

A STUDY ON EMPLOYEES' WELFARE FACILITIES

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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**DEPARTMENT OF BUSINESS
ADMINISTRATIONSCHOOL 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**



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CATEGORY - 1 UNIVERSITY BY UGC**

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **SARAN KUMAR .K 42410193** who carried out the Project Training “**A STUDY ON EMPLOYEES’ WELFARE FACILITIES**”

under my supervision from January 2023 to March 2023.

Internal guide

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Submitted for Viva voce Examination held on _____

Internal Examiner

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DECLARATION

I **SARAN KUMAR.K (42410193)** hereby declare that the Project Report entitled
“A STUDY ON EMPLOYEES’ WELFARE FACILITIES “
done by me under the guidance of Dr. D Velumoni BCom, MBA, MPhil, NET, SET
2012, PhD., is submitted in partial fulfilment of the requirements for the award of
Master ofBusiness Administration degree.

DATE:

PLACE:

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.

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CHAPTER 1

1.1 INTRODUCTION

According to the Oxford dictionary employee welfare or labour welfare means “The efforts to make life worth living for workmen”.

According to the Labour Investigation Committee (1946), employee welfare means ” anything done for intellection physical, moral and economic betterment of the workers, whether by employers, by government or by other agencies, over and above what is laid down by law”.

According to Arthur James Todd, “Employee Welfare means anything done for the comfort and improvement, intellectual or social of the employees over and above the wages paid which is not a necessity of the industry”.

Types of Welfare Measures

The Welfare Measures undertaken to improve the wellbeing of the employees can be classified into two categories. These are statutory and non-statutory welfare facilities. When welfare facilities are undertaken as per the requirements of the laws, they are called statutory facilities. On the other hand, welfare facilities undertaken voluntarily by the employers, trade unions or by any other voluntary agencies are called non-statutory welfare facilities.

Statutory Welfare Facilities

These facilities offered by the organizations in compliance with the central and state government regulations. The central government has enacted several acts to protect the interests of the employees. The important sections governing employee welfare measures are:

Under Factories Act, 1948

Section 7A: The employers shall ensure the welfare, including health and safety, of the employees.

Section 11: The working place should be kept clean and tidy; there must be daily sweeping of the factory premises.

Section 18: The employers must make suitable and effective arrangement to provide drinking water to the employees.

Section 19: There must be an adequate number of toilet facilities of the prescribed types available and accessible to workers at all times inside the factory.

Section 20: There should be adequate spittoon facilities available within the factory for the employees. These facilities should be kept clean and hygienic.

Section 42: There must be sufficient and proper washing facilities available for the employees within the factories. These should be available separately for male and female employees.

Section 43: The employers should make available facilities for storing and drying of clothes.

Section 44: In case of jobs which require long hours of standing for the employees, the organization should provide sitting facilities for taking the necessary rest.

Section 45: Every factory must have readily accessible first-aid boxes with not less than one for every 150 employees.

Section 46: Canteen facilities must be available in every factory wherein more than 250 persons are employed.

Section 47: A sufficient number of shelters, restrooms and lunch rooms with water facilities must be available in factories where more than 150 persons are employed.

Section 48: Factories with more than 30 women employees must have rooms (creches) for use by their children of age group of less than 6 years.

Section 49: Factories with more 500 or more employees must have an adequate number of welfare officers to supervise employee welfare activities.

Section 79: Employees fulfilling the required conditions must be provided with leave facilities for an appropriate number of days.

Non Statutory Welfare Facilities

Non-Statutory facilities may include the facilities offered by the employers voluntarily and also those created by the employees themselves through their unions and other agencies.

Transport Facilities:

Transport facilities are provided by an organization to carry its employees to and from their homes. These facilities are made available to the employees either free of cost or at a subsidized rate.

Housing Facilities:

The purpose of offering housing facilities is to improve the standard of living of the employees. Organization offer these facilities in two forms: i) allotting houses to the employees on a rental basis and ii) Sanctioning housing loans the provision of housing facilities, many organizations provide such facilities voluntarily to their employees.

Education Facilities:

Many organizations encourage their employees to pursue their studies in different forms. This may be in the form of skill development through training programmes or sponsoring formal education in external educational institutes.

Recreation Facilities:

Recreational Facilities including indoor and outdoor games, music, art, gymnasium and club membership may also be provided to the employees to keep them physically and mentally strong.

Canteen Facilities:

Many organizations provide subsidized food to their employees through canteen facilities. These canteens may be located inside or outside the factory premises.

The organizations may directly handle the canteen activities or they may allow a third party to run the canteens on a contract basis.

Insurance Facilities:

Several organizations provide insurance facilities to the employees to cover their medical expenses and to compensate for the loss arising out of the death of the insured employees.

E-commuting and Flexi-Time facilities:

Modern organizations offer e-commuting facilities that allow the employees to attend to their office duties from their homes. Similarly, organizations also offer employees flexible timings to complete their job assignments conveniently.

On the basis of the nature and location of the welfare facilities offered by the employers, these facilities can further be classified into intra-mural facilities and extra-mural facilities.

Types of Welfare Services

1) Intramural

Intramural facilities refer to the welfare facilities which are made available to the employees within the factory premises.

The examples of intra-mural activities are i) drinking water facility ii) washing facilities iii) latrines and urinals iv) canteen facilities v) first aid and medical facilities vii) restrooms, viii) creches ix) reading room facilities.

2) Extramural

Extramural facilities provided by the employers outside the factory premises. These facilities may include i) insurance facilities ii) transport facilities iii) games and sports iv) educational facilities vi) housing facilities vii) co-operative societies and viii) maternity benefits.

Objectives of Employee Welfare

- Employee Welfare aims at creating a motivational environment, which facilitates better cooperation from the employee for the plans and proposals of the organization.
- It focuses on retaining the talented employees within the organization for a long time.
- The long term aim of welfare measures is to achieve a desired level of productivity, performance and efficiency among the employees.
- Organizations attempt to create a goodwill for themselves in the labour market through welfare measures.
- Employee welfare strives to create a strong bond between the organization and the employees. This bonding based on real loyalty, should enable the organization to meet the tough situations confidently with the help and support of its workforce.
- Employee welfare helps the organization avoid jealousy and fault-finding among the employees and facilitates the development of team spirit and cooperation among them.

Role of Management in Employee Welfare

Organizations provide welfare facilities to their employees to keep their motivation levels high. The employee welfare schemes can be classified into two categories viz. statutory and non-statutory welfare schemes.

The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. These include provisions provided in industrial acts like Factories Act 1948, Dock Workers Act (safety, health and welfare) 1986, Mines Act 1962.

The non-statutory schemes differ from organization to organization and from industry to industry.

Features of Employee Welfare

- Employee welfare is a comprehensive term including various services, facilities and amenities provided to employees for their betterment.
- Employee welfare is a dynamic concept varying from country to country and from region to region within same country. It is a flexible and ever changing concept as new welfare measures are added to the existing measures from time to time.
- Welfare measures are in addition to regular wages and other economic benefits available to employees under legal provisions and collective bargaining.
- The basic purpose of employee welfare is to improve the lot of the working class and thereby make a worker a good employee and a happy citizen.
- Welfare measures may be both voluntary and statutory.
- Employee welfare is an ongoing process and not a one-time activity of the organization.

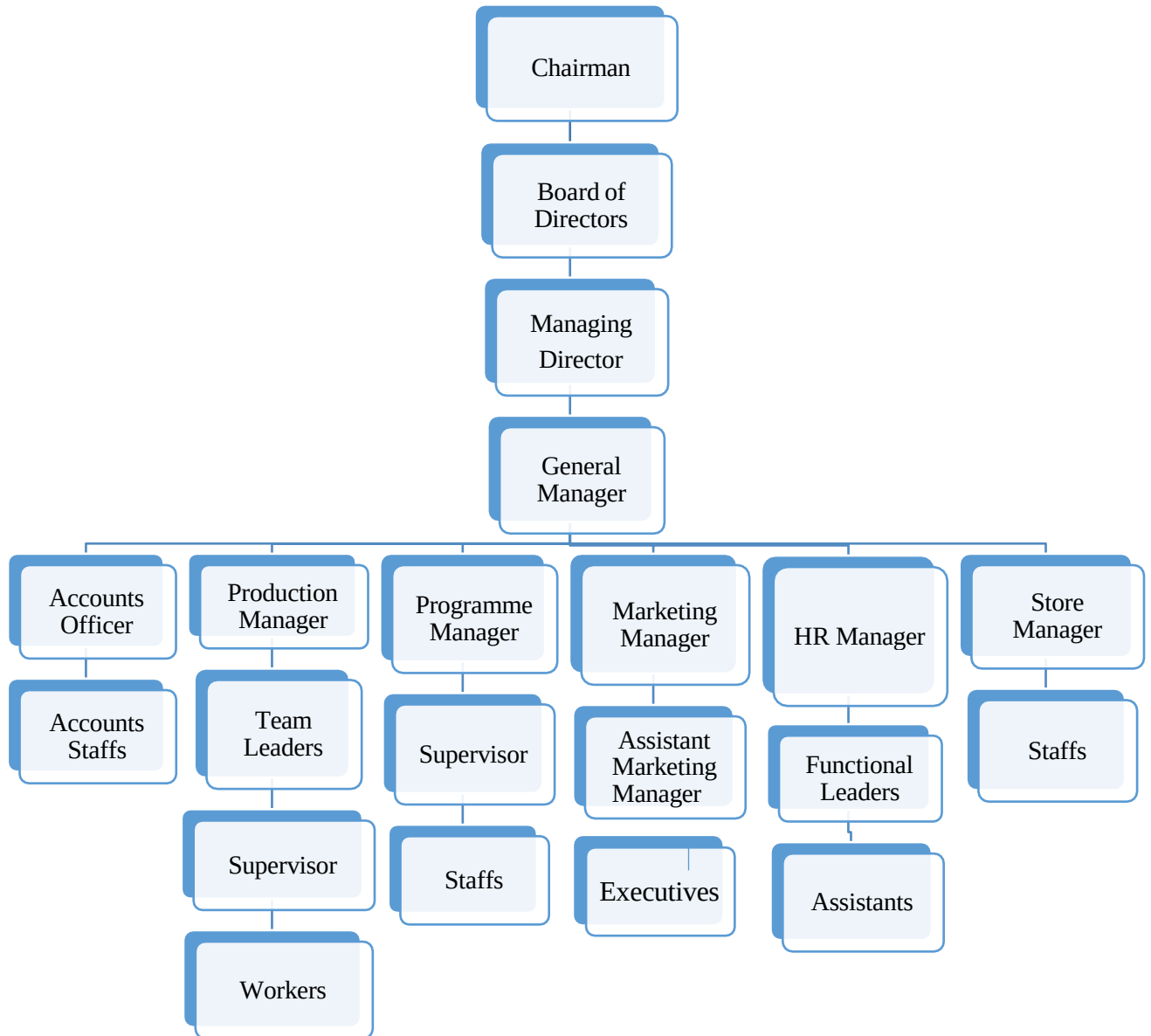
Agencies of Employee Welfare

- **Central Government** – The central government has made elaborate provisions for the health, safety and welfare of workers under the Factories Act, 1948, and Mines Act, 1952. These Acts provide for canteens, creches, shelters, restrooms, lunch rooms, washing facilities, etc.
- **State Governments** – Governments in different States and Union Territories provide welfare facilities to workers. Many of them run health and family planning centers, centers for education, vocational guidance, recreation and training.
- **Employers** – Employers take interest in welfare work both voluntarily and statutory provisions. Some employers use welfare facilities to win over their workers from the influence of their trade unions.
- **Trade Unions** – Trade unions have done little for the welfare of workers. They take the following measures a) to act as the watch-dog of workers' interests and secure implementation of statutory measures; b) to organize simple and inexpensive facilities; c) to identify the workers needs and bring them to the notice of the Government and the employers.

attracted a number of automobile manufacturers including some of the reputed global leaders to set their foot in the soil looking forward to enhance their profile and prospects to new heights.

At Present about 75 percent of India's automobile industry is made up by small cars, with the figures ranking the nation on top of any other country on the globe. Over the next turn two or three years, the country is expecting the arrival of more than a dozen new brands making compact car models. The automobile sector of India is the 7th largest sector in the world. In the year, the country manufacturers about 2.6 million cars making up identifiable chunk in the world's annual production of about 73 million cars in a year. The Indian Automobile industry became the 4th largest in the world with sales increasing 9.5 percent year-on-year to 4.02 million units (excluding two wheelers) in 2017. It was the 7th largest manufacturer of commercial vehicles in 2017. The two wheelers segment dominates the market in terms of volume owing to a growing middle class and a young population. Moreover, the growing interest of the companies in exploring the rural markets further aided the growth of the sector. India is also a prominent auto exporter and has strong export growth expectations for the near expected to grow at a CAGR of 3.05 percent during 2016-2026. In addition, several initiatives by the Government of India and the major automobile players in the Indian market are expected to make India a leader in the two-wheeler and four wheeler market in the world by 2020.

ORGANIZATION CHART



CHAPTER II

REVIEW OF LITERATURE

David, A Decenzo (2001) and Stephen P. Robbins in their book, “Human Resource Management” explained the various benefits and services provided by the companies to their employees. According to them, the legally required benefits and services include social security premiums, unemployment compensation, workers compensation and state disability programs.

Pravin Durai (2010) in their book, “Human Resource Management” stated that labour welfare is anything done for the comfort and improvement, intellectual and social wellbeing of the employees over and above the wages paid which is not a necessity of the industry.

Aswathappa (2010) in his book, “Human Resource Management “ discussed the various types of benefits and services provided to employee’s in terms of insurance benefits, compensation benefits, pension plans etc.

Gupta (2009) in his book “Human Resource Management” explained the various benefits and services provided by the companies to their employees. According to them, the legally required benefits and services include social security premiums, unemployment compensation and workers compensation.

Tripathi (1998) in his book, “Personnel Management and Human Relations” said that the provision of intra-mural and extra-mural welfare facilities help in improving the quality of work life of employee’s thereby good human relations will develop among different cadres of employees.

CHAPTER III

3.1 OBJECTIVES OF THE STUDY

- To study the organization structure and its functions
- To study the employees' welfare facilities in the hostel provided by the organization.
- To identify the satisfaction level of the employees towards the welfare facilities in the hostel.

3.2 RESEARCH METHODOLOGY

INTRODUCTION

Research methodology is a systematic way to solve the research problems. It is necessary for the researcher to know not only the research method and techniques but also the methodology

RESEARCH DESIGN: Descriptive research.

METHOD OF SURVEY: Sampling survey

TYPES OF SAMPLING: Probability sampling

SAMPLING TECHNIQUE: Simple Random Sampling.

TOTAL POPULATION IN HOSTEL: 280 Employees

DISTRIBUTED QUESTIONNAIRE: 140

NUMBER OF RESPONDENTS: 104 Respondents

TOOLS USED FOR DATA COLLECTION: Questionnaire

METHODS OF DATA COLLECTION: Questionnaire method

TYPES OF DATA:

- Primary data
- Secondary data

SOURCES OF DATA:

PRIMARY DATA:

Primary data collected through the questionnaire tool

SECONDARY DATA:

Secondary data collected through books and websites.

TOOLS USED FOR ANALYSIS:

- ✓ **Percentages analysis**

$$\text{Percentage of the respondents} = \frac{\text{Number of respondents}}{\text{Total number of the respondents}} * 100$$

- ✓ **Weighted average analysis**

$$\text{Weighted Average Score} = \frac{\sum wx}{\sum w}$$

PERIOD OF STUDY:

20 May 2019 to 28th June 2019

3.3 SCOPE OF THE STUDY

The study is conducted to know whether the workers are satisfied with the welfare facilities in Hostel provided by the company. The outcome of the study may help the administration to take effective steps to improve the employee welfare facilities in Hostel. This study only aims to find out the satisfaction level of the employees in Hostel.

3.4 LIMITATION OF THE STUDY

- Some of the employees are not responding to the questionnaire.

CHAPTER IV

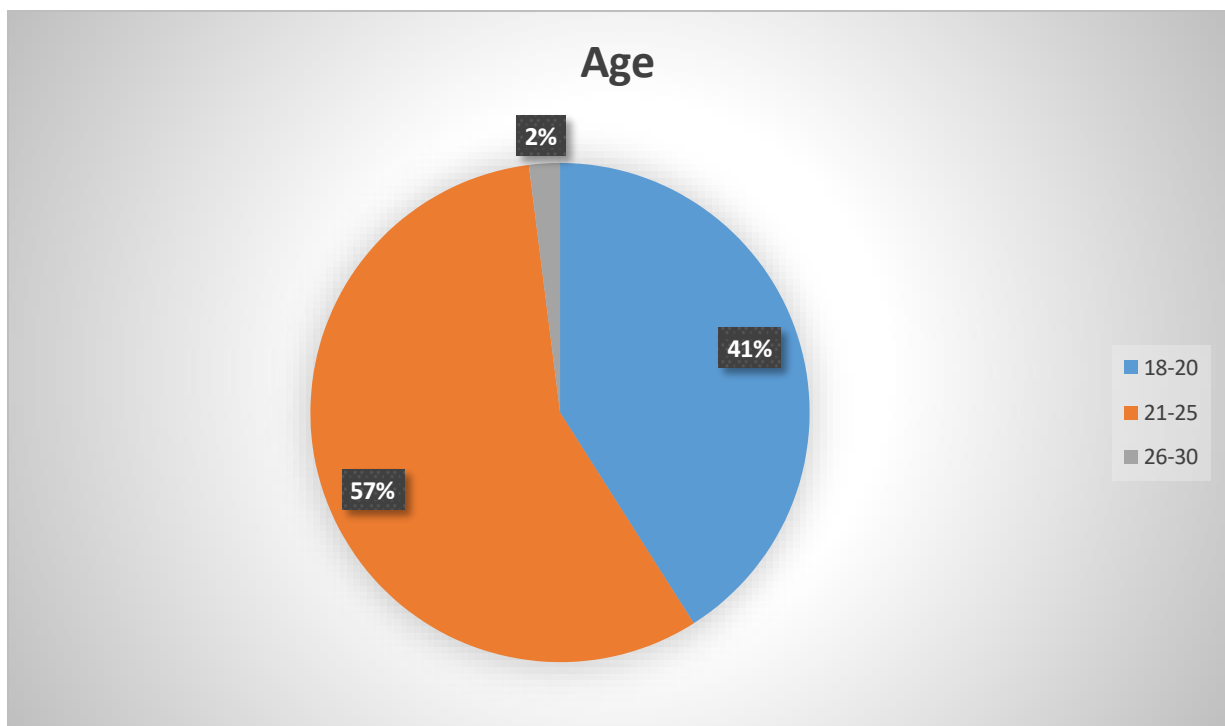
ANALYSIS AND INTERPRETATION

Percentage Analysis

Table 4.1

Age group of the respondents

S.NO	PARTICULARS	FREQUENCY	PERCENTAGE
1	18-20	43	41
2	21-25	59	57
3	26-30	2	2
4	Above 30	0	0
	Total	104	100



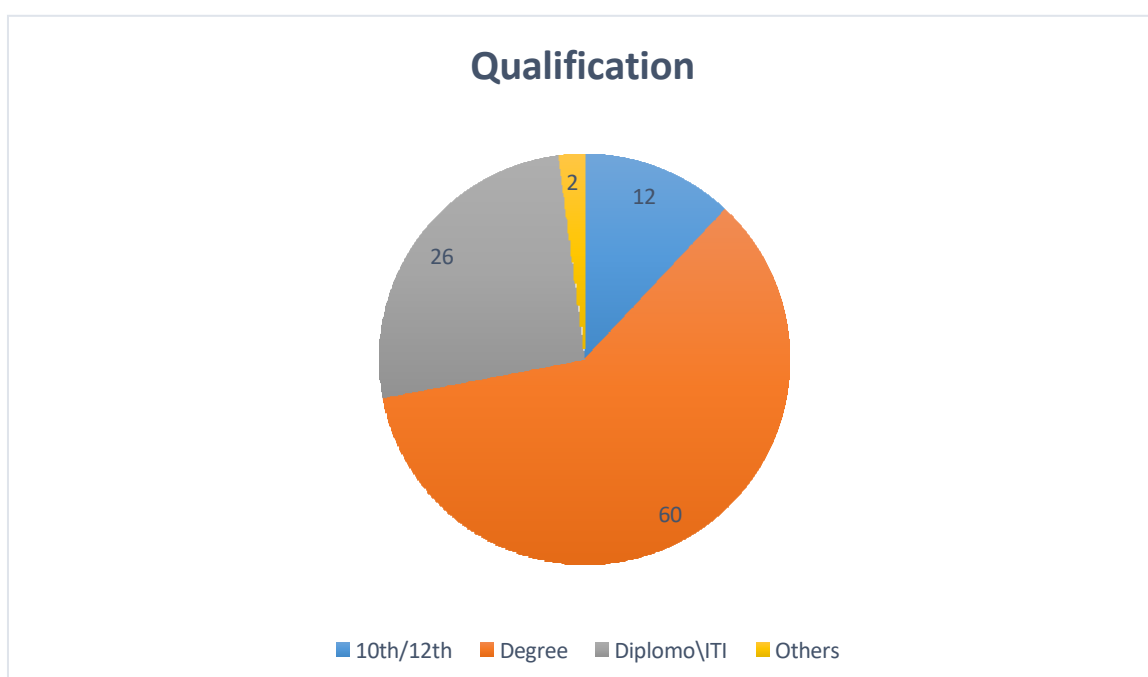
INTERPRETATION

From the above table and graph inferred that 57% of the respondents are between the age group 21-25, 41% of the respondents are between the age group 18-20 and 2% of the respondents are between the age group 26-30.

Table

Qualification of the Respondents

S.NO	PARTICULARS	FREQUENCY	PERCENTAGE
1	10 th /12 th	13	12
2	Degree	62	60
3	Diplomo/ITI	27	26
4	Others	2	2
	Total	104	100



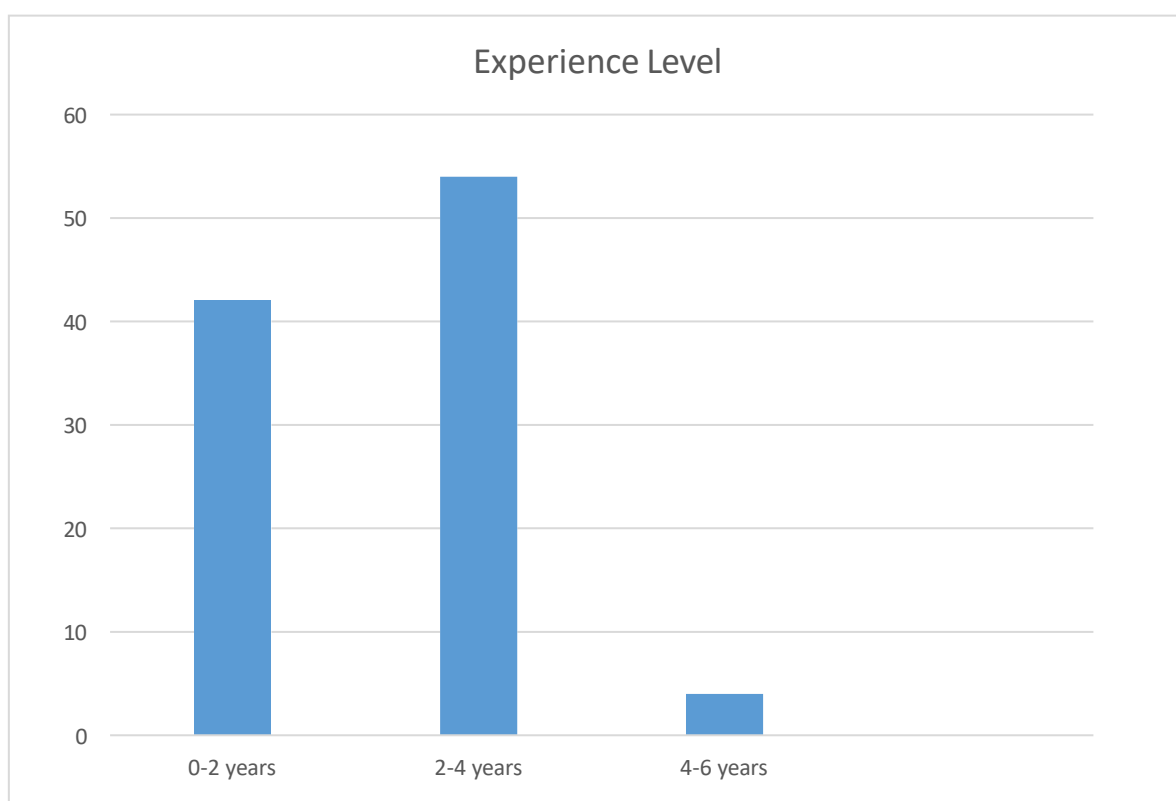
INTERPRETATION

From the above table and graph inferred that 60% of the respondents are completed their Degree. Because the HR and their team recruited majority degree holders.

Table

Experience Level of the respondents

S.NO	PARTICULARS	FREQUENCY	PERCENTAGE
1	0-2 years	44	42
2	2-4 years	56	54
3	4-6 years	4	4
4	Above 6 years	0	0
	Total	104	100



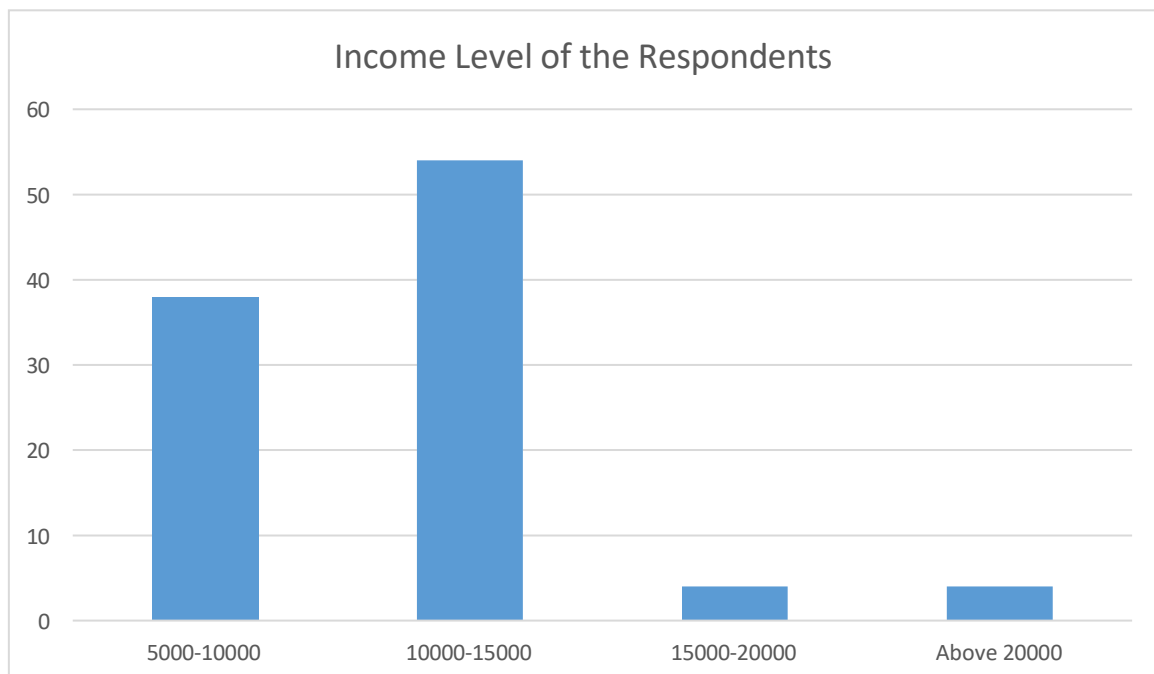
INTERPRETATION

From the above table and graph inferred that most of the respondents are experienced between 2-4 years.

Table

Income level of the respondents

S.NO	PARTICULARS	FREQUENCY	PERCENTAGE
1	5000-10000	40	38
2	10000-15000	56	54
3	15000-20000	4	4
4	Above 20000	4	4
	Total	104	100

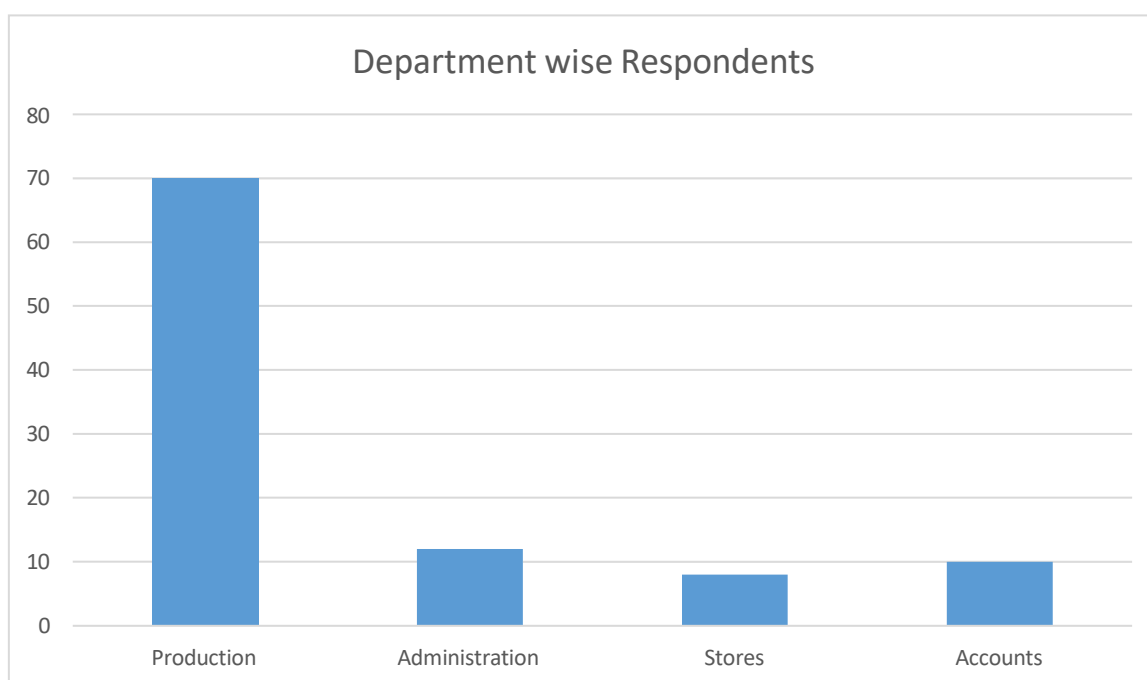


INTERPRETATION

From the above table and graph inferred that 54% of the respondents income level between Rs.10000-Rs.15000, 38% of the respondents income level between Rs.5000-1000, 4% of the respondents income level between Rs.15000-Rs.20000 and 4% of the respondents income level between above Rs.20000.

Table
Department wise Respondents

S.NO	PARTICULARS	FREQUENCY	PERCENTAGE
1	Production	73	70
2	Administration	13	12
3	Stores	8	8
4	Accounts	10	10
	Total	104	100

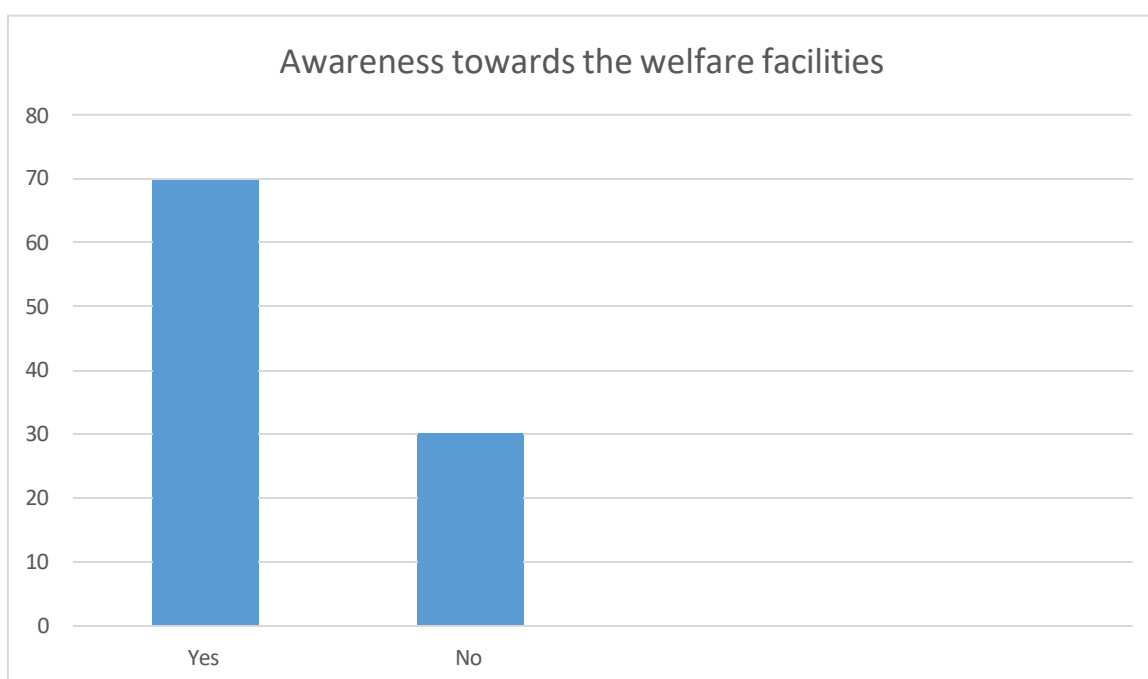


INTERPRETATION

From the above table and graph inferred that majority of the respondents are production department employees.

Table
Employee Awareness towards the Welfare facilities

S.NO	PARTICULARS	FREQUENCY	PERCENTAGE
1	Yes	72	69.2
2	No	32	30.8
	Total	104	100



Interpretation

The above table and graph inferred that 69% of the respondents are aware about the welfare facilities provided by the organization in their hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.7

Satisfaction level towards the quality of food provided by the hostel

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	77	385
2	Satisfied	4	22	88
3	Neutral	3	2	6
4	Dissatisfied	2	3	6
5	Highly Dissatisfied	1	0	0
	TOTAL		104	485

$$\begin{aligned}\text{WEIGHTED AVERAGE SCORE} &= \sum wx / \sum w \\ &= 485/104 \\ &= 4.6\end{aligned}$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.6 reveals the respondents are highly satisfied with the quality of food provided by the hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.8

Satisfaction level towards the price of the food provided by the hostel

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	59	295
2	Satisfied	4	33	132
3	Neutral	3	3	9
4	Dissatisfied	2	8	16
5	Highly Dissatisfied	1	1	1
	TOTAL		104	453

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 453/104$$

$$= 4.3$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.3 reveals the respondents are satisfied with the price of the food provided by the hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.9

Satisfaction level towards the quantity of food provided by hostel

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	65	325
2	Satisfied	4	27	108
3	Neutral	3	9	27
4	Dissatisfied	2	3	6
5	Highly Dissatisfied	1	0	0
	TOTAL		104	466

$$\begin{aligned}\text{WEIGHTED AVERAGE SCORE} &= \frac{\sum wx}{\sum w} \\ &= 466/104 \\ &= 4.4\end{aligned}$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.4 reveals the respondents are satisfied with the sufficient food provided by the Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.10

Satisfaction level towards the Lighting facility

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	72	360
2	Satisfied	4	30	120
3	Neutral	3	1	3
4	Dissatisfied	2	1	2
5	Highly Dissatisfied	1	0	0
	TOTAL		104	485

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 485/104$$

$$= 4.6$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.6 reveals the respondents are highly satisfied with the lighting facility in hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.11

Satisfaction level towards the room with good ventilation facility

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	79	395
2	Satisfied	4	21	84
3	Neutral	3	2	6
4	Dissatisfied	2	1	2
5	Highly Dissatisfied	1	1	1
	TOTAL		104	488

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 488 / 104$$

$$= 4.7$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.7 reveals the respondents are highly satisfied with their Room Facility in hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.12

Satisfaction level towards the clean infrastructure

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	95	475
2	Satisfied	4	7	28
3	Neutral	3	2	6
4	Dissatisfied	2	0	0
5	Highly Dissatisfied	1	0	0
	TOTAL		104	509

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 509/104$$

$$= 4.8$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.8 reveals the respondents are highly satisfied with their hostel room was clean and maintained regularly.

WEIGHTED AVERAGE ANALYSIS

Table 4.13

Satisfaction level towards the Safety and security measures

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly satisfied	5	80	400
2	Satisfied	4	4	16
3	Neutral	3	2	6
4	Dissatisfied	2	15	30
5	Highly Dissatisfied	1	3	3
	TOTAL		104	455

$$\begin{aligned}\text{WEIGHTED AVERAGE SCORE} &= \sum wx / \sum w \\ &= 455/104 \\ &= 4.3\end{aligned}$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.3 reveals the respondents are satisfied with the safety and security measures in hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.14

Satisfaction level towards the Drinking water facility

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	101	505
2	Satisfied	4	3	12
3	Neutral	3	0	0
4	Dissatisfied	2	0	0
5	Highly Dissatisfied	1	0	0
	TOTAL		104	517

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 517/104$$

$$= 4.9$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.9 reveals the respondents are highly satisfied with the Drinking Water facility in hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.15

Satisfaction level towards the Rest room facility

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	73	365
2	Satisfied	4	26	104
3	Neutral	3	0	0
4	Dissatisfied	2	5	10
5	Highly dissatisfied	1	0	0
	TOTAL		104	479

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 479/104$$

$$= 4.6$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.6 reveals the respondents are highly satisfied with the restroom facility in Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.16

Satisfaction level towards the Washing area

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	5	25
2	Satisfied	4	15	60
3	Neutral	3	0	0
4	Dissatisfied	2	56	112
5	Highly dissatisfied	1	28	28
	TOTAL		104	225

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 225/104$$

$$= 2.1$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 2.1 reveals the respondents are dissatisfied with the washing place in Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.17

Satisfaction level towards the Recreational Facility

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	12	60
2	Satisfied	4	17	68
3	Neutral	3	3	9
4	Dissatisfied	2	42	84
5	Highly Dissatisfied	1	30	30
	TOTAL		104	251

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 251/104$$

$$= 2.4$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 2.4 reveals the respondents are Dissatisfied with the Recreational facility in Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.18

Satisfaction level towards the Transport Facility

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	98	490
2	Satisfied	4	6	24
3	Neutral	3	0	0
4	Dissatisfied	2	0	0
5	Highly Dissatisfied	1	0	0
	TOTAL		104	514

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 514 / 104$$

$$= 4.9$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.9 reveals the respondents are highly satisfied with the Transport facility provided by the company.

WEIGHTED AVERAGE ANALYSIS

Table 4.19

Satisfaction level towards the First – Aid medicine facility

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	71	355
2	Satisfied	4	29	116
3	Neutral	3	1	3
4	Dissatisfied	2	3	6
5	Highly Dissatisfied	1	0	0
	TOTAL		104	480

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 480/104$$

$$= 4.6$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.6 reveals the respondents are highly satisfied with the medical facility provided by Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.20

Satisfaction level towards the Regular medical check-up

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	35	175
2	Satisfied	4	29	116
3	Neutral	3	10	30
4	Dissatisfied	2	18	36
5	Highly Dissatisfied	1	12	12
	TOTAL		104	369

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 369/104$$

$$= 3.5$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 3.5 reveals that the respondents are satisfied with the regular medical check-up provided by Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.21

Satisfaction level towards the Entertainment facility-Library

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	26	130
2	Satisfied	4	36	144
3	Neutral	3	2	6
4	Dissatisfied	2	18	36
5	Highly Dissatisfied	1	22	22
	TOTAL		104	338

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 338/104$$

$$= 3.25$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 3.25 reveals the respondents are neutral with the library facility in Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.22

Satisfaction level towards the Entertainment facility-TV

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	54	270
2	Satisfied	4	45	180
3	Neutral	3	2	4
4	Dissatisfied	2	3	6
5	Highly Dissatisfied	1	0	0
	TOTAL		104	460

$$\text{WEIGHTED AVERAGE SCORE} = \frac{\sum wx}{\sum w}$$

$$= 460/104$$

$$= 4.42$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 4.4 reveals the respondents are Satisfied with the Entertainment (TV) facility in Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.23

Satisfaction level towards the Entertainment facility-Indoor Games

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	8	40
2	Satisfied	4	22	88
3	Neutral	3	4	12
4	Dissatisfied	2	54	108
5	Highly Dissatisfied	1	16	16
	TOTAL		104	264

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 264 / 104$$

$$= 2.5$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 2.5 reveals the respondents are Neutral with the Indoor Games facility in Hostel.

WEIGHTED AVERAGE ANALYSIS

Table 4.24

Satisfaction level towards the outing time or local shopping time

S.NO	PARTICULARS	SCALE VALUE (X)	NO.OF RESPONDENTS(W)	WX
1	Highly Satisfied	5	0	0
2	Satisfied	4	12	48
3	Neutral	3	10	30
4	Dissatisfied	2	55	110
5	Highly Dissatisfied	1	27	27
	TOTAL		104	215

$$\text{WEIGHTED AVERAGE SCORE} = \sum wx / \sum w$$

$$= 215/104$$

$$= 2.0$$

INTERPRETATION

From the above table, It is inferred that the weighted average score 2.0 reveals the respondents are Dissatisfied with the outing time provided by the Hostel.

CHAPTER V

5.1 FINDINGS

Demographic profile of the Respondents

- 57% of the respondents are between the age group 21-25.
- 60% of the respondents are completed degree.
- 54% of the respondents are experienced between 2-4 years.
- 54% of the respondents income level between Rs.10000-Rs.15000.
- 70% of the respondents are working in the production unit.
- From the table 4.6, 69% of the respondents are aware about the welfare facilities provided by the organization.

Findings from Weighted Average Analysis

- From the table 4.7, Weighted Average Score 4.6 reveals that the respondents are highly satisfied with the quality of food.
- From the table 4.8, Weighted Average Score 4.3 reveals that the respondents are satisfied with the price of the food.
- From the table 4.9, Weighted Average Score 4.4 reveals that the respondents are satisfied with the quantity of food.
- From the table 4.10, Weighted Average Score 4.6 reveals that the respondents are highly satisfied with the lighting facility in hostel.
- From the table 4.11, Weighted Average Score 4.7 reveals that the respondents are highly satisfied with the comfortable room facility in hostel.
- From the table 4.12, Weighted Average Score 4.8 reveals that the respondents are highly satisfied with the clean infrastructure and their room was maintained regularly.
- From the table 4.13, Weighted Average Score 4.3 reveals that the respondents are satisfied with the safety and security measures provided by the hostel.
- From the table 4.14, Weighted Average Score 4.9 reveals that the respondents are highly satisfied with the Drinking Water facility.
- From the table 4.15, Weighted Average Score 4.6 reveals that the respondents are highly satisfied with the rest room facility in hostel.
- From the table 4.16, Weighted Average Score 2.1 reveals that the respondents are dissatisfied with the washing place in hostel.
- From the table 4.17, Weighted Average Score 2.4 reveals that the respondents are dissatisfied with the Recreational facility.
- From the table 4.18, Weighted Average Score 4.9 reveals that the respondents are highly satisfied with the transport facility.
- From the table 4.19, Weighted Average Score 4.6 reveals that the respondents are highly satisfied with the first aid medicine facility in hostel.

- From the table 4.20, Weighted Average Score 3.5 reveals that the respondents are satisfied with the regular medical check- up.
- From the table 4.21, Weighted Average Score 3.25 reveals that the respondents are neutral with the library facility in hostel.
- From the table 4.22, Weighted Average Score 4.4 reveals that the respondents are satisfied with the Entertainment (TV) facility in hostel.
- From the table 4.23, Weighted Average Score 2.5 reveals that the respondents are neutral with the Indoor Games.
- From the table 4.24, Weighted Average Score 2.0 reveals that the respondents are dissatisfied with the outing time.

5.2 CONCLUSION

This study is carried out to find out the Employees' satisfaction levels with respect to the welfare facilities in hostel and its impact on performance of employees in Igarashi Motors India Limited, Chennai. Majority of the respondents have expressed their satisfaction with regard to the employee welfare facilities. But some respondents are feel about dissatisfied with the Recreation facility and Outing time provided by the Hostel. The Management should take necessary steps to improve in those welfare facilities through that employees will become highly satisfied.

5.3 SUGGESTIONS

Most of the employees were satisfied with the existing welfare facilities in hostel provided by the organization. The following recommendations will be helpful to the management to improve the satisfaction level of employees.

- The Organization can increase the Recreation facilities for the hostel. It may be reduce the stress of the employees.
- The Organization can improve the washing area facility in the hostel.
- The Organization can increase the number of books in the Hostel Library.
- The Organization will increase the local shopping time for the hostel employees. Most of the respondents are expected to increase their outing time. Because, Due to the heavy traffic, some time they will not come back to the hostel at particular time.

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WEBSITES:

1. www.igarashimotors.com

ANNEXURE

ANNEXURE

A STUDY ON EMPLOYEES' WELFARE FACILITIES AT IGARASHI MOTORS INDIA LIMITED, CHENNAI – WITH SPECIAL REFERENCE TO HOSTELLERS

1. Name : _____

2. Age

a) 18-20 b) 21-25 c) 26-30 d) Above 30

3. Department

a) Production b) HR & Administration c) Accounts d) Stores

4. Qualification

a) 10th/12th b) Degree c) Diploma/ITI d) Others

5. Experience

a) 0-2 years b) 2-4 years c) 4-6 years d) Above 6 years

6. Income Level

a) 5000-10000 b) 10000-15000 c) 15000-20000 d) Above 20000

7. Are you aware of various welfare facilities provided by Igarashi Motors India limited?

a) Yes b) No

Please share your satisfaction level towards the welfare facilities in Hostel

8. Canteen & Food facility

Canteen Facilities	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Quality of food					
Quantity of food					
Price of food					

9. Hostel Environment

Hostel Environment	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Rooms with Ventilation facility					
Lighting Facility					
Clean Infrastructure					

10. Intramural facilities

Basic Welfare facilities	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Drinking water					
Rest room					
Washing Area					
Safety and Security measures					

11. Medical facilities

Medical Facilities	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Medical Check-up					
First Aid Medicine					

12. Recreational facility

Recreational Facility	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Events					
Games					

13. Entertainment facility

Entertainment Facilities	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Library					
Television					
Indoor Games					

14. Give your satisfaction level towards transport facility provided by the organization?

a) Highly Satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied

15. Give your satisfaction level towards the outing time or local shopping time

a) Highly Satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly Dissatisfied