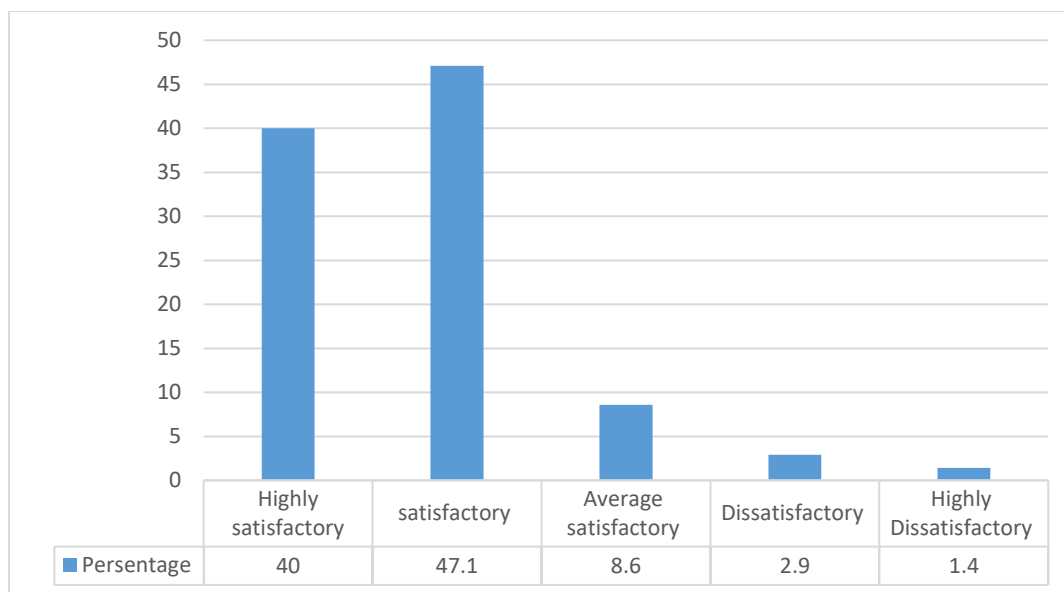


Analysis:

From, the above table, it is found that of 34.3% respondent are Highly satisfacted the working environment of the company. And the 51.4 satisfied, 7.2% average satisfied,5.7 % Dissatisfied and 1.4% are highly dissatisfied the working environment of the company.

Table: 3 How do you rate the Medical benefit provided by the company for the employee and their families?

Satisfaction	Respondent	Percentage
Highly satisfactory	28	40
Satisfactory	33	47.1
Average satisfactory	6	8.6
Dissatisfactory	2	2.9
Highly dissatisfactory	1	1.4
Total	70	100

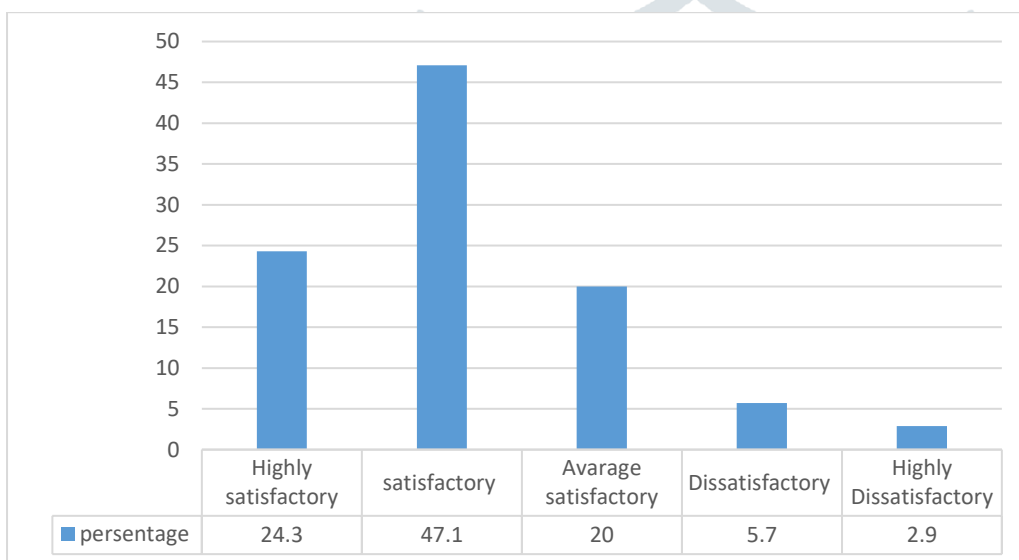


Analysis:

From the above table, it is found that 40% of respondent are Highly satisfied medical benefit in the company and 47.1% Satisfied, 8.6 % average satisfied, 2.9 % Dissatisfied and 1.4% Highly dissatisfied medical benefit in the company.

Table -4 How do you rate the canteen and resturant facilities provided by the company?

Satisfaction	Respondent	Percentage
Highly satisfactory	17	24.3
Satisfactory	33	47.1
Average satisfactory	14	20
Dissatisfactory	4	5.7
Highly dissatisfactory	2	2.9
Total	70	100

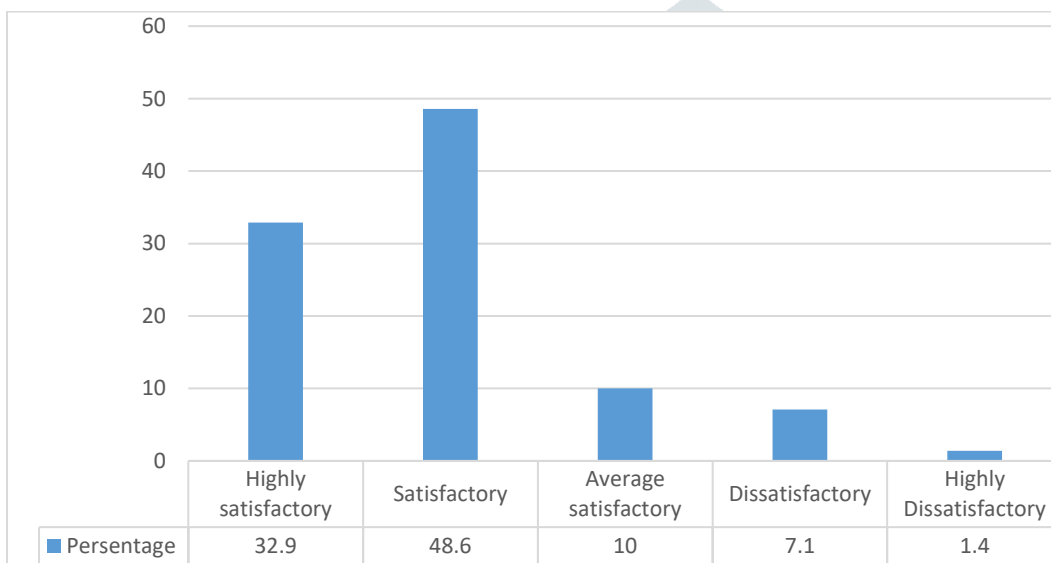


Analysis:

From the above table, it is found that 24.3% of respondent are Highly satisfied canteen & Resturant facilities in the company and 47.1% satisfied, 20% average satisfied, 5.7 % Dissatisfied, 2.9 % Highly Dissatisfied Canteen& Resturant facilities in the company.

Table -5 How do you rate the travelling facilities provided by the company?

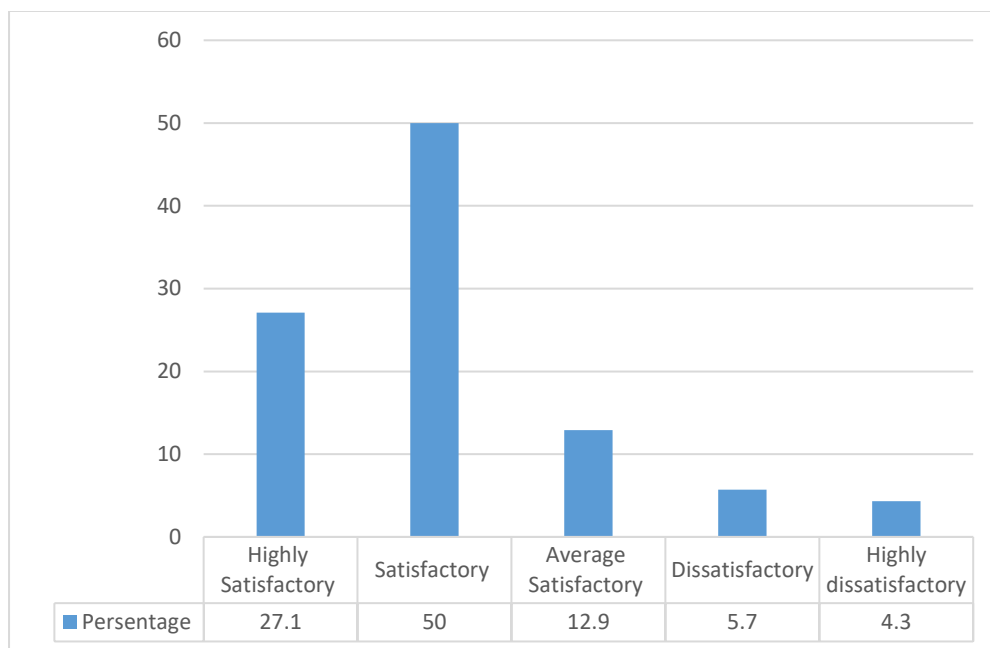
Satisfaction	Respondent	Percentage
Highly satisfactory	23	32.9
Satisfactory	34	48.6
Average satisfactory	7	10
Dissatisfactory	5	7.1
Highly dissatisfactory	1	1.4
Total	70	100

**Analysis:**

From the above table, it is found that 32.9% of respondent are Highly satisfied travelling facilities in the company and 48.6% satisfied, 10% average satisfied, 7.1 % Dissatisfied, 1.4 % Highly Dissatisfied Travelling facilities in the company.

Table-6 Do you satisfied with gym facilities provided by the company?

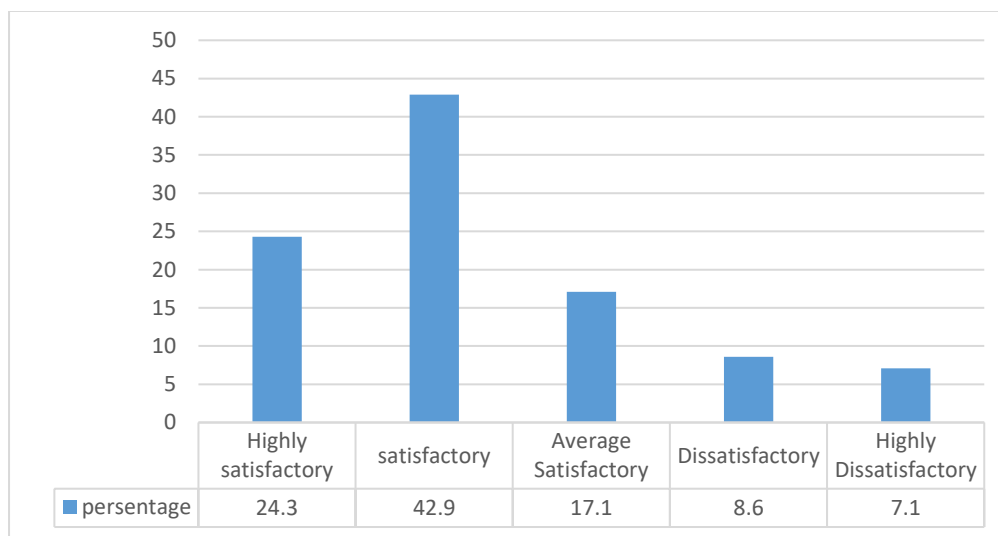
Satisfaction level	Respondent	Percentage
Highly satisfactory	19	27.1
Satisfactory	35	50
Average satisfactory	9	12.9
Dissatisfactory	4	5.7
Highly dissatisfactory	3	4.3
Total	70	100

**Analysis:**

From the above table, it is found that 27.1 % of respondent are Highly satisfied Gym facilities in the company and 50 % satisfied, 12.9% average satisfied, 5.7 % Dissatisfied, 4.3 % Highly Dissatisfied Gym facilities in the company.

Table-7 Do you satisfied overtime Allowances offered by the company?

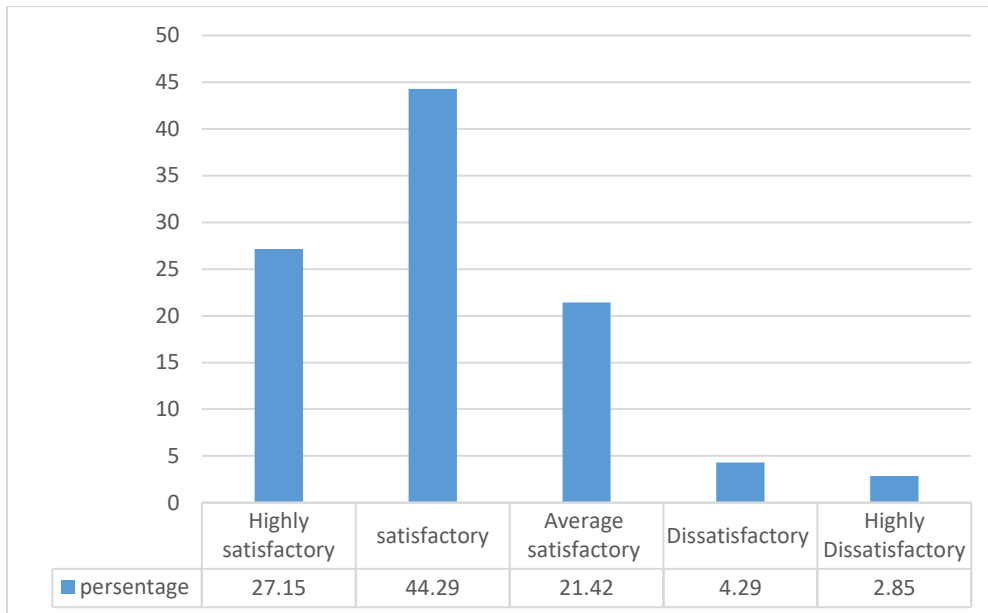
Satisfaction level	Respondent	Percentage
Highly satisfactory	17	24.3
Satisfactory	30	42.9
Average satisfactory	12	17.1
Dissatisfactory	6	8.6
Highly dissatisfactory	5	7.1
Total	70	100

**Analysis:**

From the above table, it is found that 24.3% of respondent are Highly satisfied overtime allowances provided by the company and 42.9% satisfied, 17.1% average satisfied, 8.6% Dissatisfied, 7.1 % Highly Dissatisfied overtime Allowances provided by the company.

Table-8 How do you rate the leave policy of the company?

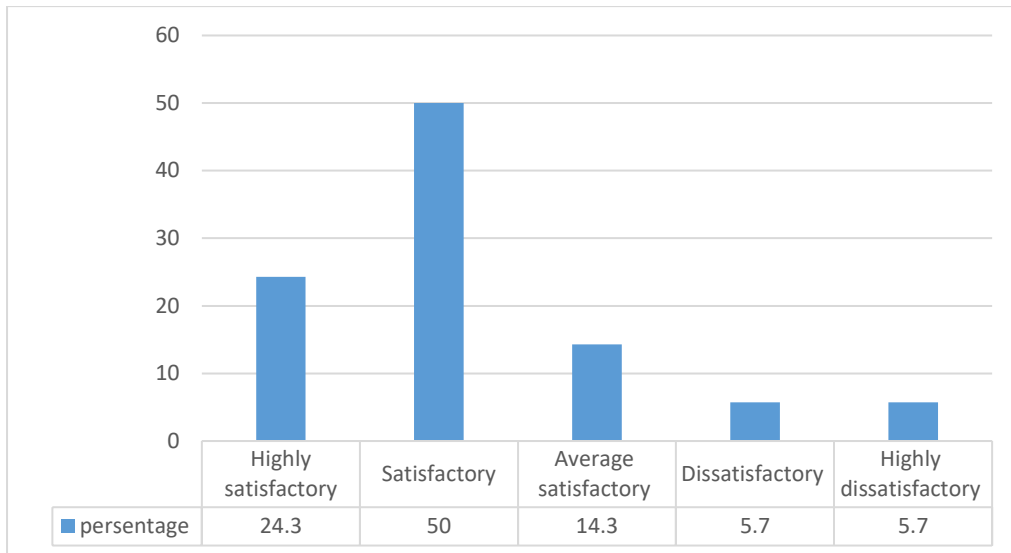
Satisfaction level	Respondent	Percentage
Highly satisfactory	19	27.15
Satisfactory	31	44.29
Average Satisfactory	15	21.42
Dissatisfactory	3	4.29
Highly dissatisfactory	2	2.85
Total	70	100

**Analysis:**

From the above table, it is found that 27.15% of respondent are Highly satisfied leave policy of the company and 44.29% satisfied, 21.42% average satisfied, 4.29% Dissatisfied, 2.85 % Highly Dissatisfied leave policy of the company.

Table-9 How do you rate the restroom and lunchroom facilities to the employee?

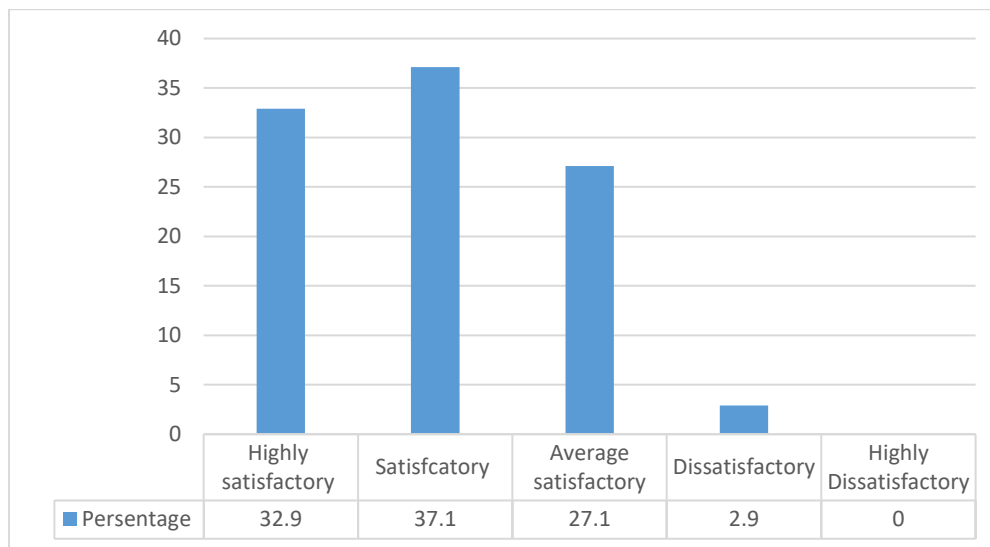
Satisfaction level	Respodent	Percentage
Highly satisfactory	17	24.3
Satisfactory	35	50
Average satisfactory	10	14.3
Dissatisfactory	4	5.7
Highly dissatisfactory	4	5.7
Total	70	100

**Analysis:**

From the above table, it is found that 24.3% of respondent are Highly satisfied restroom and lunchroom facilities in the company and 50% satisfied, 14.3% average satisfied, 5.7% Dissatisfied, 5.7 % Highly Dissatisfied restroom and lunchroom in the company.

Table-10 Do you satisfied the company take care of the employee working in the night shift?

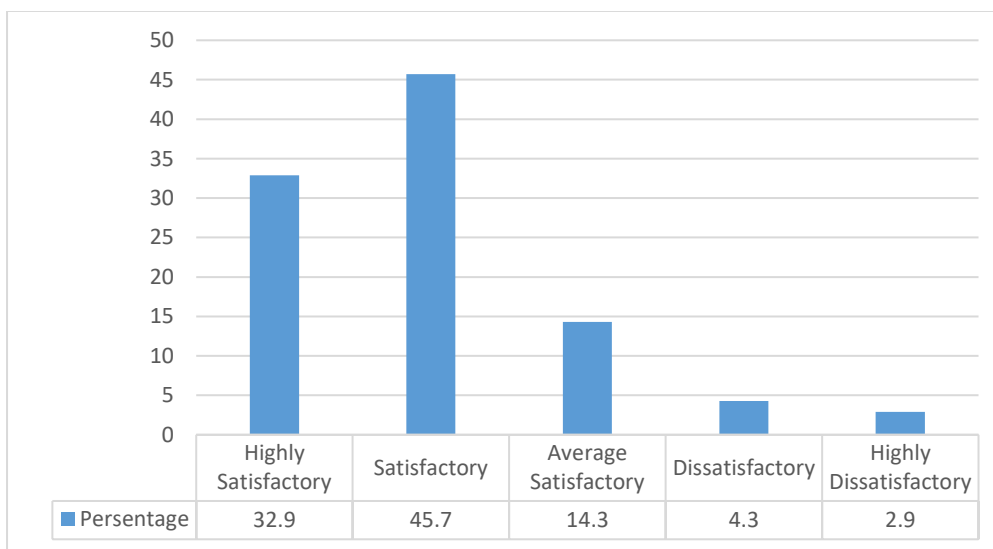
Satisfaction level	Respondent	Percentage
Highly satisfactory	23	32.9
Satisfactory	26	37.1
Average Satisfactory	19	27.1
Dissatisfactory	2	2.9
Highly Dissatisfactory	0	0
Total	70	100

**Analysis:**

From the above table, it is found that 32.9% of respondent are Highly satisfied company take care of the employee working in the night shift. and 37.1% satisfied, 27.1% average satisfied, 2.9% Dissatisfied, 0 % Highly Dissatisfied company take care of the employee working in the night shift.

Table-11 Rate the overall satisfaction with employee welfare activity of the company ?

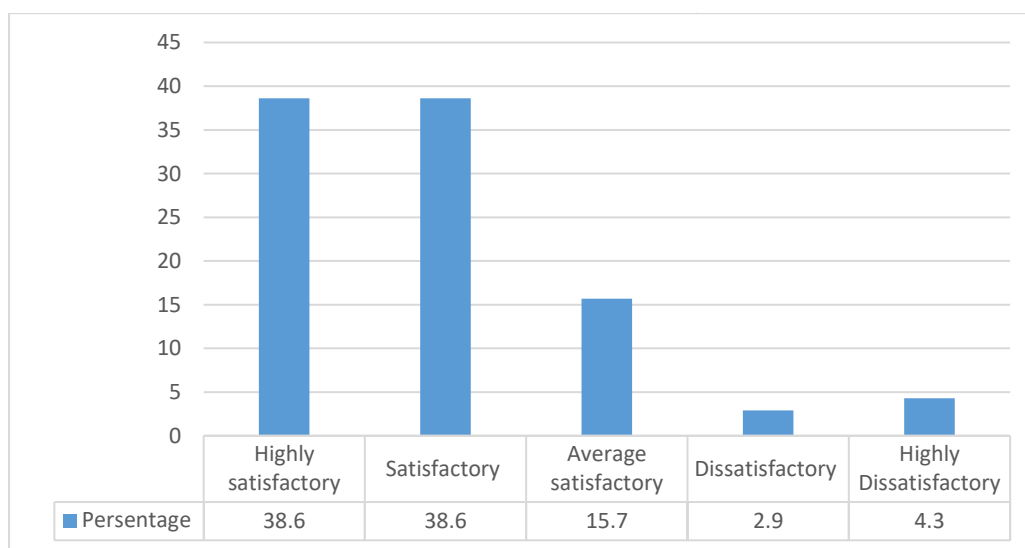
Satisfaction level	Respondent	Percentage
Highly satisfactory	23	32.9
Satisfactory	32	45.7
Average satisfactory	10	14.3
Dissatisfactory	3	4.3
Highly dissatisfactory	2	2.9
Total	70	100

**Analysis:**

From the above table, it is found that 32.9% of respondent are Highly satisfied overall Employee welfare activity of the company .and 45.7% satisfied,14.3% average satisfied, 4.3% Dissatisfied, 2.9 % Highly Dissatisfied overall employee welfare Activity of the company.

Table-12 Do you satisfied employee welfare activity of the company give the feeling of safety and improve your performance?

Satisfaction level	Respondent	Percentage
Highly satisfactory	27	38.6
Satisfactory	27	38.6
Average satisfactory	11	15.7
Dissatisfactory	3	2.9
Highly dissatisfactory	2	4.3
Total	70	100



Analysis:

From the above table, it is found that 38.6% of respondent are Highly satisfied employee welfare activity of the organisation give the feeling of safety and improve the performance and 38.6% satisfied, 15.7% average satisfied, 2.9% Dissatisfied, 4.3 % Highly Dissatisfied employee welfare activity of the organisation give the feeling of safety and improve the performance.

FINDING:

- ❖ Many of the employee are working with this company 5 or more years.
- ❖ 50% or more employee are satisfied the working environment of the company.
- ❖ Most of the employee are excellent satisfied the medical benefit provided by the company.
- ❖ 50% or more employee are excellent satisfied the canteen and resturant facilities provided by the company.
- ❖ 50% or more employee are excellent satisfied that the Travelling facilities.
- ❖ Most of the employee are satisfied the overtime allowances.
- ❖ Employee are satisfied the leave policy of the company.
- ❖ Most of the employee are satisfied the company welfare facilities.
- ❖ Company give the feeling of safety and improve the employee performance.

Suggestion:

The company has to consider the feedback which is taken from the employee. On the basis of the employees feedback the company is required to take corrective measure.

- ❖ It is required to increase the satisfaction level of the employee in the organisation.

Conclusion:

The study helps in revealing the level of satisfaction of employees with reference to the various factors provided in the company. This clearly shows that employees under the company are more or less satisfied with the job. I hope the management would consider my suggestions definitely it will improve his business highly motivated employees are considered the great asset of the company.

Limitation of the study:

One of the important disadvantages of this study is due to the busy work schedule of the employees' chances are there that responses to the questionnaires may be with lack of full concentration. Insufficient time leading to inadequate focus in all sections is also a disadvantage of this study.

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