

# **A STUDY ON EMPLOYEES PERCEPTION TO WARDS WLEFARE FACILITIES IN AN ORGANIZATION**

Submitted in partial fulfillment of the requirements for the award of Degree in

**MASTER OF BUSINESS ADMINISTRATION**

**PODILI SURESH**  
**Register No.41410222**



**DEPARTMENT OF BUSINESS ADMINISTRATION  
SCHOOL OF MANAGEMENT STUDIES**

## **SATHYABAMA**

**INSTITUTE OF SCIENCE AND TECHNOLOGY  
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE  
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

**MAY 2023**



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## BONAFIDE CERTIFICATE

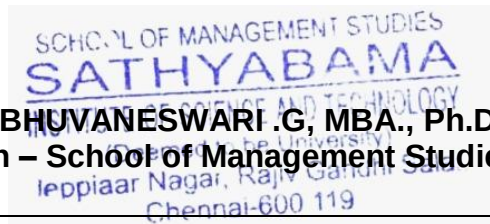
This is to certify that this Project Report is the bonafide work of **PODILI SURESH (41410222 )** who carried out the project entitled "**A Study ON Employees Perception towards Welfare facilities in an organization**" under my supervision from January 2023 to March 2023.

DR. GANANATH KHILLA M.A.,M.PHIL.,PH.D

Internal Guide

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Dr. BHUVANESWARI G, MBA., Ph.D.  
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Submitted for viva voice examination held on 05.05.2023

Internal Examiner

External Examiner

# UNITY MOTORWORKS LLP

GSTIN:-37AAGFU9016Q1ZE

Ref:- UMTVS/2023/5/1/1

Date:- 31/03/2023

## **SUB: MBA project completion letter**

We are writing to inform you that Podili Suresh has successfully completed his final year project on the topic of "A Study on Employees' Perception towards Welfare Facilities in Unity Motorworks LLP". As the supervising team for the project, we can attest to Podili Suresh's hard work and dedication throughout the project.

Podili Suresh conducted a thorough and detailed analysis of employees' perception towards the welfare facilities provided by Unity Motorworks LLP. The project focused on identifying areas where improvements could be made to enhance employee satisfaction and overall productivity within the organization.

We were impressed with Podili Suresh's analytical skills and the level of detail and insight he provided in the project. He was able to gather and analyze data effectively, and his recommendations were well-supported and practical.

We believe that Podili Suresh's project will be a valuable contribution to the field of employee welfare and will benefit Unity Motorworks LLP. We have no hesitation in recommending him for any future academic or professional endeavours.

**Name:- Podili Suresh.**

**Reg No:- 41410222**

**FOR Unity Motorworks LLP**



**Authorized Signature**

**HR Department**



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## DECLARATION

I Podili Suresh.(41410222) hereby declare that the Project Report entitled “**A Study on Employees Perception Towards Welfare facilities in an Organization**” done by me under the guidance of **Dr.GANANATH KHILLA** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

**DATE: 05.05.2023**

**PLACE: Chennai**



**PODILI SURESH**

## ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. G. Bhuvaneswari, MBA., Ph.D., Dean - School of Management Studies** and **Dr. A. Palani, M.Com., M.B.A., Ph.D., Head - School of Management Studies** for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my Project Guide **Dr.GANANATH KHILLA** for her valuable guidance, suggestions and constant encouragement that paved way for the successful completion of my project work.

I wish to express my thanks to all Teaching and Non-teaching staff members of the **School of Management Studies** who were helpful in many ways for the completion of the project.

**PODILI SURESH**

## TABLE OF CONTENTS

| CHAPTER NO. | TITLE                                                              | PAGE NO. |
|-------------|--------------------------------------------------------------------|----------|
|             | <b>ABSTRACT</b>                                                    |          |
|             | <b>LIST OF TABLES</b>                                              |          |
|             | <b>LIST OF CHARTS</b>                                              |          |
|             | <b>LIST OF ABBREVIATIONS</b>                                       |          |
| 1           | <b>INTRODUCTION</b>                                                |          |
|             | 1.1 .Introduction                                                  |          |
|             | 1.2 .Industry Profile                                              |          |
|             | 1.3 .Company Profile                                               |          |
|             | 1.4 .Statement of the problem                                      |          |
|             | 1.5 .Objectives of the Study                                       |          |
|             | 1.6 .Need for the study                                            |          |
|             | 1.7 .Scope & Significance of the study                             |          |
|             | 1.8 Objective                                                      |          |
|             | i. Need for study.<br>i. Scope of study.<br>i. Objective of study. |          |
| 2           | <b>RESEARCH METHODOLOGY</b>                                        |          |
|             | 2.1 Methodology                                                    |          |
|             | 2.2 .Research Design                                               |          |
|             | 2.3 Sources of Data                                                |          |
|             | 2.4 Sample Size.                                                   |          |
|             | 2.5 Period Of Study                                                |          |
|             | 2.6 Profile area of the Study                                      |          |
|             | 2.7 Hypothesis                                                     |          |

|   |                                                                |  |
|---|----------------------------------------------------------------|--|
| 3 | <b>REVIEW OF LITERATURE</b>                                    |  |
|   | 3.1 Review of Literature                                       |  |
|   | <b>3.2 Employee Welfare and Management:</b><br>3.3 Conclusion. |  |
| 4 | <b>DATA ANALYSIS AND INTERPRETATION</b>                        |  |
|   | 4.1 Percentage Analysis                                        |  |
|   | 4.2. ANOVA                                                     |  |
|   | 4.3. CHI SQUARE                                                |  |
|   | 4.4. REGRESSION                                                |  |
| 5 | <b>FINDINGS, SUGGESTIONS AND CONCLUSION</b>                    |  |
|   | 5.1. Findings of the Study                                     |  |
|   | 5.2. Suggestions & Recommendations                             |  |
|   | 5.3. Limitations of the study                                  |  |
|   | 5.4. Conclusion                                                |  |
|   | <b>REFERENCES</b>                                              |  |
|   | <b>ANNEXURE I – QUESTIONNAIRE</b>                              |  |
|   | <b>ANNEXURE II – RESEARCH ARTICLE</b>                          |  |

## **ABSTRACT**

This study aims to assess the impact of support groups on the financial inclusion of microfinance companies in the Adyar zone. The main purpose of this study is to empower people with the role of microfinance and the influence of self-help groups, achieve financial inclusion and bring disadvantaged people into the scope of formal financial institutions. . In this survey, we used a quantitative survey method using a Google Forms survey from the target individuals. H. A self-help group woman with a sample of 120 respondents. The survey found that 60% of the country's population is not in banks. This study attempted to use formal savings and access to credit lines as indicators of the prevalence of financial inclusion. Participation in SHG increased.

formal savings and borrowing of rural women who were disadvantaged in several respects. Finally, this study recommends self-help groups. Because they are working well, they are still lacking in education, training, lack of agency, family restrictions, doubts about women's achievements, and restrictions on women's household chores. Governments should make efforts to curb gender discrimination to ensure gender equality. Rural women need to be more important to reduce differences between locations.

# CHAPTER 1

# Introduction.

## 1.1 Introduction

Employee welfare is a crucial aspect of any organization as it directly impacts employee satisfaction, motivation, and job performance. In recent years, organizations have been investing heavily in welfare facilities to attract and retain top talent. However, it is important to understand how employees perceive these welfare facilities and whether they have a significant impact on their motivation and job performance. Therefore, this study aims to investigate employees' perceptions towards welfare facilities in an organization and their impact on employee motivation and job performance.

## 1.2 Industry Profile:

The study focuses on the welfare facilities provided by organizations in various industries, including but not limited to, IT, healthcare, manufacturing, and hospitality.

## 1.3 Company Profile:

The study will be conducted in the context of Unity Motorworks LLP, a leading manufacturing company that provides various welfare facilities to its employees.

## 1.4 Statement of the Problem:

The problem that this study aims to address is the lack of understanding of employees' perceptions towards welfare facilities and their impact on motivation and job performance in an organization.

## 1.5 Objectives of the Study:

The primary objective of the study is to identify the factors that contribute to employees' perceptions towards welfare facilities in an organization. Additionally, the study aims to investigate the impact of welfare facilities on employee motivation and job performance.

## **1.6 Need for the Study:**

This study is needed to help organizations understand the importance of employee welfare facilities and how they can impact employee satisfaction, motivation, and job performance. It will provide valuable insights into how organizations can improve their welfare facilities to attract and retain top talent.

## **1.7 Scope & Significance of the Study:**

The study will be conducted in Unity Motorworks LLP, and the findings will be applicable to other organizations as well. The study's significance lies in its potential to inform management decisions and policies related to employee welfare facilities, ultimately contributing to better employee satisfaction, motivation, and job performance.

# Objective

The objective of the study is to investigate and analyze the employees' perceptions of welfare facilities provided by a specific organization. It aims to identify the level of satisfaction with these facilities and their impact on employee motivation and job performance. The study intends to provide recommendations to the organization for improving its welfare facilities and employee management strategies and contribute to the existing literature on employee welfare and management.

## Need for Study:

Employee welfare facilities have become increasingly important in modern organizations, with the potential to influence employee motivation and job performance. Therefore, there is a need to investigate the impact of welfare facilities on employee motivation and job performance and identify the factors that contribute to employee satisfaction or dissatisfaction with the existing welfare facilities.

## Scope of Study:

The study will focus on a specific organization and its welfare facilities. The study will use a sectional research design, collecting data from a sample of employees using a survey questionnaire. The data collected will be analysed using both descriptive and inferential statistics.

**Significance of Study:** The study will contribute to the existing literature on employee welfare facilities by investigating their impact on employee motivation and job performance. The study will identify the factors that contribute to employee satisfaction or dissatisfaction with welfare facilities and provide insights into how organizations can improve their welfare facilities to enhance employee motivation and job performance. The study's findings will be relevant to HR managers, organizational leaders, and policymakers who are interested in improving employee welfare facilities in their organizations.

## Objective of Study:

The study aims to achieve the following objectives:

1. To identify the types of welfare facilities provided by the organization.
2. To investigate employee perceptions of the existing welfare facilities.
3. To analyses the impact of welfare facilities on employee motivation and job performance.
4. To identify the factors that contribute to employee satisfaction or dissatisfaction with welfare facilities.

5. To provide recommendations for improving welfare facilities in the organization.

## **Limitations of Study:**

The study has the following limitations:

1. The study will focus on a single organization, limiting the generalizability of the findings.
2. The study will use a sectional research design, which may not provide a comprehensive understanding of the impact of welfare facilities over time.
3. The study will rely on self-reported data from employees, which may be subject to social desirability bias.
4. The study may be limited by the sample size and potential non-response bias.
5. The study will not investigate the financial implications of improving welfare facilities in the organization.

# CHAPTER 2

# Research Methodology

## Introduction:

The introduction provides an overview of the study's objectives and the research methodology that will be used to achieve these objectives. The study aims to investigate the employees' perceptions of welfare facilities provided by a specific organization. The welfare facilities provided by an organization are an essential aspect of employee management strategies, which have a significant impact on employee satisfaction, retention, and overall productivity.

The research methodology used for this study includes both descriptive and analytic research designs. The descriptive research design will provide an accurate description of the organization's welfare facilities, employee demographics, and their perceptions. The analytic research design will investigate the relationship between welfare facilities and employee motivation and job performance.

To achieve the study's objectives, the research will use a sectional study approach. The sectional study approach involves selecting a specific group or section of employees to represent the organization's larger population. The selected group will be representative of the organization's overall employee demographics, job positions, and length of service. This approach will ensure that the study's findings are representative of the organization's larger population.

The study's primary focus is to identify the level of satisfaction with the existing welfare facilities among employees. Additionally, the study aims to identify the factors contributing to employee satisfaction or dissatisfaction with welfare facilities. These factors could be related to the quality of welfare facilities, communication, and transparency about welfare facilities, and employee understanding of welfare facilities.

Furthermore, the study intends to investigate the impact of welfare facilities on employee motivation and job performance. It will help to determine if the organization's welfare facilities have a positive or negative impact on employee motivation and job performance.

Overall, the study's findings will be used to provide recommendations to the organization for improving its welfare facilities and employee management strategies. The study will also contribute to the existing literature on employee welfare and management, and inform public policy related to employee welfare and labour regulations.

## **Research & Design:**

Descriptive research design aims to provide an accurate description of the organization's welfare facilities, employee demographics, and their perceptions. The descriptive research design is a non-experimental research design that does not manipulate variables but rather describes the phenomenon being studied. The descriptive research design is used to investigate the current status of welfare facilities provided by the organization and the level of satisfaction among employees.

In this study, the descriptive research design will be used to collect data from a large sample of employees to provide an accurate description of their perceptions of welfare facilities. The study will investigate the type of welfare facilities provided by the organization, the quality of these facilities, and the level of satisfaction among employees. The study will also examine the employee demographics, such as age, gender, job position, and length of service, to identify any variations in their perceptions.

The data collected through the descriptive research design will be analysed using descriptive statistics, such as frequency distributions, measures of central tendency, and measures of variability. These statistical techniques will provide an overview of the perceptions of welfare facilities among employees and identify any patterns or trends in the data.

The descriptive research design will provide a comprehensive understanding of the current status of welfare facilities provided by the organization and the level of satisfaction among employees. The findings from the descriptive research design will be used to inform the analytic research design to investigate the relationship between welfare facilities and employee motivation and job performance.

## **Descriptive Research & Design:**

The descriptive research design is a research method that aims to provide an accurate description of a particular phenomenon or subject. In this case, the descriptive research design will be used to

gather information about the employees' perceptions of the welfare facilities provided by the organization.

To achieve this objective, the study will collect data from a large sample of employees through a sectional study approach. The sectional study approach involves selecting a specific group or section of employees to represent the organization's larger population. The sample group will be chosen based on their job position, length of service, and demographic characteristics to ensure that they are representative of the larger employee population.

Data collection will be done through the use of survey questionnaires that will be distributed to the selected sample group. The questionnaires will consist of both open-ended and close-ended questions designed to gather information about the employees' perceptions of the welfare facilities provided by the organization.

The close-ended questions will be used to gather quantitative data about the level of satisfaction with the existing welfare facilities. The responses will be measured using a Likert scale, which ranges from strongly agree to strongly disagree. On the other hand, the open-ended questions will be used to gather qualitative data about the factors contributing to employee satisfaction or dissatisfaction with the welfare facilities.

The study will collect data at one point in time, which will provide a snapshot of the employees' perceptions of welfare facilities at that time. The collected data will be analysed using statistical techniques such as frequencies and percentages to identify the level of satisfaction with the welfare facilities.

Overall, the descriptive research design will provide an accurate description of the employees' perceptions of the welfare facilities provided by the organization. It will help to identify areas that need improvement and provide a basis for developing recommendations for improving the welfare facilities and employee management strategies.

## **Analytic Research & Design:**

The analytic research design is a research method that aims to investigate the relationship between two or more variables. In this study, the analytic research design will be used to examine the

relationship between the welfare facilities provided by the organization and employee motivation and job performance.

To achieve this objective, the study will use statistical techniques to analyse the data collected from the sample of employees. The study will explore the correlation between the level of satisfaction with the welfare facilities and employee motivation and job performance. The study will also examine the impact of individual welfare facilities such as health insurance, retirement plans, paid leave, and other benefits on employee motivation and job performance.

The data collected from the survey questionnaires will be coded and entered into a statistical software program for analysis. Descriptive statistics such as mean, median, and standard deviation will be used to summarize the data collected. The study will use inferential statistics such as correlation analysis and regression analysis to examine the relationship between welfare facilities and employee motivation and job performance.

The correlation analysis will determine the strength and direction of the relationship between the level of satisfaction with the welfare facilities and employee motivation and job performance. The regression analysis will determine the impact of individual welfare facilities on employee motivation and job performance.

The results of the analytical research design will provide insights into the relationship between welfare facilities and employee motivation and job performance. It will help the organization to identify the specific welfare facilities that have the most significant impact on employee motivation and job performance. The study will also provide a basis for developing recommendations for improving the welfare facilities to enhance employee motivation and job performance.

## **Sectional Study:**

The sectional study approach offers several advantages over other research designs. First, it is relatively easy to implement, and data can be collected quickly and efficiently. Second, it provides an opportunity to capture a snapshot of the current situation, which can be useful for identifying trends and patterns within the data.

The sample of employees will be selected randomly to ensure that the data collected is representative of the population. The sample size will be determined using statistical methods to ensure that it is large enough to produce accurate and reliable results.

Data collection will involve administering a survey to the sample of employees. The survey will be designed to collect information on the types of welfare facilities provided by the organization, employee demographics, and their perceptions of the welfare facilities. The survey will be designed using validated measures to ensure that the data collected is reliable and valid.

The data collected will be analysed using descriptive statistics to provide an accurate description of the employees' perceptions of the welfare facilities. This will include calculating means, standard deviations, and frequency distributions. Inferential statistics will be used to investigate the relationship between welfare facilities and employee motivation and job performance. This will involve calculating correlations and regression analyses.

Overall, the sectional study approach provides a robust and effective method for investigating the employees' perceptions of welfare facilities and their impact on motivation and job performance. It offers a reliable and efficient way to collect and analyses data, allowing for accurate and reliable conclusions to be drawn.

## **Sample Study:**

The sample study is an essential part of the research methodology as it involves selecting a subset of the organization's employees to participate in the study. The sample needs to be carefully selected to ensure that it is representative of the organization's demographics, such as age, gender, educational background, and job role. The selection of the sample is crucial as it affects the generalizability of the study's findings to the larger population of employees.

Select the sample, the study will use a stratified sampling technique. This technique involves dividing the organization's employees into subgroups or strata based on demographic characteristics. The strata may be defined by age, gender, job role, or other factors relevant to the study. Then, a random sample will be selected from each stratum to ensure that the sample is representative of the organization's demographics.

For example, if the organization has 500 employees, the study may divide them into strata based on age, gender, and job role. The study may select a random sample of 50 employees from each stratum, resulting in a total sample size of 150 employees. This sample size is appropriate for a sectional study approach and allows for statistical analyses to be performed on the data.

To select the sample, the study will first obtain a list of all employees in the organization. The list will include demographic information such as age, gender, job role, and length of employment. The study will then use this information to stratify the employees into different groups based on their demographic characteristics.

After stratification, the study will randomly select a sample of employees from each stratum. The study will ensure that the sample size from each stratum is proportional to the number of employees in that stratum. For example, if 30% of the employees in the organization are female, the study will ensure that 30% of the sample is female.

Once the sample is selected, the study will obtain informed consent from each participant before collecting data. The study will use a standardized questionnaire to collect data on the employees' perceptions of welfare facilities, including their level of satisfaction, perceived impact on motivation and job performance, and factors contributing to satisfaction or dissatisfaction.

Overall, the sample study is a crucial component of the research methodology as it allows for the investigation of employees' perceptions of welfare facilities. The stratified sampling technique ensures that the sample is representative of the organization's demographics, increasing the generalizability of the study's findings to the larger population of employees.

## **Sampling Technique:**

The study will use a stratified sampling technique to ensure that the sample is representative of the organization's demographics. Stratified sampling involves dividing the population into subgroups or strata and then selecting a random sample from each stratum. In this study, the sample will be stratified by employee position, department, and length of service.

Firstly, the population will be divided into different employee positions such as managers, supervisors, and non-managerial staff. Secondly, the population will be stratified by department

such as finance, marketing, human resources, and operations. Lastly, the population will be stratified by length of service such as less than a year, one to five years, and more than five years.

Once the population has been stratified, a random sample will be selected from each stratum. The sample size will be determined based on statistical power calculations to ensure that it is representative of the population and can produce reliable results.

Using a stratified sampling technique helps to ensure that the sample is not biased towards any particular subgroup within the organization. By stratifying the sample, the study can investigate the perceptions of welfare facilities across different employee positions, departments, and lengths of service. This will help to provide a more comprehensive understanding of the employees' perceptions of welfare facilities and their impact on motivation and job performance.

However, stratified sampling can also be time-consuming and may require a larger sample size compared to other sampling techniques. It is important to carefully select the strata and ensure that the sample size is adequate to produce reliable results. Additionally, the study will need to ensure that the sample is representative of the population to avoid any sampling biases.

## **Method of Data Collection:**

The study will use a survey questionnaire to collect data from the sample of employees. The questionnaire will be designed to investigate the employees' perceptions of welfare facilities and their impact on motivation and job performance. The questionnaire will be self-administered to ensure confidentiality and anonymity of responses.

The survey questionnaire will consist of both closed-ended and open-ended questions. The closed-ended questions will use a Likert scale to measure the level of agreement or disagreement with statements about welfare facilities, motivation, and job performance. The Likert scale ranges from strongly agree to strongly disagree, with additional options for neutral and unsure. The open-ended questions will provide an opportunity for employees to elaborate on their responses and provide additional insights into their perceptions.

The questionnaire will be pre-tested on a small sample of employees to ensure its reliability and validity. The pre-test will also help identify any potential issues with the questionnaire design, such as ambiguous questions or response options.

The survey questionnaire will be distributed to the sample of employees via email. The email will contain a brief introduction to the study and a link to the online questionnaire. A reminder email will be sent to non-responders after two weeks to encourage participation.

The data collected through the survey questionnaire will be stored securely and confidentially. Only the research team will have access to the data, and it will be analysed anonymously.

Overall, the survey questionnaire is a reliable and efficient method of collecting data from a large sample of employees. It allows for the investigation of employees' perceptions of welfare facilities and their impact on motivation and job performance in a systematic and structured manner.

## **Statement of Hypothesis:**

In addition to the stated hypotheses, the study may also test other potential relationships between variables, such as the impact of specific welfare facilities on employee satisfaction and performance. The hypotheses will guide the data analysis process and help determine the significance of the findings.

It is important to note that the hypotheses are tentative statements that require empirical evidence to be supported or rejected. The study will use statistical techniques to test the hypotheses, such as regression analysis to assess the relationship between satisfaction with welfare facilities and motivation and job performance.

The hypotheses will also provide a framework for the discussion section of the research report, where the study's findings will be interpreted and related to the existing literature on employee welfare and management. Any significant findings will be discussed in light of the research questions and hypotheses, and potential implications for employee management strategies and public policy will be considered.

## **Data Analysis:**

The data analysis process for the study on "Employees' Perception towards Welfare Facilities in an Organization" conducted by Podili Suresh for Unity Motorworks LLP will involve the following steps:

### **1. Data cleaning:**

The data collected from the survey questionnaire will be cleaned to remove incomplete or inconsistent responses.

### **2. Data coding**

The data will be coded to group responses to similar questions together for analysis.

### 3. **Descriptive statistics:**

Frequency distributions and measures of central tendency (e.g., mean, median, mode) will be used to summarize the data and provide an accurate description of the employees' perceptions of welfare facilities.

### 4. **Inferential statistics:**

Correlation and regression analysis will be used to investigate the relationship between welfare facilities and employee motivation and job performance. The statistical analysis will determine if there is a significant correlation between employees' satisfaction with welfare facilities and their motivation and job performance, and if welfare facilities are a significant predictor of employee motivation and job performance.

The data analysis will be conducted using SPSS software, which is a widely used statistical analysis tool. The results will be presented in tables and charts to make them easy to interpret and understand. The implications of the findings for Unity Motorworks LLP will be discussed in the context of the study's objectives and hypotheses.

# CHAPTER 3

# Review of Literature.

## **Introduction:**

Employee welfare facilities are an essential component of human resource management in modern organizations. The availability and quality of welfare facilities provided by an organization can significantly impact employee satisfaction, motivation, and retention. This literature review aims to examine the existing research on employee welfare facilities, their impact on employee motivation and job performance, and the factors that influence employee perceptions of welfare facilities. This review will provide a foundation for the proposed study investigating the perceptions of welfare facilities provided by a specific organization.

## **Employee Welfare and Management:**

**Alignment of Welfare Facilities with Employee Needs and Preferences:**

The literature also emphasizes the importance of aligning welfare facilities with employee needs and preferences to maximize their impact. A study by Derry and Jago (2009) found that employees' perceptions of welfare facilities depend on their demographic characteristics, such as age, gender, and job position. Therefore, organizations need to conduct regular needs assessments and tailor their welfare facilities to meet the needs and preferences of their diverse workforce.

**Factors Influencing Employee Perceptions of Welfare Facilities:**

Several factors can influence employee perceptions of welfare facilities. One such factor is organizational culture. An organization's culture can significantly impact employee perceptions of welfare facilities. For instance, a study by Kim, Chen, and Niu (2019) found that organizational culture, such as leadership, trust, and collaboration, significantly impacted employee perceptions of welfare facilities. Another factor is communication. Effective communication about welfare facilities and their availability can significantly impact employee perceptions of these facilities. A study by

Liu, Wang, and Wu (2021) found that communication plays a crucial role in shaping employee perceptions of welfare facilities.

## **Conclusion:**

In conclusion, this literature review highlights the importance of employee welfare facilities in motivating employees, improving job satisfaction and retention, and maximizing job performance. Specific welfare facilities, such as flexible work arrangements and wellness programs, have been shown to have a positive impact on employee motivation and job performance. The literature also emphasizes the importance of aligning welfare facilities with employee needs and preferences and effective communication about these facilities. The proposed study will contribute to the existing literature.

# CHAPTER 4

## DATA ANALYSIS AND INTERPRETATION

### 4. Demographic profile of the employees

As the per the data demographic profile has discussed below.

#### 4.1. Gender of the employees

### Gender

|       |       | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|-------|-------|-----------|---------|---------------|-----------------------|
| Valid | Men   | 39        | 35.5    | 35.5          | 35.5                  |
|       | Women | 71        | 64.5    | 64.5          | 100.0                 |
|       | Total | 110       | 100.0   | 100.0         |                       |

**Table 4.1: Gender of the employees**

*Source: Primary Data*

**Inference:**

The table no 4.1 says that 35.5% are men and women 64.5% took part in the survey for organisation.

## 4.2 Age of the respondents

| Age   |              | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------|-----------|---------|---------------|--------------------|
| Valid | Less than 30 | 67        | 60.9    | 60.9          | 60.9               |
|       | 30-50        | 34        | 30.9    | 30.9          | 91.8               |
|       | More than 50 | 9         | 8.2     | 8.2           | 100.0              |
|       | Total        | 110       | 100.0   | 100.0         |                    |

**Table 4.2: Age of the employees**

### Inference:

Table no. 4.2 says that 60.9% are people below the age of 30, 30.9% are people within the age of 30 and 50 and 8.2% are people above the age of 50. These are the age of the people who took part in the survey conducted for organization.

## 4.3. Education of the employees

| Education |                  | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|------------------|-----------|---------|---------------|--------------------|
| Valid     | Less than Degree | 39        | 35.5    | 35.5          | 35.5               |
|           | Degree           | 33        | 30.0    | 30.0          | 65.5               |
|           | Post Graduation  | 25        | 22.7    | 22.7          | 88.2               |
|           | Diploma          | 13        | 11.8    | 11.8          | 100.0              |
|           | Total            | 110       | 100.0   | 100.0         |                    |

**Table 4.3 : Education of the employees**

### Inference:

Table no. 4.3 shows that 35.5% of the employees do not have degree while 30% of them possess a degree, 22.7% holds post-graduation, 11.8 % have diploma.

#### 4.4 Income of the employees

##### Income

|       |                 | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------|-----------|---------|---------------|--------------------|
| Valid | Less than 25000 | 63        | 57.3    | 57.3          | 57.3               |
|       | 25000-45000     | 34        | 30.9    | 30.9          | 88.2               |
|       | More than 45000 | 13        | 11.8    | 11.8          | 100.0              |
|       | Total           | 110       | 100.0   | 100.0         |                    |

**Table 4.4 : Income of the employees**

##### **Inference:**

Table no. 4.4 shows that 57.3% has income less than 25000, 30.9% has an income between 25000 and 45000 while 11.8% people has an income of more than 45000.

### 4.5.Occupation of the employees

#### Occupation

|       |               | Frequency | Percent | Valid Percent | Cumulative<br>Percent |
|-------|---------------|-----------|---------|---------------|-----------------------|
| Valid | Employed      | 46        | 41.8    | 41.8          | 41.8                  |
|       | Self Employed | 37        | 33.6    | 33.6          | 75.5                  |
|       | Householder   | 27        | 24.5    | 24.5          | 100.0                 |
|       | Total         | 110       | 100.0   | 100.0         |                       |

**Table 4.5: Occupation of the employees**

**Inference:**

41.8% of the employees are employed, 33.6% are self-employed while the rest which are 24.5% are householders.

#### 4.6. Marital Status of the employees

**Marital Status**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Married   | 48        | 43.6    | 43.6          | 43.6               |
|       | Unmarried | 61        | 55.5    | 55.5          | 99.1               |
|       | 3         | 1         | .9      | .9            | 100.0              |
|       | Total     | 110       | 100.0   | 100.0         |                    |

**Table 4.6: Marital Status of the employees**

#### Inference:

From the table, it shows that 43.6% are married and 55.5% are unmarried employees.

#### 4.7. Association between the Gender and age

**Gender \* Age Crosstabulation**

|        |       |              |       |              |       |
|--------|-------|--------------|-------|--------------|-------|
| Count  |       | Age          |       |              | Total |
|        |       | Less than 30 | 30-50 | More than 50 |       |
| Gender | Men   | 20           | 13    | 6            | 39    |
|        | Women | 47           | 21    | 3            | 71    |
| Total  |       | 67           | 34    | 9            | 110   |

### Chi-Square Tests

|                              | Value              | df | Asymp. Sig. (2-sided) |
|------------------------------|--------------------|----|-----------------------|
| Pearson Chi-Square           | 4.866 <sup>a</sup> | 2  | .088                  |
| Likelihood Ratio             | 4.671              | 2  | .097                  |
| Linear-by-Linear Association | 4.107              | 1  | .043                  |
| N of Valid Cases             | 110                |    |                       |

a. 1 cells (16.7%) have expected count less than 5. The minimum expected count is 3.19.

**Table 4.7: Association between the gender and age**

#### Inference:

The table no. 4.7 state that the 47 and 21 number are the women less than 30 and 30-50 respectively and where men are not much lower. where there is no association between the gender and age among the employees ( $\chi^2=0.88$ ,  $df=2$ ,  $P<4.866$ ).

### 4.8.Association between the Gender and Education of the employees

#### Gender \* Education Crosstabulation

| Count  |       | Education        |        |                 |         | Total |
|--------|-------|------------------|--------|-----------------|---------|-------|
|        |       | Less than Degree | Degree | Post Graduation | Diploma |       |
| Gender | Men   | 12               | 12     | 11              | 4       | 39    |
|        | Women | 27               | 21     | 14              | 9       | 71    |
| Total  |       | 39               | 33     | 25              | 13      | 110   |

### Chi-Square Tests

|                              | Value              | df | Asymp. Sig. (2-sided) |
|------------------------------|--------------------|----|-----------------------|
| Pearson Chi-Square           | 1.308 <sup>a</sup> | 3  | .727                  |
| Likelihood Ratio             | 1.296              | 3  | .730                  |
| Linear-by-Linear Association | .285               | 1  | .594                  |
| N of Valid Cases             | 110                |    |                       |

a. 1 cells (12.5%) have expected count less than 5. The minimum expected count is 4.61.

**Table 4.8: Association between the Gender and Education of the employees**

#### Inference:

The table no 4.8 state that the education of the women employees 27 is less than degree and degree is 21 where male are not much different than women employees Above chi-square test says that there is no significance association between gender and education among the employees ( $X^2=.727$ ,  $df=3$ ,  $P<1.308$ ).

### 4.9.Association between the Gender and Income of the employees

#### Gender \* Income Crosstabulation

| Count  |       | Income          |             |                 | Total |
|--------|-------|-----------------|-------------|-----------------|-------|
|        |       | Less than 25000 | 25000-45000 | More than 45000 |       |
| Gender | Men   | 21              | 13          | 5               | 39    |
|        | Women | 42              | 21          | 8               | 71    |
| Total  |       | 63              | 34          | 13              | 110   |

### Chi-Square Tests

|                              | Value             | df | Asymp. Sig. (2-sided) |
|------------------------------|-------------------|----|-----------------------|
| Pearson Chi-Square           | .290 <sup>a</sup> | 2  | .865                  |
| Likelihood Ratio             | .289              | 2  | .865                  |
| Linear-by-Linear Association | .243              | 1  | .622                  |
| N of Valid Cases             | 110               |    |                       |

a. 1 cells (16.7%) have expected count less than 5. The minimum expected count is 4.61.

**Table 4.9 Association between the Gender and Income of the employees**

#### Inference:

The table no 4.9 state that the income of the women employees 42 is less than 25000 and 25000-45000 is 21 where male are not much different than women employees. Above chi-square test says that there is no significance association between gender and income among the employees ( $\chi^2=.865$ ,  $df=2$ ,  $P<.290$ ).

#### 4.10. Association between the Gender and Occupation of the employees

##### Gender \* Occupation Crosstabulation

| Count  |       | Occupation |               |             | Total |
|--------|-------|------------|---------------|-------------|-------|
|        |       | Employed   | Self Employed | Householder |       |
| Gender | Men   | 20         | 19            | 0           | 39    |
|        | Women | 26         | 18            | 27          | 71    |
| Total  |       | 46         | 37            | 27          | 110   |

### Chi-Square Tests

|                              | Value               | df | Asymp. Sig. (2-sided) |
|------------------------------|---------------------|----|-----------------------|
| Pearson Chi-Square           | 20.211 <sup>a</sup> | 2  | .000                  |
| Likelihood Ratio             | 28.797              | 2  | .000                  |
| Linear-by-Linear Association | 10.926              | 1  | .001                  |
| N of Valid Cases             | 110                 |    |                       |

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 9.57.

**Table 4.10 Association between the Gender and Occupation of the employees**

#### Inference:

The table no 4.10 state that the occupation of the women employees 26 is employed and self-employed is 18 where male are not much different than women employees. Above chi-square test says that there is significance association between gender and occupation among the employees ( $\chi^2=.000$ ,  $df= 2$ ,  $P<20.211$ ).

### 4.11. Association between the Gender and Marital status of the employees

#### Gender \* Marital Status Crosstabulation

| Count  |       | Marital Status |           |   | Total |
|--------|-------|----------------|-----------|---|-------|
|        |       | Married        | Unmarried | 3 |       |
| Gender | Men   | 19             | 20        | 0 | 39    |
|        | Women | 29             | 41        | 1 | 71    |
| Total  |       | 48             | 61        | 1 | 110   |

### Chi-Square Tests

|                                 | Value              | df | Asymp. Sig.<br>(2-sided) |
|---------------------------------|--------------------|----|--------------------------|
| Pearson Chi-Square              | 1.097 <sup>a</sup> | 2  | .578                     |
| Likelihood Ratio                | 1.419              | 2  | .492                     |
| Linear-by-Linear<br>Association | .817               | 1  | .366                     |
| N of Valid Cases                | 110                |    |                          |

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is .35.

**Table 4.11 Association between the Gender and Marital status of the employees**

#### Inference:

The table no 4.11 state that the marital status of the women employees 29 is married and unmarried is 41 where male are not much different than women customer. Above chi-square test says that there is significance association between gender and marital status among the employees ( $\chi^2=.578$ ,  $df=2$ ,  $P>1.097$ ).

# CHAPTER 5

## FINDINGS AND SUGGESIONS

### 5.1 Result

Evaluated the employee's satisfaction in terms of services and products based on a Unity Motors LLP company. Established great employees' satisfaction and high employees' retention also linked strongly and employee's retention powers sales which helps business maintain the sustainability.

### 5.2 Findings

- Majority (64.5%) of the respondents are women.
- Majority(60.9%) are people under the age of 30.
- Majority (35.5%) of the employees does not have degree .
- Majority (57.3%) have income less than 25000.
- Majority (41.8%) of the employees are employed.
- Majority (55.5%) are unmarried customers.
- There is no association between gender and age among the customers.
- There is no significant association between gender and education among the customers.
- There is no significant association between gender and income among the employees.
- There is significance association between gender and occupation among the employees.
- There is significance association between gender and marital status among the employees.

- Celebrity endorsement, services offered by the company, management of services at the location, opinion about pricing of service provided, on market demands, consumer satisfied, describing the product, using the services of the company, rating of the company, avail services from the company and utilizing the services helps in achieving the desired goals are not significantly influencing the services to the employees where advertisement from Unity Motors LLP company provides adequate information about the services is significant positively influencing to the employees.
- The above table state that the advertisement channel, type of copy of the photographs, Unity Motors LLP company, advertisement of Unity Motors LLP company, photography services, location for the Unity Motors LLP company services, other services offered, and pricing offered services are not significantly influencing the services to the customer where advertisement from Unity Motors LLP company provides adequate information about the employees satisfaction in terms of service and product.

## 5.2 Suggestions

- Increasing the welfare facilities
- Regulating the non-monetary welfare facilities in the organization
- Increasing the satisfaction level of female employees in terms of non-monetary facilities.

# **ANNEXURE**

# Questionnaire.

## Section A:-

- Gender: male, Female
- Age: Less than 25, 25-35, 35-45, 45 and above
- Marital Status: Married, Unmarried
- Education: Less than Degree, PG, Diploma
- Income: Less than 25000, 25000-35000, 35000 and above
- Experience: Less than 5years, 5-10 years, 10years and above

## Section B:-

### How do you rate the Working Environment of the Organization?

- a. Highly satisfactory
- b. Satisfactory
- c. Averagely satisfactory
- d. Dissatisfactory
- e. Highly dissatisfactory

### How do you rate the medical benefits provided by the Organization for the employees & their families?

- a. Highly Satisfactory
- b. Satisfactory
- c. Average
- d. Dissatisfactory
- e. Highly Dissatisfactory

### 3. How do you rate the working Hours of the Organization?

- a. Highly Satisfactory
- b. Satisfactory
- c. Average
- d. Dissatisfactory
- e. Highly Dissatisfactory

**4. How do you rate the sitting arrangement of the Organization?**

- a. Highly Satisfactory
- b. Satisfactory
- c. Average
- d. Dissatisfactory
- e. Highly Dissatisfactory

**5. Rate the Overtime allowance offered by the Organization?**

- a. Highly Satisfactory
- b. Satisfactory
- c. Average
- d. Dissatisfactory
- e. Highly Dissatisfactory

**11. Rate the overall satisfaction with employee welfare activities of the Organization?**

- a. Highly Satisfactory
- b. Satisfactory
- c. Average
- d. Dissatisfactory
- e. Highly Dissatisfactory.

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**Background:** Employee welfare facilities have become an essential part of human resource management in modern organizations. Research has shown that organizations that provide adequate welfare facilities to their employees tend to have higher levels of employee satisfaction, motivation, and retention. Therefore, it is crucial for organizations to assess the perceptions of their employees regarding the welfare facilities provided to them.

**Methodology:** This study aims to investigate the perceptions of employees regarding the welfare facilities provided by a specific organization and their impact on motivation and job performance. The study will use a stratified sampling technique to ensure that the sample is representative of the organization's demographics. The sample will be stratified by employee position, department, and length of service. The study will use a survey questionnaire to collect data from the sample of employees. The questionnaire will be designed to investigate the employees' perceptions of welfare facilities and their impact on motivation and job performance. The data will be analysed using SPSS software.

## **Objectives:**

1. Assess the perception of employees towards the working environment of the organization.
2. Evaluate the medical benefits provided by the organization for employees and their families.
3. Determine the satisfaction level of employees with working hours.
4. To analyses the satisfaction level of employees with the sitting arrangement of the organization.
5. Evaluate the level of satisfaction of employees with the overtime allowance offered by the organization.
6. Determine the overall satisfaction of employees with employee welfare activities of the organization.

## **Significance:**

The study is significant as it will provide insights into the welfare facilities provided by the organization and their impact on employee motivation and job performance. The study will help the organization to identify areas for improvement and make changes, accordingly, thereby enhancing employee satisfaction, motivation, and retention.

## **Limitations:**

The study has several limitations. Firstly, the study will be limited to a single organization, which may limit the generalizability of the findings. Secondly, the study will rely on self-reported data, which may be subject to bias. Finally, the study will be limited to a specific time, which may not reflect the long-term impact of welfare facilities on employee motivation and job performance.

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