

A Study on Employees Satisfaction towards Welfare Facilities at Minex Metallurgical Co. Ltd., Kalmeshwar – A Case Study

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Abstract

The present study is made an attempt to identify welfare facilities and employee's satisfaction level about welfare facilities adopted at Minex Metallurgical Co. Ltd, Kalmeshwar. To achieve the aforesaid objective data is gathered from 100 employees of the organization with random sampling technique. It is found that most of the respondents are aware about the statutory and non - statutory welfare facilities provided at the Company, welfare facilities like medical, canteen, working environment, safety measures etc., are provided by the company. And most of the employees are satisfied with the welfare facilities adopted by the company towards the employee's welfare.

Keywords: Employee welfare, welfare facilities, Minex Metallurgical Co. Ltd, satisfaction etc.

Introduction

Employee welfare facilities in the organization affects 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 good facilities to all employees. The management should provide required good facilities to all employees in such way that employees become satisfied and they work harder and more efficiently and more effectively.

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. The object of economics welfare is to promote economic production and productivity and through development by increasing equitable distribution. Labour 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 resources¹.

Employee 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 to motivation of employee. The basic propose of employee welfare is to enrich the life of employees and to keep them happy and conducted. Welfare measures may be both Statutory and Non statutory laws require the employer to extend certain benefits to employees in addition to wages or salaries.

Labour Welfare Measures

Labor welfare includes various facilities, services and amenities provided to workers for improving their health, efficiency, economic betterment and social status.

Welfare measures are in addition to regular wages and other economic benefits available to workers due to legal provisions and collective bargaining².

The purpose of labor welfare is to bring about the development of the whole personality of the workers to make a better workforce. The very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labor force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living³.

Objectives of the Study:

- To find out various Welfare Facilities provided at the Company.
- To find out the levels of satisfaction among employees at Minex Metallurgical Co. Ltd, kalmeshwar with respective to various welfare measures.
- To understand the extent of awareness among employees with various statutory and non statutory welfare measure.
- To suggest remedial measures if any, to improve the employee welfare at Minex Metallurgical Co. Ltd, kalmeshwar.

Data Collection and sampling: Data is collected to achieve the aforesaid objectives from primary and secondary sources. Primary data is gathered from the direct interview with questionnaire and secondary data is gathered from annual reports, journals, handouts, magazines. For the study convenience sampling is used with sample size of 100 respondents of the employees of the Minex Metallurgical Co. Ltd, kalmeshwar

Data Analysis

Interpretation: The above table-1 states that 100% of the respondents are aware of the statutory and non statutory employee welfare facilities provided at Minex Metallurgical Co. Ltd, kalmeshwar. It can be inferred that all the respondents are aware of the employee welfare facilities provided at the company.

Table-1

Table showing the awareness towards the statutory and non-statutory employee welfare facilities provided at Minex Metallurgical Co. Ltd, kalmeshwar

Options	No of respondents	Percentage
Yes	100	100%
No	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-2 it can observe that 44% of respondents feel that the medical and First aid facilities are poor, while 17% of respondents feel medical and First aid facilities are good and another 17% of the respondents convey as satisfactory, 16% of the respondents feel medical and first aid facilities are very good and 6% of respondents think medical and first aid facilities are excellent. It can be inferred that medical and first aid facilities such as mini clinic, free medical checkup, free first – aid availability pills, tonic and tablets are poor.

Table-2

Table showing the Medical and First aid facilities provided by the Company

Sr. No.	Responses	No of respondent	Percentage (%)
1	Highly Satisfied	18	18%
2	Satisfied	66	66%
3	Neutral	12	12%
4	Dissatisfied	3	3%
5	Highly Dissatisfied	1	1%
	Total	100	100%

Source: Primary Data

Interpretation: From the table-3 it can observe that 66% responds are satisfied with Medical facility in company, while 18% employees are highly satisfied, whereas 12% employees are neutral and 3% and 1% are dissatisfied and highly dissatisfied respectively.

Table-3
Table showing the Canteen facilities provided by the Company

Options	No. of respondents	Percentage
Highly Satisfied	16	16%
Satisfied	32	32%
Neutral	43	43%
Dissatisfied	0	0%
Highly Dissatisfied	9	9%
Total	100	100

Source: Primary Data

Interpretation: From the table-4 it can observe that 43% responds are neutral with Canteen facility in company, while 32% employees are satisfied, whereas 16% employees are highly satisfied while 9% employees are highly dissatisfied and 0% employee is dissatisfied.

Table-4
Table showing the Uniform and Safety shoes provided by the Company

Options	No. of respondents	Percentage
Highly Satisfied	38	38%
Satisfied	55	55%
Neutral	7	7%
Dissatisfied	0	0%
Highly Dissatisfied	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-4 it can observe that 55% responds are satisfied with Uniform and safety Shoes provided in company, while 38% employees are highly satisfied, whereas 7% employees are neutral while 0% employees are dissatisfied and highly dissatisfied.

Table-5
Table showing the Rest rooms facility provided by the Company

Options	No. of respondents	Percentage
Highly Satisfied	6	6%
Satisfied	32	32%

Neutral	52	52%
Dissatisfied	10	10%
Highly Dissatisfied	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-5 it can observe that 52% responds are neutral with Rest Room facility in company, while 32% employees are satisfied, whereas 10% employees are dissatisfied and 6% employees are highly satisfied.

Table-6
Table showing the wash rooms facility provided by the Company

Options	No. of respondents	Percentage
Highly Satisfied	28	28%
Satisfied	66	66%
Neutral	6	6%
Dissatisfied	0	0%
Highly Dissatisfied	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-6 it can observe that 66% responds are satisfied with Wash Room facility in company, while 28% employees are highly satisfied, and 6% employees are neutral.

Table-7

Table showing the Employee welfare facilities implemented helps to increase Motivation and Productivity

Options	No. of respondents	Percentage
Strongly Agree	21	21%
Agree	63	63%
Neutral	6	6%
Disagree	10	10%
Strongly Agree	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-7 it can observe that 63% employees agree that welfare facilities results in increases the motivation and productivity in company, while 21% employees strongly agree, whereas 10% employees disagree and 6% employees are neutral.

Table-8

Table showing them Provision of sufficient good drinking water in the work area

Options	No. of respondents	Percentage
Highly Satisfied	58	58%
Satisfied	36	36%
Neutral	6	6%
Dissatisfied	0	0%
Highly Dissatisfied	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-8 it can observe that 58% responds are highly satisfied with Drinking water facility in company, while 36% employees are satisfied, and 6% employees are neutral.

Table-9

Table showing them Working conditions of the Company with respect to Ventilation, Lighting, Temperature and Noise control

Options	No. of respondents	Percentage
Highly Satisfied	12	12%
Satisfied	65	65%
Neutral	15	15%
Dissatisfied	8	8%
Highly Dissatisfied	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-9 it can observe that 65% responds are satisfied with ventilation, lightning and noise control facilities in company, while 15% employees are neutral, whereas 12% employees are highly satisfied and 8% employees are dissatisfied.

Table-10

Table showing the cleanliness, dustbin and spittoons facility provided by the Company

Options	No. of respondents	Percentage
Highly Satisfied	0	0%
Satisfied	53	53%

Neutral	35	35%
Dissatisfied	12	12%
Highly Dissatisfied	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-10 it can observe that 53% responds are satisfied with Cleanliness, Dustbin and Spittoons facility in company, while 35% employees are neutral, whereas 12% employees are dissatisfied.

Table-11

Table showing the recreational facility provided by the Company

Options	No. of respondents	Percentage
Highly Satisfied	10	10%
Satisfied	30	30%
Neutral	50	50%
Dissatisfied	10	10%
Highly Dissatisfied	0	0%
Total	100	100

Source: Primary Data

Interpretation: From the table-11 it can observe that 50% responds are Neutral with Recreational facilities in company, while 30% employees are satisfied, whereas 10% employees are highly satisfied and dissatisfied respectively.

Table-12

Table showing the attitude of the employees towards welfare facilities adopted by the organization

Options	No of respondents	Percentage
Excellent	7	7%
Very good	60	60%
Good	23	23%
Satisfactory	6	6%
Poor	4	4%
Total	100	100

Source: Primary Data

Interpretation: From the table-12 it can observe that 60% employees responds that welfare facilities adopted by company are very good, while 23% responds good, whereas 7% consider excellent, 6% and 4% responds satisfactory and poor respectively.

Findings of the study

- (i) All employees are aware about the statutory and non statutory Employee Welfare Facilities provided at the Company.
- (ii) Wash Room facility is satisfied in company
- (iii) There is provision of sufficient drinking water to the workers and the water is easily accessible.
- (iv) Seating arrangement provided by the Company is satisfactory
- (v) Medical and First aid facilities provided by the Company are satisfactory
- (vi) Rest room facilities, maintenance facilities need improvement due to poor maintenance of cleanliness, sanitizers and tissues.
- (vii) Canteen facilities are poor because the cleanliness is not properly maintained, quality and quantity of food served is not satisfactory
- (viii) Rating of the Uniform and Safety shoes provided by the company are satisfactory
- (ix) Ventilation, lighting, temperature, seating arrangement, and cleanliness inside the working area or the production area are satisfactory and good
- (x) Majority of responds are satisfied with working conditions in company
- (xi) Respondents convey that the provision of Employee Welfare Facilities helps in motivation and productivity which brings belongingness to the Company, boosts employee morale and also provides job satisfaction
- (xii) Safety facilities standards adopted in company ensures adequate safety to the employees and prevents accident.
- (xiii) Overall satisfaction level of respondents is good as the company provides majority of the primary welfare facilities to its employees.

Suggestions:

- i. Recreation facilities should be provided to the workers to boost their morale and bring little diversion from their continuous routine work and to retard stress of the workers.
- ii. Complete Medical facilities should be given so as to minimize the absenteeism and to keep the employees more immunized and fit enough.
- iii. Company should be more committed to promote welfare facilities as it creates more productivity which in turn benefits the company.
- iv. Annual 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.
- v. The number of medical practitioners or physicians should be increased.

Conclusion

Labor welfare covers an ample field and connotes a state of well being, happiness, satisfaction, protection and enlargement of human resources and also helps to motivation of worker. The fundamental propose of labor welfare is to enrich the life of employees and to remain them joyful and conducted that helps to development of organization.

As per the study it is observe that Minex Letallurgical Co. Ltd., Kalmeshwar provides various facilities to the employees and also follow the rules and regulation of state and Indian Government. The management required to provide good facilities to all workers in such way that workers become satisfied about labour welfare facilities. 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. It leads to improve favorable effects of profitability and products of the organization.

It can be conclude that the employee welfare facilities provided by the company to employees are satisfied and it is commendable, but still of scope is there for further improvement, so that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals.

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