

THE IMPACT OF WELFARE FACILITIES ON WORKER SATISFACTION AND PRODUCTIVITY: A CASE STUDY OF TATA MOTOR'S

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ABSTRACT— Good wellness facilities at a firm have an influence on practically every element of work life. Tata Motor's a public sector firm in India was the focus of an empirical technique based quantitative analysis of a case study done there. The article explores how Tata Motor's welfare services impact the motivation, contentment, efficiency, and productivity of employees of different skill levels. Employees are dissatisfied because of the organization's substandard welfare services. There's a tremendous difference. According to the findings revealed in the study, welfare facilities have an influence on organisations.

Keywords: *Labour Welfare, Work Experience, Satisfaction, Productivity of Workers, Efficiency*

INTRODUCTION

Employee welfare is defined as "efforts to enhance the lives of employees." It offers a broad variety of benefits, services, and facilities to employees. Everything done for the employees' comfort and advancement that is not paid for is considered welfare. Employee motivation and morale are maintained by offering welfare benefits. The wellbeing indicators might be monetary or non-monetary in nature. Employee welfare include keeping an eye on working circumstances, promoting industrial harmony via health, safety, and unemployment insurance for workers and their families. The purpose of welfare programmes is to create a workforce that is productive, healthy, loyal, and satisfied. Providing such conveniences enhances their working environment and boosts their standard of living.

LITERATURE REVIEW

Souza(2009) Labor welfare is connected with work happiness, according to study. Education/training, leisure, medical, subsidised loan, canteen, housing, safety and others are utilised in this research.

Srinivas(2013) medical, canteen, working environment, and safety measures.

Sindhu(2012) Employee welfare programmes, according to studies, boost employee productivity. Canteens, clean drinking water, clean and hygienic bathrooms, medical exams and health insurances are utilised in the study.

Nanda and Panda(2013) The research showed that greater welfare activities contribute to a better working environment and hence better productivity. They utilised various welfare systems including medical aid, death benefit, insurance, housing, transportation, and leisure clubs.

Jayanthi et al.(2012) The research found a link between employee welfare and industrial production. Personnel policy, current pay scale, leaves and advances, seating facilities, child education service, housing facilities, uniform facilities, gratuity, provident fund, first aid medical provisions, safety requirements, and employee state insurance plans are all evaluated. Based on the literature research, the following five components are considered: Medical, Transport, First Aid, Canteen, and Recreational amenities.

OBJECTIVES

- Examine Tata Motors' labour practises.
- Assess employee satisfaction with Tata Motors' numerous benefits.
- To investigate how wellbeing influences worker motivation, efficiency, and output.

HYPOTHEIS

The study's null and alternative hypotheses were:

HO1

Employees with varying degrees of experience are not all equally satisfied.

HOA1

Employees with varying degrees of experience are equally satisfied.

H02

The welfare amenities that drive employees of diverse skill levels to perform at their best are similar.

HOA2

The wellness amenities that inspire employees of differing skill levels to perform at their best vary greatly.

RESEARCH METHODOLOGY

This empirical study employed descriptive research to analyse the welfare of Tata Motors employees.

RESEARCH INSTRUMENT

A systematic 35-item questionnaire was used. The questionnaire has two parts. In the first section, employees were asked 30 five-point likert scale questions, and in the second, 4 demographic questions. The research was carried out by Tata Motors in Jharkhand.

STATISTICAL ANALYSIS

This was done using ANOVA. The mean and standard deviation of each statement were calculated (Descriptive statistics). The p-value must be less than 0.01. In this sample, items having an average of 2.50 or less are deemed significant.

RESULTS AND DISCUSSION

Table 1 shows the employee demographics.

Table 1: Demographic Profile of Respondents

Demographic Profile	Range	Percent
Age Group	18-30	20
	31-40	17.50
	41-50	08.80
	51-60	48.80
	>60	05.00
Gender	Male	82.50
	Female	17.50
Education	Up to intermediate	28.80
	Graduate	31.20
	Post Graduate	22.50
	Others	17.50

Table 2

Demographic Profile	Range	Percent
Work Experience	Below 4 years	23.80
	4-10 years	13.80
	10-15 years	07.50
	15-20 years	02.50
	20-25 years	08.80
	Above 25 years	43.80

The majority of respondents (43.8 percent) had more than 25 years of work experience, as shown in Table 2. The satisfaction or dissatisfaction of such long-term employees may provide a true depiction of employee welfare programme.

SATISFACTION LEVEL

The satisfaction of the workforce was represented by 26 factors. All of them were grouped together in order to investigate the employees' degree of satisfaction.

EMPLOYEES WITH VARYING DEGREES OF EXPERIENCE ARE EQUALLY SATISFIED.

Table 3: Descriptive

Work experience	N	Mean	Std. Deviation
Below 4 years	38	3.0709	0.74683
4-10 years	22	2.9197	1.03039
10-15 years	12	3.7308	0.36408
15-20 years	04	1.6923	0.00000
20-25 years	14	2.4012	0.91418
Above 25 years	70	3.0143	0.89460
Total	160	2.9818	0.89177

Table 3.1: ANOVA

ANOVA	Sum of Squares	DF	Mean Square	F	Significant Level
Between Groups	9.282	05	1.856	2.566	.034
Within Groups	53.543	74	0.724		
Total	62.824	79			

ANOVA is utilised to analyse the labourers' job experience at Tata Motor's this is done in order to see how people's levels of satisfaction have evolved over time. Table 3.1 shows that the difference between the groups is significant since the significance threshold is smaller than 0.05.

THE WELLNESS AMENITIES THAT INSPIRE EMPLOYEES OF DIFFERING SKILL LEVELS TO PERFORM AT THEIR BEST VARY GREATLY.

Employees with 15 to 20 years of experience are only stimulated to exhibit their utmost competence when their indicate is less than 2.5, as seen in Table 4.

Table 4: Descriptives

Work experience	N	Mean	Std. Deviation
Below 4 years	38	3.58	1.261
4-10 years	22	2.73	1.737
10-15 years	12	4.67	0.516
15-20 years	04	2.00	0.000
20-25 years	14	2.86	1.464
Above 25 years	70	3.23	1.285
Total	160	3.29	1.380

Table 4.1: ANOVA

ANOVA	Sum of Squares(S.O.S.)	DF	Mean Square(MS)	F	Significant Level(SL)
Between Groups	21.212	05	4.242	2.430	0.043
Within Groups	129.175	74	1.746		
Total	150.388	79			

Table 4.1 illustrates that the $p > 0.05$ indicates that the difference between the groups is statistically significant.

CONCLUSION

Contact Tata Motor's to learn more about how unions may assist enhance worker safety and welfare. Healthcare and insurance options, as well as creches, safety regulations, and grievance procedures, are all accessible. However, Timken Limited employees are often dissatisfied with their perks, resulting in a significant disparity between the two employee groups. Several long-term employees (15 to 20 or even 25 years) applauded the company's incentive plans. This might be due to the small employee base of the organisation. The relationship between age and job happiness was investigated by researchers (Gibson, J. L., and S. M. Klein, 1970). Age and job satisfaction were positively related in a sample of 2,067 blue-collar employees, whereas business tenure was adversely related. Benefits at Tata Motors are poor for all employees, regardless of tenure.

Employees are neither motivated or inspired by Tata Motors' incentives. Employees aren't putting out their best effort. Younger employees are more energetic and productive. Long-term employees are dissatisfied with the company's welfare benefits, implying that they are

seeking inspiration and fulfilment elsewhere. Working is something that the older generation enjoys. Their work offers them a feeling of success and allows them to express themselves freely.

Tata Motors' social services must be improved and expanded. A happy and productive staff is essential for a business to thrive. This has been supported by several investigations.

LIMITATION

As a result, the employee was refused access. As a result, there has been less contact with the workers. Employees were just asked to fill out a questionnaire in order to express their opinions on different issues of labour law. Time and money constraints added to the difficulties. The use of the Likert scale has certain drawbacks.

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