

# **A STUDY ON EMPLOYEE WELFARE, DEVELOPMENT AND SAFETY MEASURES IN IT SECTOR, CHENNAI**

Submitted in partial fulfilment of the requirements for the award of

**MASTER OF BUSINESS ADMINISTRATION**

by

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**REGISTER NO:42410129**



**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**



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## **SCHOOL OF MANAGEMENT STUDIES**

### **BONAFIDE CERTIFICATE**

This is to certify that this Project Report is the bonafide work of **A.SOUNDARYA LAKSHMI 42410129** who carried out the Project Training "**A STUDY ON EMPLOYEE WELFARE, DEVELOPMENT AND SAFETY MEASURES IN IT SECTOR, CHENNAI**" under my supervision from January 2023 to March 2023.

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**Submitted for Viva voce Examination held on \_\_\_\_\_**

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## **DECLARATION**

I **A.SOUNDARYA LAKSHMI (42410129)** hereby declare that the Project Report entitled “**A STUDY ON EMPLOYEE WELFARE, DEVELOPMENT AND SAFETY MEASURES IN IT SECTOR, CHENNAI**” done by me under the guidance of **DR.M.RAJA** is submitted in partial fulfilment of the requirements for the award of Master ofBusiness Administration degree.

**DATE:**

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**A.SOUNDARYA LAKSHMI**

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## **ABSTRACT**

Employee health, safety and welfare activities in our country are urgently required because India is a country which can be described as a country in its least growth of and the working conditions are not up to the level of satisfaction among the employees. Employee health, safety and welfare activities are necessary for improving the working conditions and the economic and living standards of industrial workers. In modern society, economic development of employees plays an imperative role in productivity. Hence, by uplifting work force, the economic development of the nation increases markedly which in turn increases the National productivity.

This study would throw light on the perception of the employees regarding safety and welfare. IT organizations can identify the areas where it can improve so as to improve the performance of the employees. This study would also help to analyze if there is dependence between. The present study is limited to IT organizations. The research design adopted for this study is Descriptive Research. Descriptive method was adopted because it deals with description of the state of affairs as it exists at present. The method used for data collection was “Questionnaire method” that is structured one. It is a mixture of open-ended and closed ended and multiple choices. The words used were simple and helps in avoiding confusion and misinterpretation among the respondents.

This paper highlights the welfare measures taken in the IT industry, the employees satisfaction level, and to identify the overall quality of work life of the employees. The Data collection was done through schedule. In some cases personal interview was needed at the time of filling up of questionnaire. To analyze, the collected data the researcher used simple percentage analysis, one way Correlation and Chi-Square test and regression. Different charts and graphs were drawn to interpret the collected data.

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## **CHAPTER 1**

### **INTRODUCTION AND BACKGROUND OF THE STUDY**

#### **1.1 INTRODUCTION**

Employee health, safety and welfare are the measures of promoting the efficiency of employees. Various welfare measures provided by the employer will have instant impact on the health, physical and mental efficiency alertness, morale and overall competence of the employees and there are by contributing to the maximum productivity. Some of the amenities and services which fall within the preview of laborers' welfare like sufficient canteen facilities, accommodation arrangements, recreational facilities, medical facilities and transportation

Safety and welfare measures are inevitable to any organization where workers are involved. An organization's responsibility to its employees extends beyond the payment of wages for their services. The labor's safety and welfare on and off the job within the organization is a vital concern of the employer. Providing a safe and healthy environment is a pre-requisite for any productive effort. This research deals with the study on the welfare measures provided to the employees at IT organizations.

Like other IT organizations, IT organizations is satisfying and fulfilling the welfare and security needs of the workers, would give them a better motivation and more time to concentrate on job performance. A voluntary approach on the part of the management to offer welfare programmes which are over and above what is laid down by the law would boost the morale of the employees and motivate them to perform better. A preliminary study conducted by the researcher with respect to welfare showed that there was scope for improvement in certain areas. This formed the basis of the research problem.

#### **1.2 INDUSTRY PROFILE**

##### **Introduction**

The global sourcing market in India continues to grow at a higher pace compared to the IT-BPM industry. India is the leading sourcing destination across the world, accounting for approximately 55% market share of the US\$ 200-250 billion global services sourcing business in 2019-20.

Indian IT & BPM companies have set up over 1,000 global delivery centres in about 80 countries across the world. India has become the digital capabilities hub of the world with around 75% of global digital talent present in the country.

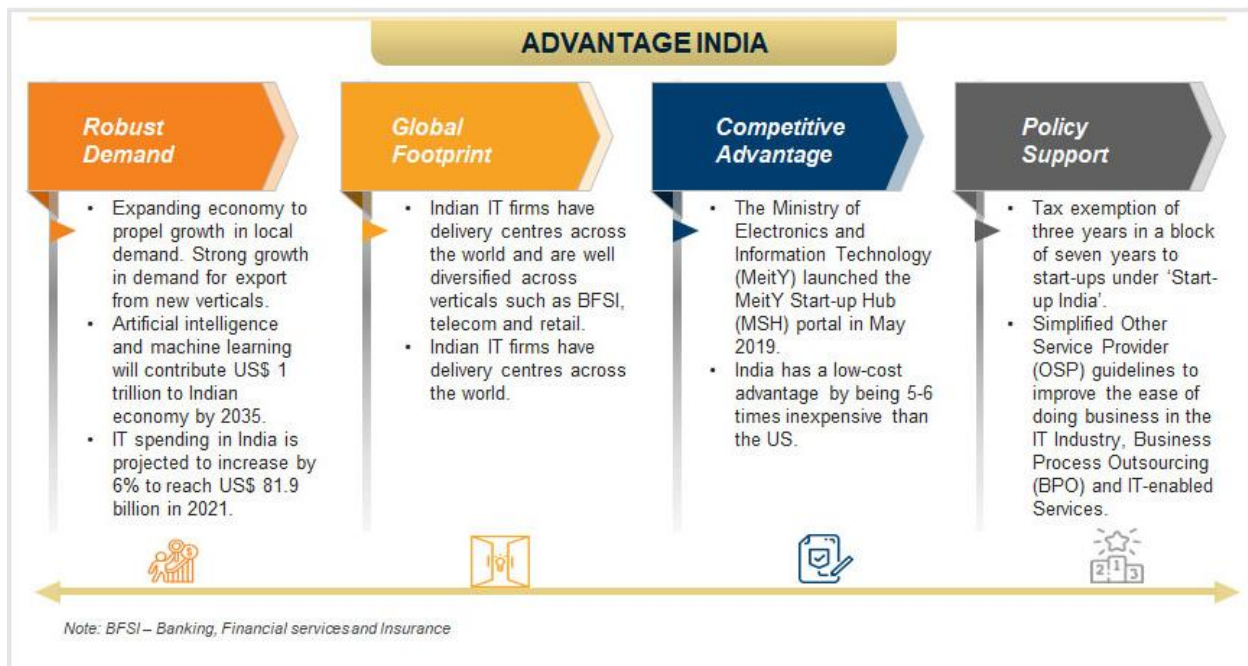
### **Market Size**

IT-BPM industry's revenue was estimated at around US\$ 191 billion in FY20, growing at 7.7% y-o-y it is estimated to reach US\$ 350 billion by 2025. Moreover, revenue from the digital segment is expected to form 38% of the total industry revenue by 2025. Digital economy is estimated to reach Rs. 69,89,000 crore (US\$ 1 trillion) by 2025. The domestic revenue of the IT industry was estimated at US\$ 44 billion and export revenue was estimated at US\$ 147 billion in FY20.

Total number of employees grew to 1.02 million cumulatively for four Indian IT majors (including TCS, Infosys, Wipro, HCL Tech) as on December 31, 2019. Indian IT industry employed 205,000 new hires; up from the 185,000 jobs added in FY19 and had 884,000 digitally skilled talents in 2019.

### **Investments/ Developments**

Indian IT's core competencies and strengths have attracted significant investment from major countries. The computer software and hardware sector in India attracted cumulative foreign direct investment (FDI) inflow worth US\$ 45.97 billion between April 2000 and June 2020. The sector ranked 2nd in FDI inflows as per the data released by Department for Promotion of Industry and Internal Trade (DPIIT)



Leading Indian IT firms like Infosys, Wipro, TCS and Tech Mahindra are diversifying their offerings and showcasing leading ideas in blockchain and artificial intelligence to clients using innovation hubs and research and development centres to create differentiated offerings.

Some of the major developments in the Indian IT and ITeS sector are as follows:

- November 2020, Wipro partnered with Cisco to deliver managed software-defined wide area network (SD-WAN) transformation services to Olympus, a medical devices and systems company in headquartered in Tokyo, Japan.
- In November 2020, Tata Consultancy Services (TCS) announced that it is developing an investment insights solution, leveraging SAP's Business Technology Platform, for the capital markets industry.
- In October 2020, Tata Consultancy Services was selected as a strategic partner for managed IT services by AG Insurance to help enhance the latter's digital channels and modernise IT systems.
- In October 2020, Infosys completed the acquisition of Kaleidoscope Innovation, a US-based product design and development firm for Rs. 308 crore (US\$ 42 million).

- In September 2020, HCL Technologies announced that it will acquire DWS Ltd, an Australian-based IT solutions firm. This acquisition will help HCL Technologies strengthen its position in the Australia and New Zealand market.
- In July 2020, Infosys won a multiyear deal worth US\$ 1.5 billion from investment management company, Vanguard.
- In July 2020, HCL Technologies signed a five-year deal worth US\$ 600 million with telecom equipment maker Ericsson.
- In May 2020, SirionLabs, a software-as-a-service (SaaS) provider, raised US\$ 44 million as part of its Series C round led by Tiger Global and Avatar Growth Capital.
- PE (private equity) investment in the sector stood at US\$ 11.8 billion across 493 deals in 2019.
- In January 2020, Nippon Telegraph and Telephone, a Japanese tech announced its plans to invest a significant part of its US\$ 7 billion global commitments for data centres business in India over the next four years.
- As of February 2020, there were 417 approved SEZs across the country with 274 from IT & ITeS and 143 as exporting SEZs.
- In February 2020, Tata Consultancy Services bagged a worth Rs. 10,650 crore (US\$ 1.5 billion) from pharma company Walgreens Boots Alliance.
- In June 2019, Mindtree was acquired by L&T.
- Nasscom has launched an online platform which is aimed at up-skilling over 2 million technology professionals and skilling another 2 million potential employees and students.

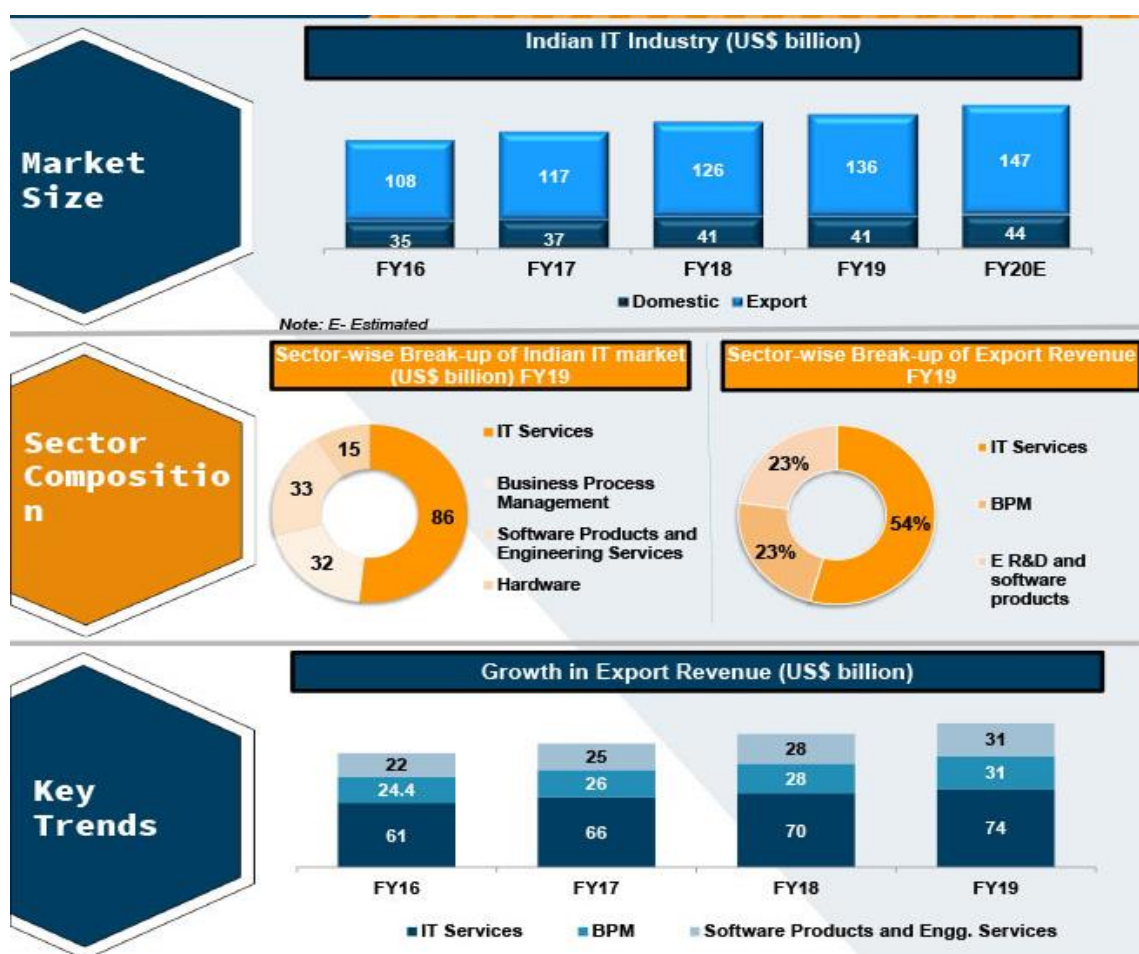
### **Government Initiatives**

Some of the major initiatives taken by the Government to promote IT and ITeS sector in India are as follows:

- On May 2019, the Ministry of Electronics and Information Technology (MeitY) launched the MeitY Startup Hub (MSH) portal.
- In February 2019, Government released the National Policy on Software Products 2019 to develop India as a software product nation.
- The Government has identified Information Technology as one of 12 champion service sectors for which an action plan is being developed. Also, the Government has set up a

Rs. 5,000 crore (US\$ 745.82 million) fund for realising the potential of these champion service sectors.

- As part of Union Budget 2018-19, NITI Aayog was to set up a national level programme to enable efforts in AI<sup>^</sup> and leverage AI<sup>^</sup> technology for developing the country.
- In the Interim Budget 2019-20, the Government announced plans to launch a national programme on AI\* and setting up of a National AI\* portal.
- National Policy on Software Products-2019 was passed by the Union Cabinet to develop India as a software product nation.



## Achievements

Following are the achievements of the Government during 2019-20:

- About 200 Indian IT firms are present in around 80 countries.

- Total export revenue of the industry is expected to grow 8.1% y-o-y to US\$ 147 billion in FY20. IT-BPM sector accounted for the largest share in the Indian services export at 45%.
- Total number of employees grew to 1.02 million cumulatively for four Indian IT majors (including TCS, Infosys, Wipro, HCL Tech) as on December 31, 2019.

### **Road Ahead**

India is the topmost offshoring destination for IT companies across the world. Having proven its capabilities in delivering both on-shore and off-shore services to global clients, emerging technologies now offer an entire new gamut of opportunities for top IT firms in India. The industry is expected to grow to US\$ 350 billion by 2025 and BPM is expected to account for US\$ 50 55 billion of the total revenue.

### **1.3 PROBLEM STATEMENT**

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

### **1.4 OBJECTIVES OF THE STUDY**

#### **Primary Objective:**

To study the employee welfare, development and safety measures adopted by IT organizations that enhances the organizational performance

#### **Secondary Objective:**

- ✓ To study employee welfare measures offered by the IT organizations.
- ✓ To identify the statutory and non-statutory welfare measures adopted by the company.
- ✓ To do a comprehensive study on welfare measures.
- ✓ To measure the satisfaction level of regarding welfare measures taken by organization.

✓ **1.5 SCOPE OF THE STUDY**

- This study would give an overview of the welfare and developmental measures taken by IT organizations for its employees
- Welfare, development and safety measures are two important elements essential for improving the productivity of an organization
- A study on the existing facilities at work place would help the organization perform better
- This study would throw light on the perception of the employees regarding welfare and safety provisions given by the company
- IT organizations can identify the areas where it can improve so as to improve the performance of the employees.
- The scope of this present study is limited to IT organizations, Chennai

**1.6 NEED FOR THE STUDY**

- ✓ The study can bring out the level of safety, welfare and development of the employees in their work.
- ✓ The study helps to reveal drawbacks relating to safety and health of the employees and to fulfillment and improve the drawbacks by making them perfect.
- ✓ Through this study the company can take remedial steps so that they can build a positive rapport with the employees.
- ✓ Also the company can know about the existing level of satisfaction in case of safety and welfare of the employees.

## CHAPTER 2

### REVIEW OF LITERATURE

#### 2.1 INTRODUCTION

The review of literature of this study covers the previous studies made in the selected topic of employee welfare, development and safety measures. This literature surveys for this chapter has been derived from various secondary sources like reports of surveys, Committees and Commissions, text books, theses and from magazines and journals

#### 2.2 LITERATURE BY COMMISSIONS & COMMITTEES

**ILO**<sup>1</sup> in its publication, “Approaches to Social Security” stated that social security relates to those services which provide the citizen with benefits designed to prevent or cure disease to support him, when unable to earn and to restore him to gainful activity.

The **Employee Investigation Committee**<sup>2</sup> while appointing 38 different Industrial sub-committees entrusted the work on coal sector to Deshpande who made an exhaustive investigation into the work life of coal miners and brought out their miserable conditions

**Mahindra Committee**<sup>3</sup> dealt with the problems of coal industry rather than those of the problems of coal miners.

But the report of the **Coal Mines Employee Enquiry Committee**<sup>4</sup> concentrated its efforts only on the collieries of the Hyderabad state.

Fortunately, the **National Commission on Employee**<sup>5</sup> appointed separate study groups for knowing the problems of coal workers in different coal mines. The study groups on coal made certain important suggestions to improve the conditions in collieries.

**The Committee on Employee Welfare**<sup>6</sup> made various recommendations to the Government about the need for the provision of a minimum standard of welfare to coal miners.

## 2.3 TEXT BOOKS

**David, A Decenzo (2001)**<sup>7</sup> and Stephen P. Robbins in their book, “Personnel / 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. They felt that the cost of the voluntary benefits offered appears to be increasing.

**Michael (2001)**<sup>8</sup> in his book, “Human Resource 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 employees thereby good human relations will develop among different cadres of employees.

**Kannan (2001)**<sup>9</sup> stated that the ever increasing demand for welfare funds for each and every sub-sector of the informal sector may be viewed as a desperate reaction of the workers for a measure of social security in an unprotected employee market.

**Pylee and Simon George**<sup>10</sup> in their book, “Industrial Relations and Personnel Management” stated that companies should provide retirement benefits such as provident fund, gratuity and pension to employees. They felt that the provision of these benefits assists employees to be free from fear of want and fear of starvation besides instilling in them a feeling of security.

**Punekar, Deodhar and Sankaran (2004)**<sup>11</sup> in their book, “Employee Welfare, Trade Unionism and Industrial Relations” stated that employee welfare is anything done for the comfort and improvement, intellectual and social-well being of the employees over and above the wages paid which is not a necessity of the industry.

**Shashi, K. Gupta and Rosy Joshi (2005)**<sup>12</sup> in their book, “Human Resource Management” discussed “employee welfare” in detail The book covers all the aspects of employee welfare such as types of employee welfare, statutory provisions concerning welfare, approaches to welfare and also the significance of employee welfare.

**Mamoria et al.,(2005)**<sup>13</sup> in their book “Dynamics of Industrial Relations” discussed the welfare facilities provided by various organisations such as cotton mills in Mumbai, Jute mills, steel plants, mines, plantations, railways, postal & telegraphs, ports and dockyards. They also

discussed the employee welfare measures undertaken by the Government from the First Five Year Plan to Eighth Five Year Plan period.

**Singh (2005)<sup>14</sup>** in his book, “Industrial Relations: Emerging Paradigms“ stated that social security is an attack on five giants such as wants, disease, ignorance, squalor and idleness. According to him, social security is not a burden but a kind of wise investment that offers good social dividends in the long run.

**VenkataRatnam (2006)<sup>15</sup>** in his book, “Industrial Relations” discussed the provisions made for social security in the constitution of India, employee legislations, collective agreements and voluntary arrangements for the organised sector. He also discussed the key issues in social security in the context of the emerging socio-economic environment.

**Micheal Armstrong (2006)<sup>16</sup>** in his book, “A Hand Book of Human Resource Management” discussed the various welfare services provided to employees in detail. He stated that the provision of welfare services in terms of individual services, group services and employment assistance programs help in improving the identification of employees with the companies in which they are employed.

**Malik (2007)<sup>17</sup>** in his book discussed the various welfare measures to be provided to workers and employees under various Acts Viz., Mines Act, 1952, Factories Act, 1948, Environment (Protection) Act, 1986 etc.

**Aquinas (2007)<sup>18</sup>** in the book, “Human Resource Management” explained the intra-mural and extra-mural welfare benefits provided to employees. He stated that some welfare benefits are provided as per legislation while some 42 other welfare benefits are provided voluntarily by management or as a result of bi-partite settlements between the Management and Trade Unions.

**Scott Snell and George Bohlander (2007)<sup>19</sup>** in their book, “Human Resource Management” throw light on the various benefits especially social security benefits such as provident fund, gratuity, pension and insurance cover provided to employees.

**Gary Dessler and BijuVarkkey (2009)<sup>20</sup>** in their book, “Human Resource Management” discussed the benefits and services provided to employees in India. They also discussed the

benefits to be provided as per Central or State Law besides the discretionary benefits provided by employers.

**John M. Ivancevich (2010)<sup>21</sup>** in his book, “Human Resource Management” stated that an employer has no choice about offering mandated benefits programs and cannot change them in any way without getting involved in the political process to change the existing laws. According to him, the three mandated programmes are unemployment insurance, social security and workers compensation.

**Aswathappa (2010)<sup>22</sup>** in his book, “Human Resource Management” discussed the various types of benefits and services provided to employees in terms of payment for time not worked, insurance benefits, compensation benefits, pension plans etc. He also discussed the ways to administer the benefits and services in a better way.

## **2.4 THESES**

**Chattopadhyay Ramakrishna<sup>23</sup>** in his thesis, “Social Perspective on Employee Legislation in India” discussed in detail about the importance given to social security in various legislations, which are enacted from time to time by the Government of India.

**Moulvi (2003)<sup>24</sup>** in his thesis, “Impact of Social Security-cum-Employee welfare Measures on Production, Absenteeism and Attitudes of Industrial workers - A Comparative Study of KSRTC Regional Work Shops of Hubli and Bangalore” found that the productivity of the workers has increased with the provision of welfare facilities. Further, employees have formed positive attitudes. However, provision of social security and welfare measures has not helped in the reduction of absenteeism.

**SrinivasaRao (2004)<sup>25</sup>** in his thesis, “Functioning of Trade Unions in Indian Coal Mining Industry: A Case Study of Singareni Collieries Company Limited” studied the functions of trade unions at length. He also explained the role of trade unions in improving the quality of work life of employees in SCCL.

**Rama Vani (2006)<sup>26</sup>** in her thesis, “Incentive Schemes in Coal Industry: A Case Study of Singareni Collieries Company Limited” discussed the various incentives provided by SCCL to its employees so as to improve the productive performance of the company. She concluded that

the incentives provided by the company helped in improving the productive performance of the company.

**VenkateswaraRao (2006)**<sup>27</sup> in his M.Phil. dissertation, “A Study of Health and Welfare Measures for workers in Singareni Collieries Company Limited inquired into the various health and welfare facilities provided by the company to its employees. The researcher concluded that SCCL is highly employee-welfare oriented.

**Srivastava (2007)**<sup>28</sup> in his thesis, “Study of Employee Welfare and Social Security in the Industrial undertakings of RaiBareilli District” discussed comprehensively about the various welfare and social security measures provided by various companies in the district. The study found that a majority of the companies is employee welfare and social security oriented.

**Viswanadh (2008)**<sup>29</sup> in his thesis, “A Study on Welfare Facilities and its Impact on the efficiency of employees in APSRTC found that the provision of welfare facilities has a positive impact on the efficiency of employees

## **2.5 MAGAZINES AND JOURNALS**

**Madhumathi and Desai (2003)**<sup>30</sup> in their article, “Analysis of Pre and Post Reform Security and Employee Welfare Expenditure in Karnataka State Road Transport Corporation” analysed the social security and employee welfare measures provided by KSRTC in detail. The study found that employee welfare expenditure in 51 KSRTC had grown year after year under pressure as well as the changing relations between employees and management. They further found that per capita employee welfare expenditure had increased substantially during the postreforms period.

**NaliniNayak (2005)**<sup>31</sup> in her article, “Social Security for the Unorganised Sector” felt that the bill assuring social security for workers in the unorganised sector does not go far assuring access rights to natural resources enjoyed as per tradition by certain groups or organisations. She also stated that in the state of Kerala, workers agitated in a sustained manner for recognition of their rights. However, for lack of state support, these organisations are dwindling in number.

**Raju and Jena (2005)**<sup>32</sup> in their article, “Pioneering Welfare Practices in Oil and Natural Gas Corporation Limited-Rajahmundry Asset” stated that the employee welfare practices adopted by ONGC contributed to the economic development in total by moulding workers into a productive, efficient and committed employee force. Further, it has tremendous potentialities for fostering good industrial relations.

**Sakthivel, S. and PinakiPoddar (2006)**<sup>33</sup> in their article, “Unorganised Sector Workforce in India” stated that the pro-rich and pro-capital policy of the present regime is reflected in the recent downward revision of the interest rate of the subscribers of provident fund. Further, the move towards defined contributory schemes away from defined benefit scheme of pension funds is not good. In short, given the poor affordability and lack of institutional mechanism, any design of social security that relies heavily on a contributory basis is bound to fail dismally. 52 Ravi

**Duggal (2006)**<sup>34</sup> in his article, “Need to Universalise Social Security” stated that those who can afford it get their own social security through a public mandate and those who can not afford it have to buy or arrange their own social security. Further, he stated that the malaise can only be overcome by universalising social security.

**VenkateswaraRao and Rajesh (2007)**<sup>35</sup> in their article, “Singareni Collieries Company Limited: The Great Turnaround Story” analysed the reasons for the sickness of SCCL. They also discussed the various measures taken by the company for the successful turnaround of the company.

**DebashishSengupta (2007)**<sup>36</sup> in his article, “Responsibility for Sustainability – The Changing Face of Corporate Social Responsibility” stated that organisations should design welfare schemes keeping in view the well-being of employees. This is because, the provision of welfare facilities leads to a motivated and happy work force, who are obviously more productive, efficient and creative, ultimately leading to the formation of a performing organisation.

**Anjali Ganesh and Vijayi D. Souza (2008)**<sup>37</sup> in their article “Social Security and Welfare Measures at New Mangalore Port Trust - A Case Study” felt that employees at NMPT are quite satisfied with the social security benefits provided by the organisation. They also stated that the provision of welfare facilities and social security benefits has a greater influence on the working of employees through psychological and social satisfaction.

**Kala (2008)**<sup>38</sup> in her article, “Social Security of Unorganised workers” felt that people who are employed in shops and establishments, handlooms and power looms, agriculture, construction are not covered by social security measures and hence the government introduced AamAdmiBimaYojana and Indira Gandhi National old Age pension scheme to help the unorganised sector employees as well as the old people who are above 65 years of age.

**Deepika (2008)**<sup>39</sup> in her article, “A Relook into the Measurement of Human Welfare and Happiness” stated that Governments should measure the gross National Happiness (GNH) rather than Gross National Product (GNP) as gross national happiness is a better indicator of human welfare and happiness.

**Venkateswarlu (2008)**<sup>40</sup> in his article, “Social Security Measures for the Empowerment of the Aged” highlighted the various social security measures provided by the Government in terms of old age pension, old age homes, mobile geriatric measures, marginal subsidies on train and flight tickets for empowering the old age people.

**SudansuRath (2008)**<sup>41</sup> in his article, “Public Choice, Public Policy and Social Welfare in a Democratic Country: A Theoretical Analysis” felt that Governmental intervention is required in the case of market failure. Public choice, public policy and social welfare concepts are relevant in the context of a democratic welfare state. He also stated that public policy determined by political behaviour misrepresents public choice and deviates from maximum social welfare. Finally, assessment of social welfare and social justice rests on value judgement.

**ParomitaGoswami (2009)**<sup>42</sup> in the article, “A Critique of the Unorganised Workers Social Security Act” made an attempt to discuss the unorganised workers security Act, 2008. The writer felt that the Act does not make it mandatory for the Government to introduce new welfare schemes. It unfairly divides unorganised workers into those below the poverty line and those above, and is silent on a national minimum wage, improving working conditions, and the problems of women workers like unequal pay, sexual harassment at the work place etc.

**Mukul, G. Asher (2009)**<sup>43</sup> in his article, “Pension Plans, Provident Fund Schemes and Retirement policies: India’s Social Security Reform Imperative” stated that the major objectives of any social security system are consumption smoothing over an individual’s life time, insurance against longevity and inflation risks, income redistribution for society as a whole and

poverty relief. He felt that these have to be traded off against economic growth, employee market efficiency and employee market flexibility.

**Hitesh I. Bhatia (2010)<sup>44</sup>** in his article, “Social Security for the Most Overlooked Human Resources in India” stated that the formal social security support is available to only a small fraction of India’s employee force working in the organised sector. A massive 93 per cent of the employee workforce in the unorganized sector continues to remain uncovered by any social security programs despite its huge contribution to the GDP.

**Jeya A. and Kirubakaran Samuel (2010)<sup>45</sup>** in their article, “A Study on Impact of Social Welfare Schemes on Rural women in Cuddalore District” dealt with the impact of social welfare schemes on rural women. It also outlined the extent of benefit availed by the rural women based on field survey. The result is that rural women are greatly benefited by the provision of social welfare schemes.

**Poongavanam (2011)<sup>46</sup>** in his article, “A Study on Employee Welfare Facility (with reference to AFT, Pondicherry) made an attempt to study the Welfare facilities provided by a large, well-recognised Government enterprise in Pondicherry, namely Anglo French Textiles. The study found that welfare measures will improve the physique, intelligence, morality and standard of living of workers, which in turn will improve their efficiency and productivity

## **CHAPTER 3**

### **3.1 RESERCH METHODOLOGY**

A research design is a detailed blue print used to guide a research study toward its objective. The process of designing a research study involves many interrelated decisions. The most significant decision is the choice of research approach, because it determines how the information will be obtained. The choice of the research approach depends on the nature of the research that one wants to do. The research design adopted for this study is Descriptive Research. Descriptive method was adopted because it deals with description of the state of affairs as it exists at present.

The next step in research study after collecting data is the sampling process. When a decision is made to use the sample, a number of factors must be taken into consideration. The various steps involved in the sampling process are:

- ❖ Identifying target population
- ❖ Determining sample frame
- ❖ Selecting sampling procedure
- ❖ Determine sample size
- ❖ Execute sampling
- ❖ Obtaining information from respondents
- ❖ Generating information for decision making

### **3.2 TARGET RESPONDENTS**

The target population in this study is the employees of IT organizations.

### **3.3 SAMPLING TECHNIQUE**

The sampling technique had to be selected. There are two types of sampling techniques, probability and non-probability. For this study we used probability sampling

### **Probability sampling**

Among the probability sampling, the sampling used in this study was Stratified sampling.

### **Stratified Sampling**

If the population from which a sample is to be drawn does not constitute a homogeneous group, then stratified technique is applied so as to obtain a represented sample. In this technique, the population is stratified into number of non-overlapping sub populations or strata and sample items are selected from each stratum. If the items selected from each stratum is based on simple random sampling, the entire procedure, first stratification and then simple random sampling is known as stratified sampling. The stratified sampling results in more reliable and detailed information. The researcher uses simple random sampling for selection of items from each stratum.

### **Sample Size**

Among the entire employees populations in the organization a sample of 100+ was taken for the study. Using the method of proportional allocation, the number of samples is selected from each stratum.

## **3.4 TOOLS FOR DATA COLLECTION**

There are several ways of collecting the appropriate data. While deciding about the method of data collection to be used for the study, the researcher should keep in mind, that there are 2 types of data.

- ❖ **Primary data**
- ❖ **Secondary data**

**Primary data** are those which are collected a fresh and for the first time and thus happen to be original in character. Primary data can be collected either through experiment or through survey.

The **secondary data** on the other hand are those which have already been collected by someone else and which have already been passed through the statistical process. In this study, the data was collected from the primary source through interview schedule.

### 3.5 STATISTICAL TECHNIQUES

This phase consists of the data analysis of the data collected based on the stratified simple random probabilistic sampling technique. The data collected were analyzed using the following methods.

**Percentage analysis:** The number of responses of each category is summarized to percentage format for the convenience to use other statistical tools namely pie chart and bar diagrams.

#### Statistical Tools

-  Chi-square test
-  One Way ANOVA
-  Pearson's Correlation
-  Regression

### 3.6 LIMITATIONS OF THE STUDY

1. The study is restricted to IT organizations alone.
2. Due to time constraint the whole population could not be considered.
3. The study considered only 80 samples.
4. The employees could not contribute more time. Some of the employees won't be willing to answer
5. The research may not reveal exact results due to the bias answers of the employees

## CHAPTER 4

### DATA ANALYSIS AND INTERPRATION

#### 4.1 PERCENTAGE ANALYSIS

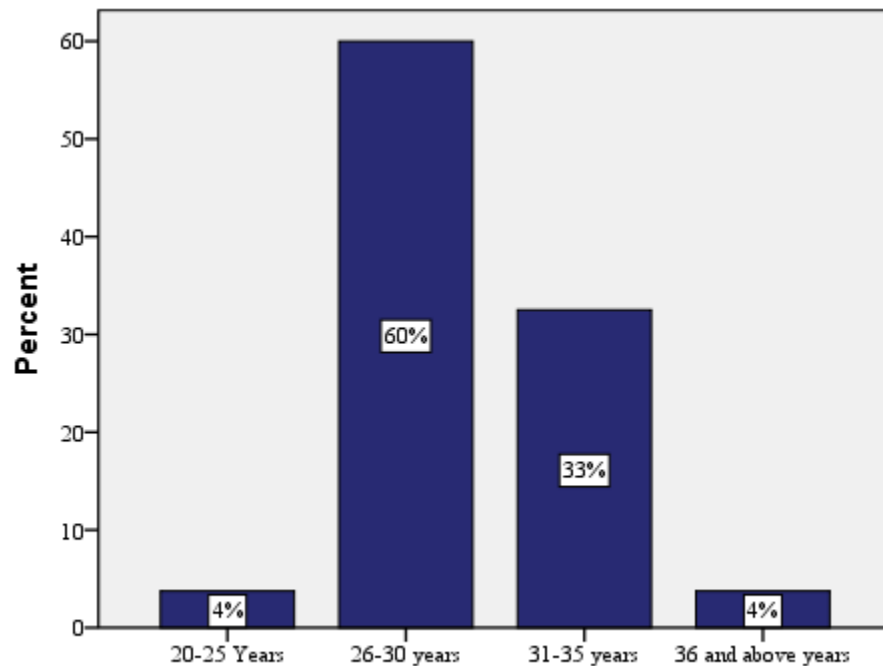
TABLE 1

2. TABLE SHOWING AGE OF THE RESPONDENTS

|       |                    | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------------|-----------|---------|---------------|--------------------|
| Valid | 20-25 Years        | 3         | 3.8     | 3.8           | 3.8                |
|       | 26-30 years        | 48        | 60.0    | 60.0          | 63.8               |
|       | 31-35 years        | 26        | 32.5    | 32.5          | 96.3               |
|       | 36 and above years | 3         | 3.8     | 3.8           | 100.0              |
|       | Total              | 80        | 100.0   | 100.0         |                    |

CHART 1

CHART SHOWING AGE OF THE RESPONDENTS



#### INTERPERETATION

4% of the respondents are 20-25 years old, 60% of them are 26-30 years old, 33% of them are 31-35 years and 4% of them are above 36 years old

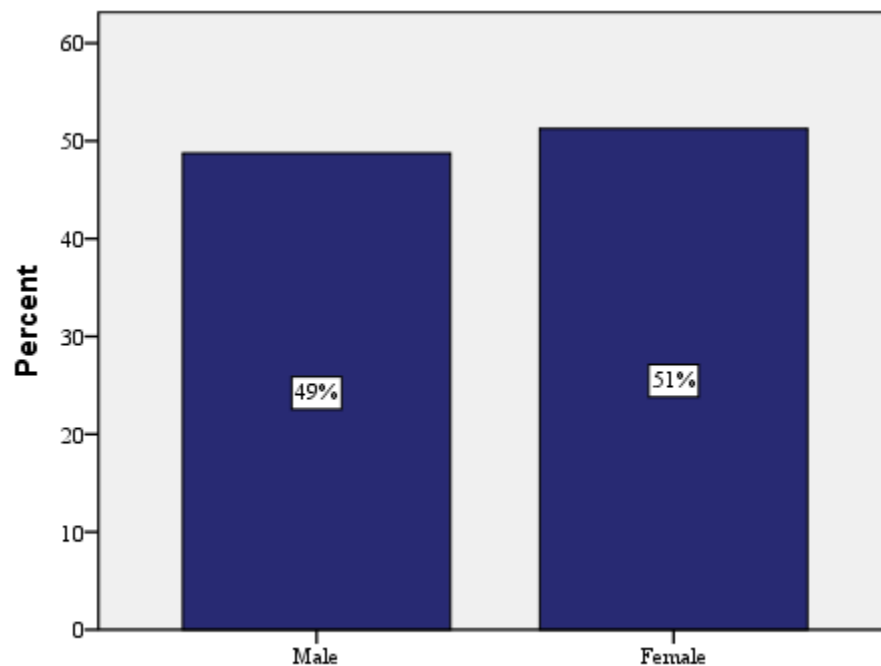
**TABLE 2**

**3. TABLE SHOWING GENDER OF THE RESPONDENTS**

|       |        | Frequency | Percent | Valid<br>Percent | Cumulative<br>Percent |
|-------|--------|-----------|---------|------------------|-----------------------|
| Valid | Male   | 39        | 48.8    | 48.8             | 48.8                  |
|       | Female | 41        | 51.3    | 51.3             | 100.0                 |
|       | Total  | 80        | 100.0   | 100.0            |                       |

**CHART 2**

**CHART SHOWING GENDER OF THE RESPONDENTS**



**INTERPERETATION**

49% of the respondents are male and rest 51% of them is female respondents

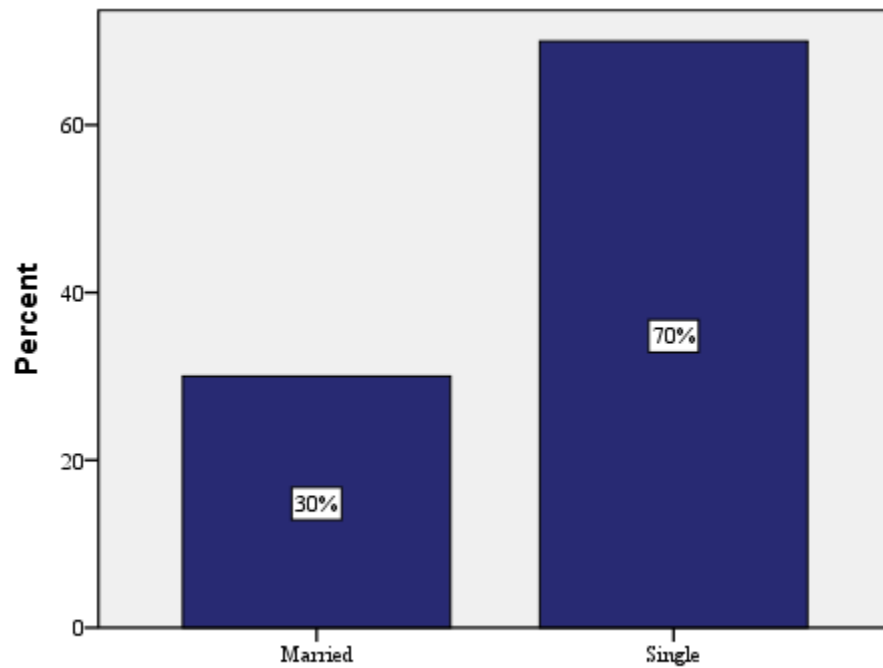
**TABLE 3**

**4. TABLE SHOWING MARITAL STATUS OF THE RESPONDENTS**

|       |         | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | Married | 24        | 30.0    | 30.0          | 30.0               |
|       | Single  | 56        | 70.0    | 70.0          | 100.0              |
|       | Total   | 80        | 100.0   | 100.0         |                    |

**CHART 3**

**CHART SHOWING MARITAL STATUS OF THE RESPONDENTS**



**INTERPERETATION**

30% of the respondents are married and rest 70% of them is in single status

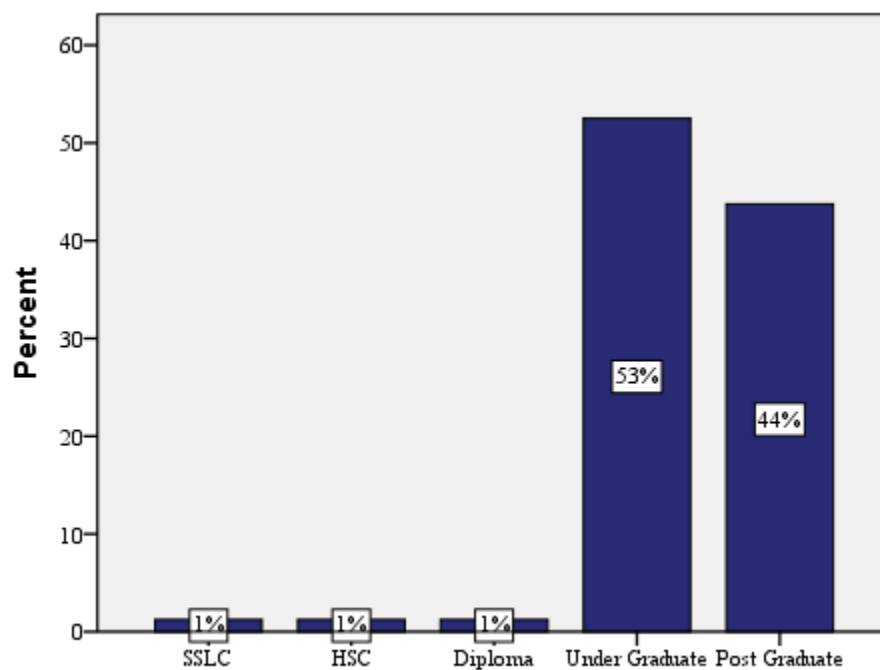
**TABLE 4**

**5. TABLE SHOWING EDUCATION OF THE RESPONDENTS**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | SSLC           | 1         | 1.3     | 1.3           | 1.3                |
|       | HSC            | 1         | 1.3     | 1.3           | 2.5                |
|       | Diploma        | 1         | 1.3     | 1.3           | 3.8                |
|       | Under Graduate | 42        | 52.5    | 52.5          | 56.3               |
|       | Post Graduate  | 35        | 43.8    | 43.8          | 100.0              |
|       | Total          | 80        | 100.0   | 100.0         |                    |

**CHART 4**

**CHART SHOWING EDUCATION OF THE RESPONDENTS**

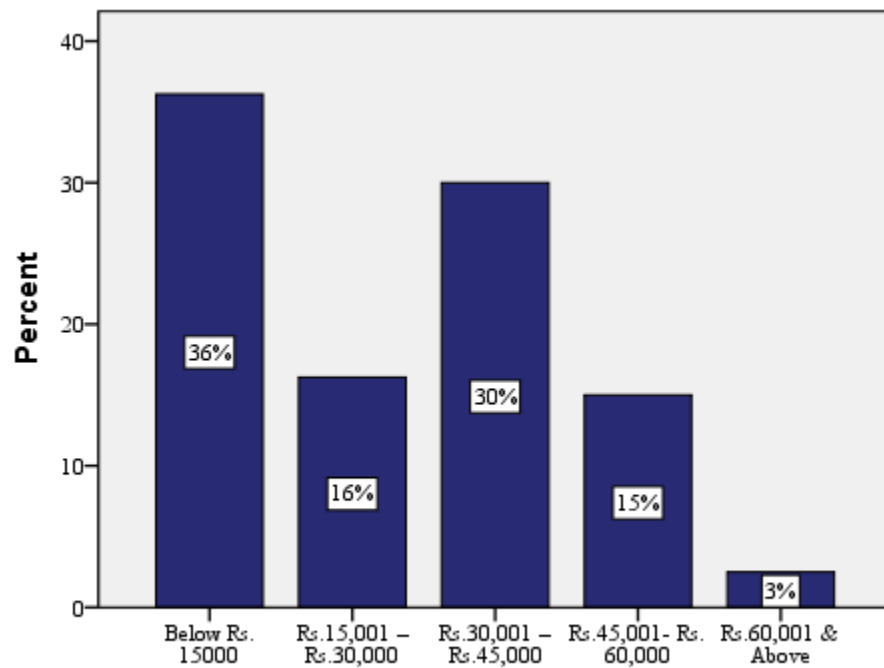


### **INTERPERETATION**

1% of the respondents are SSLC and HSC qualified, 1% of them are diploma holders, 53% of them hold bachelors' degree, 44% of them are post graduates

**TABLE 5****6. TABLE SHOWING INCOME OF THE RESPONDENTS**

|       |                       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Below Rs.15000        | 29        | 36.3    | 36.3          | 36.3               |
|       | Rs.15,001 – Rs.30,000 | 13        | 16.3    | 16.3          | 52.5               |
|       | Rs.30,001 – Rs.45,000 | 24        | 30.0    | 30.0          | 82.5               |
|       | Rs.45,001- Rs.60,000  | 12        | 15.0    | 15.0          | 97.5               |
|       | Rs.60,001 & Above     | 2         | 2.5     | 2.5           | 100.0              |
|       | Total                 | 80        | 100.0   | 100.0         |                    |

**CHART 5****CHART SHOWING INCOME OF THE RESPONDENTS****INTERPERETATION**

36% of the respondents are earning less than 15,000 per month, 16% of them have their income range between 15,001-Rs.30,000, 30% respondents are in the income group of Rs.30,001-45,000, 15% respondents are earning Rs.45,001-60,000 per month and rest 3% respondents earn more than Rs.60,000 per month

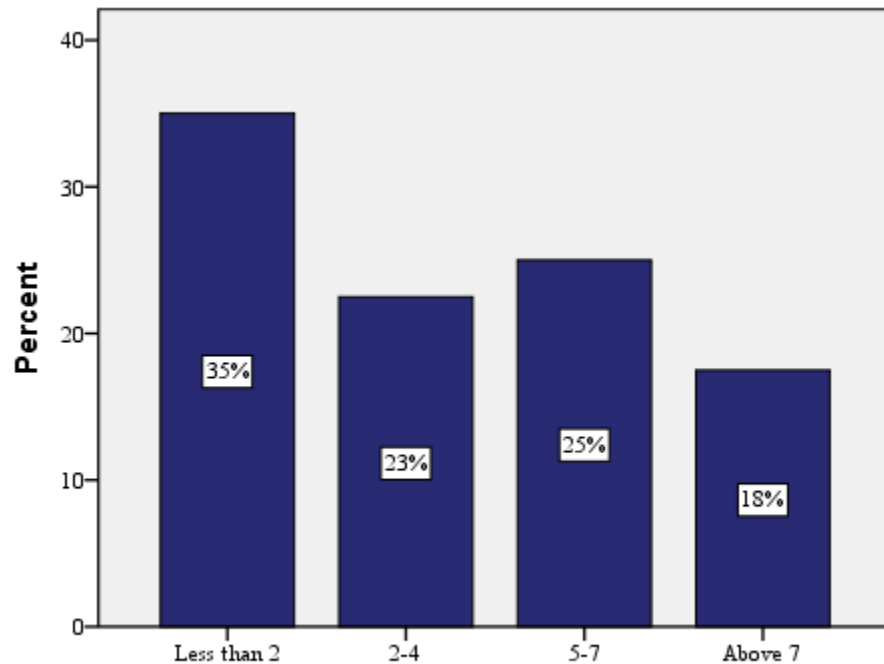
**TABLE 6**

**7. TABLE SHOWING NUMBER OF DEPENDENTS FOR THE RESPONDENTS**

|       |             | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | Less than 2 | 28        | 35.0    | 35.0          | 35.0               |
|       | 2-4         | 18        | 22.5    | 22.5          | 57.5               |
|       | 5-7         | 20        | 25.0    | 25.0          | 82.5               |
|       | Above 7     | 14        | 17.5    | 17.5          | 100.0              |
|       | Total       | 80        | 100.0   | 100.0         |                    |

**CHART 6**

**CHART SHOWING NUMBER OF DEPENDENTS FOR THE RESPONDENTS**



**INTERPERETATION**

35% of the respondents said they have less than 2 dependents, 23% of them said to have 2-4 dependents, 25% of them have 5-7 and rest 18% have more than 7 dependents in their family

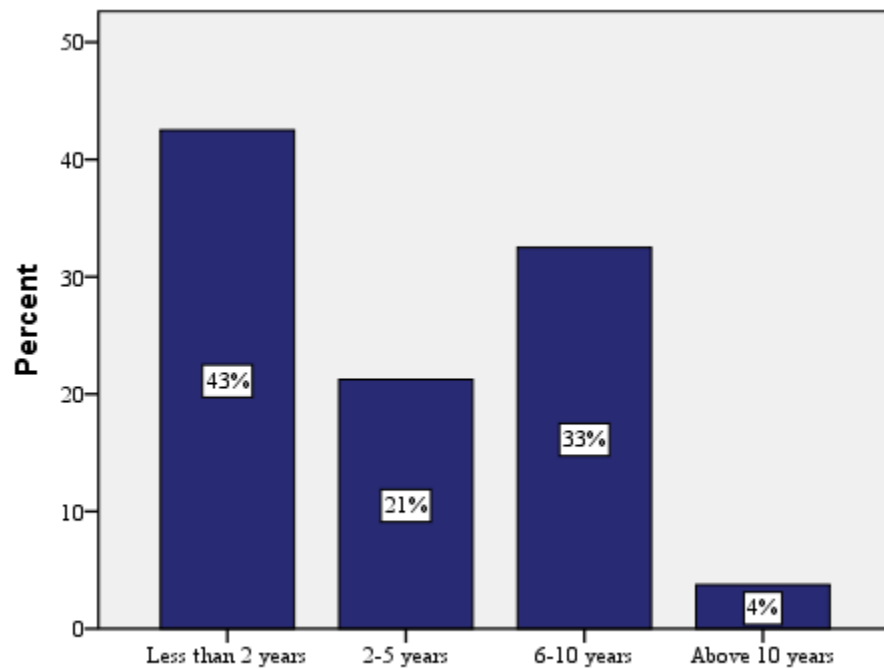
**TABLE 7**

**8. TABLE SHOWING EXPERIENCE OF THE RESPONDENTS**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Less than 2 years | 34        | 42.5    | 42.5          | 42.5               |
|       | 2-5 years         | 17        | 21.3    | 21.3          | 63.8               |
|       | 6-10 years        | 26        | 32.5    | 32.5          | 96.3               |
|       | Above 10 years    | 3         | 3.8     | 3.8           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 7**

**CHART SHOWING EXPERIENCE OF THE RESPONDENTS**



**INTERPERETATION**

43% of the respondents are less than 2 years experienced, 21% of them are having 2-5 years of experience, 33% of the respondents have 6-10 years, and 4% of them are having more than 10 years of experience

## 9. WELFARE AND DEVELOPMENT

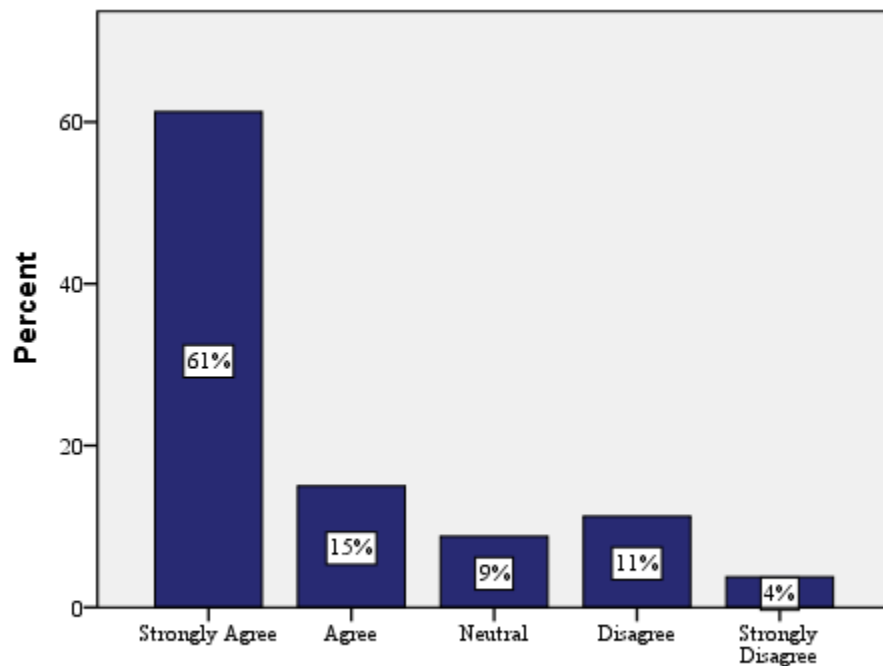
TABLE 8

a) TABLE SHOWING CAREER ENHANCEMENT OPPORTUNITIES

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 49        | 61.3    | 61.3          | 61.3               |
|       | Agree             | 12        | 15.0    | 15.0          | 76.3               |
|       | Neutral           | 7         | 8.8     | 8.8           | 85.0               |
|       | Disagree          | 9         | 11.3    | 11.3          | 96.3               |
|       | Strongly Disagree | 3         | 3.8     | 3.8           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

CHART 8

CHART SHOWING CAREER ENHANCEMENT OPPORTUNITIES



### INTERPERETATION

61% of the respondents strongly agree that the Career Enhancement opportunities are the best influencing factor of quality of work life of employees, 15% of them agree with this, 9% of them are neutral towards this, 11% respondents of respondents disagree and rest 4% of them strongly disagree with this

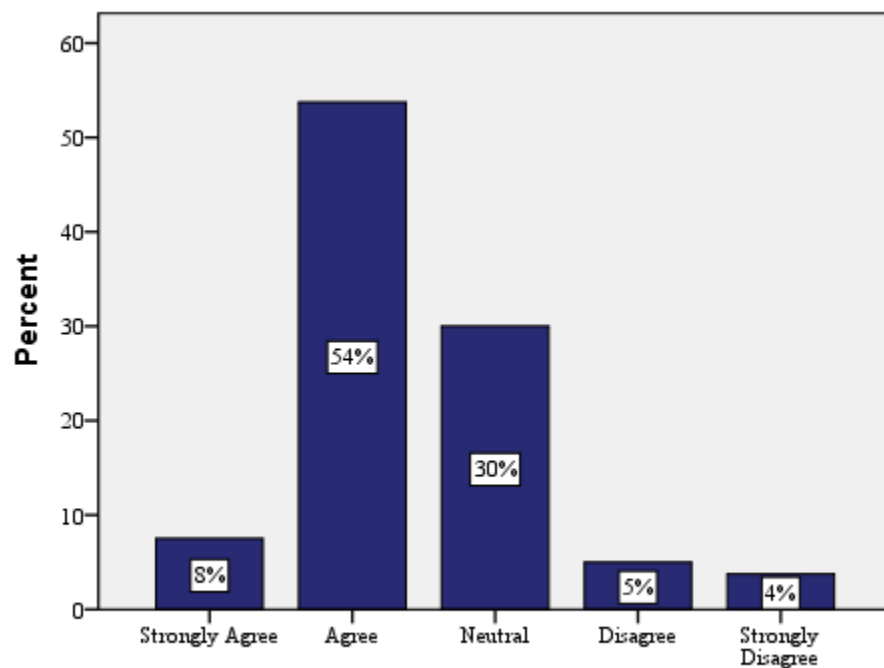
**TABLE 9**

**b) TABLE SHOWING FLEXIBLE WORK TIMINGS**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 6         | 7.5     | 7.5           | 7.5                |
|       | Agree             | 43        | 53.8    | 53.8          | 61.3               |
|       | Neutral           | 24        | 30.0    | 30.0          | 91.3               |
|       | Disagree          | 4         | 5.0     | 5.0           | 96.3               |
|       | Strongly Disagree | 3         | 3.8     | 3.8           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 9**

**CHART SHOWING FLEXIBLE WORK TIMINGS**



**INTERPERETATION**

8% of the respondents strongly agree that the flexible work timings are the best influencing factor of quality of work life of employees, 54% of them agree with this, 30% of them are neutral towards this, 5% respondents of respondents disagree and rest 4% of them strongly disagree with this

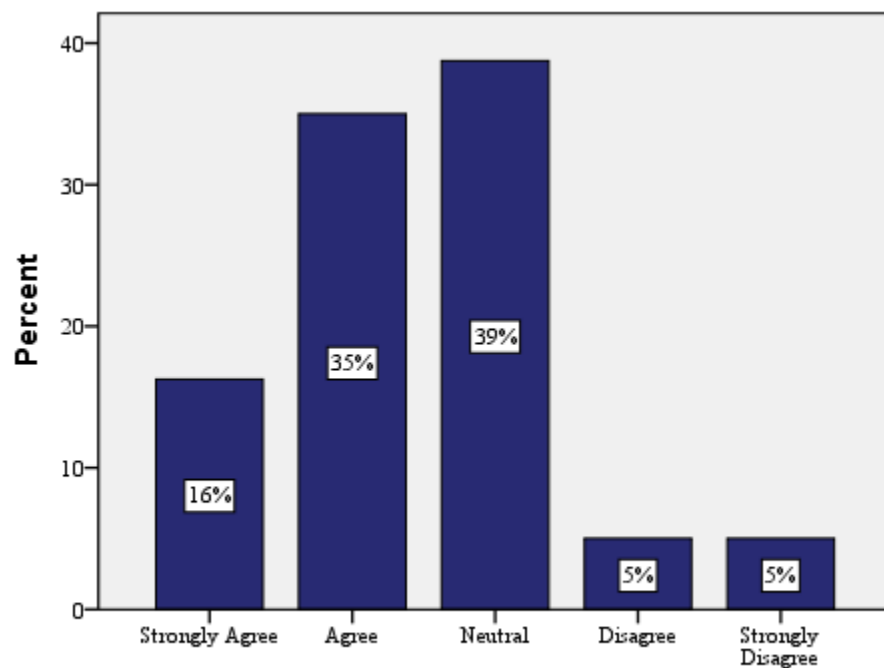
**TABLE 10**

**c) TABLE SHOWING PROMOTIONS AND REWARDS**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 13        | 16.3    | 16.3          | 16.3               |
|       | Agree             | 28        | 35.0    | 35.0          | 51.3               |
|       | Neutral           | 31        | 38.8    | 38.8          | 90.0               |
|       | Disagree          | 4         | 5.0     | 5.0           | 95.0               |
|       | Strongly Disagree | 4         | 5.0     | 5.0           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 10**

**CHART SHOWING PROMOTIONS AND REWARDS**



### **INTERPERETATION**

8% of the respondents strongly agree that the promotions and rewards are the best influencing factor of quality of work life of employees, 35% of them agree with this, 39% of them are neutral towards this, 5% respondents of respondents disagree and rest 5% of them strongly disagree with this

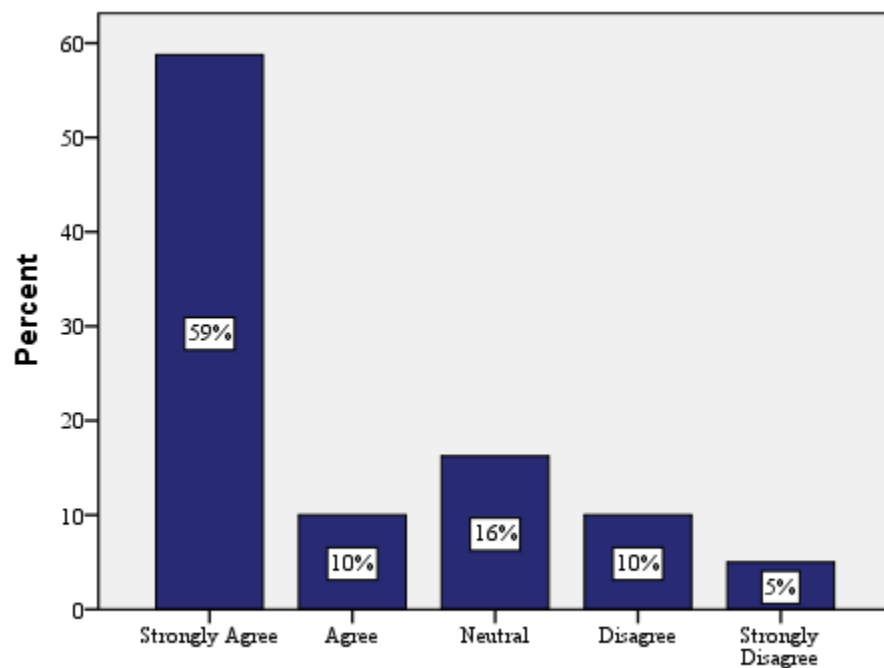
**TABLE 11**

**d) TABLE SHOWING LEAVE POLICY**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 47        | 58.8    | 58.8          | 58.8               |
|       | Agree             | 8         | 10.0    | 10.0          | 68.8               |
|       | Neutral           | 13        | 16.3    | 16.3          | 85.0               |
|       | Disagree          | 8         | 10.0    | 10.0          | 95.0               |
|       | Strongly Disagree | 4         | 5.0     | 5.0           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 11**

**CHART SHOWING LEAVE POLICY**



**INTERPERETATION**

59% of the respondents strongly agree that the leave policies of the company are the best influencing factor of quality of work life of employees, 10% of them agree with this, 16% of them are neutral towards this, 10% respondents of respondents disagree and rest 5% of them strongly disagree with this

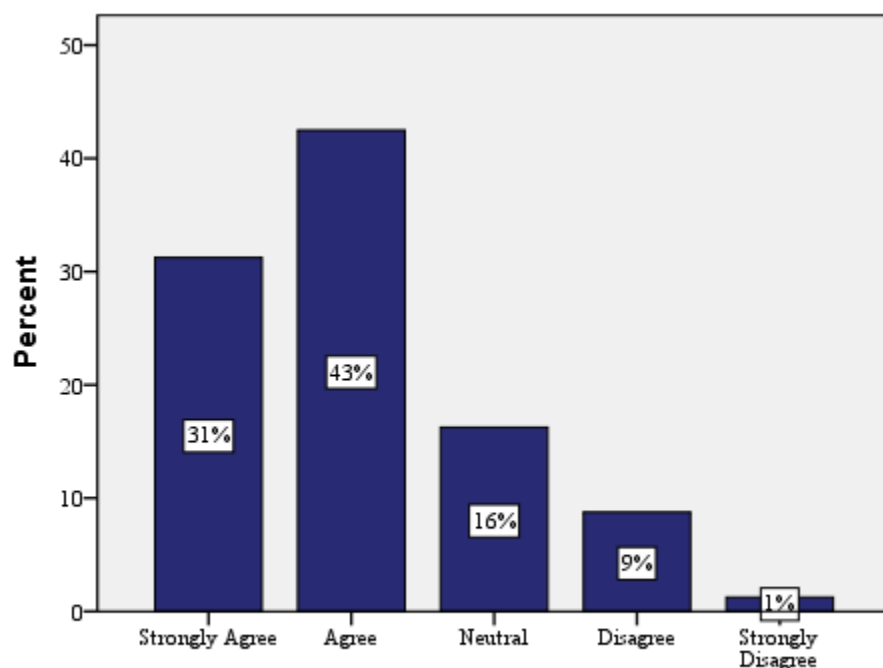
**TABLE 12**

**e) TABLE SHOWING RECOGNITION**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 25        | 31.3    | 31.3          | 31.3               |
|       | Agree             | 34        | 42.5    | 42.5          | 73.8               |
|       | Neutral           | 13        | 16.3    | 16.3          | 90.0               |
|       | Disagree          | 7         | 8.8     | 8.8           | 98.8               |
|       | Strongly Disagree | 1         | 1.3     | 1.3           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 12**

**CHART SHOWING RECOGNITION**



### INTERPERETATION

31% of the respondents strongly agree that recognition of work is the best influencing factor of quality of work life of employees, 43% of them agree with this, 16% of them are neutral towards this, 9% respondents of respondents disagree and rest 1% of them strongly disagree with this

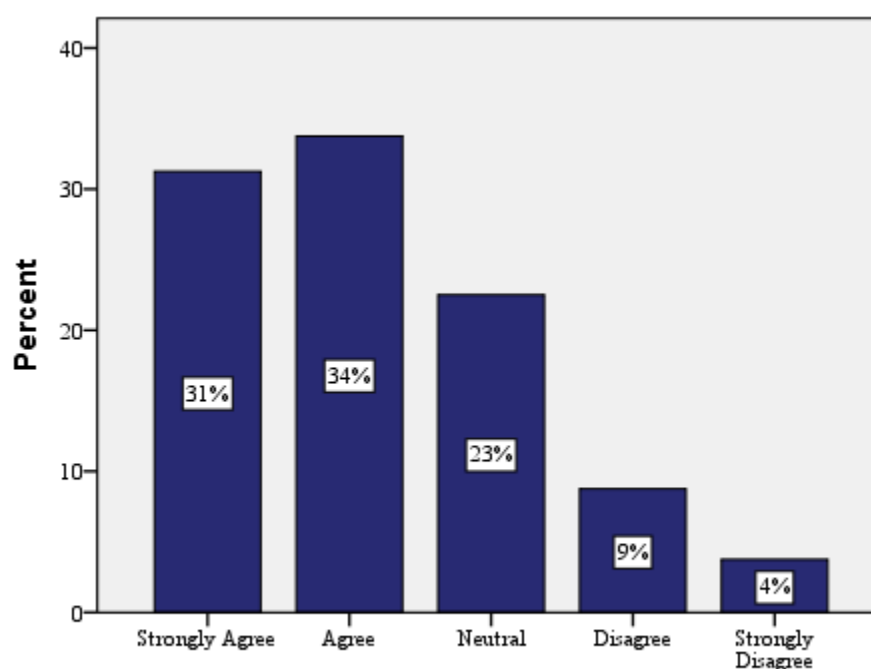
**TABLE 13**

**f) TABLE SHOWING WELL REWARDED FOR THE EFFORT PUT ON WORK**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 25        | 31.3    | 31.3          | 31.3               |
|       | Agree             | 27        | 33.8    | 33.8          | 65.0               |
|       | Neutral           | 18        | 22.5    | 22.5          | 87.5               |
|       | Disagree          | 7         | 8.8     | 8.8           | 96.3               |
|       | Strongly Disagree | 3         | 3.8     | 3.8           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 13**

**CHART SHOWING WELL REWARDED FOR THE EFFORT PUT ON WORK**



**INTERPERETATION**

31% of the respondents strongly agree that they are well rewarded for the effort put on work, 34% of them agree with this, 23% of them are neutral towards this, 9% respondents of respondents disagree and rest 4% of them strongly disagree with this

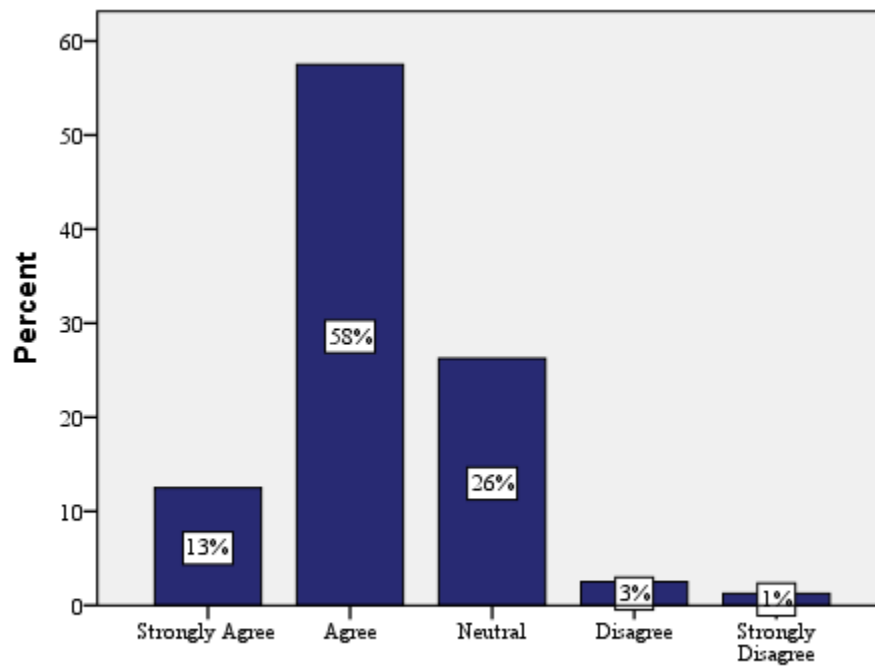
**TABLE 14**

**g) TABLE SHOWING AUTHORITY AND RESPONSIBILITY ARE IN PAR**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 10        | 12.5    | 12.5          | 12.5               |
|       | Agree             | 46        | 57.5    | 57.5          | 70.0               |
|       | Neutral           | 21        | 26.3    | 26.3          | 96.3               |
|       | Disagree          | 2         | 2.5     | 2.5           | 98.8               |
|       | Strongly Disagree | 1         | 1.3     | 1.3           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 14**

**CHART SHOWING AUTHORITY AND RESPONSIBILITY ARE IN PAR**



**INTERPERETATION**

13% of the respondents strongly agree that authority and responsibility are in par at the organization, 58% of them agree with this, 26% of them are neutral towards this, 3% respondents of respondents disagree and rest 1% of them strongly disagree with this

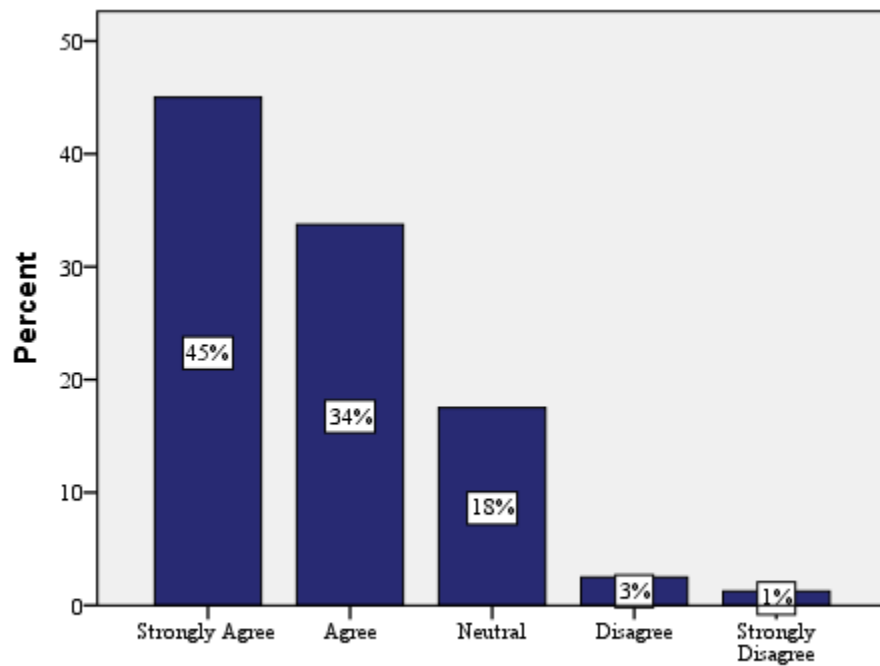
**TABLE 15**

**h) TABLE SHOWING BALANCE IN WORK TIME AND LEISURE TIME**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 36        | 45.0    | 45.0          | 45.0               |
|       | Agree             | 27        | 33.8    | 33.8          | 78.8               |
|       | Neutral           | 14        | 17.5    | 17.5          | 96.3               |
|       | Disagree          | 2         | 2.5     | 2.5           | 98.8               |
|       | Strongly Disagree | 1         | 1.3     | 1.3           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 15**

**CHART SHOWING BALANCE IN WORK TIME AND LEISURE TIME**



**INTERPERETATION**

45% of the respondents strongly agree that there is a balance in work time and leisure time, 34% of them agree with this, 18% of them are neutral towards this, 3% respondents of respondents disagree and rest 1% of them strongly disagree with this

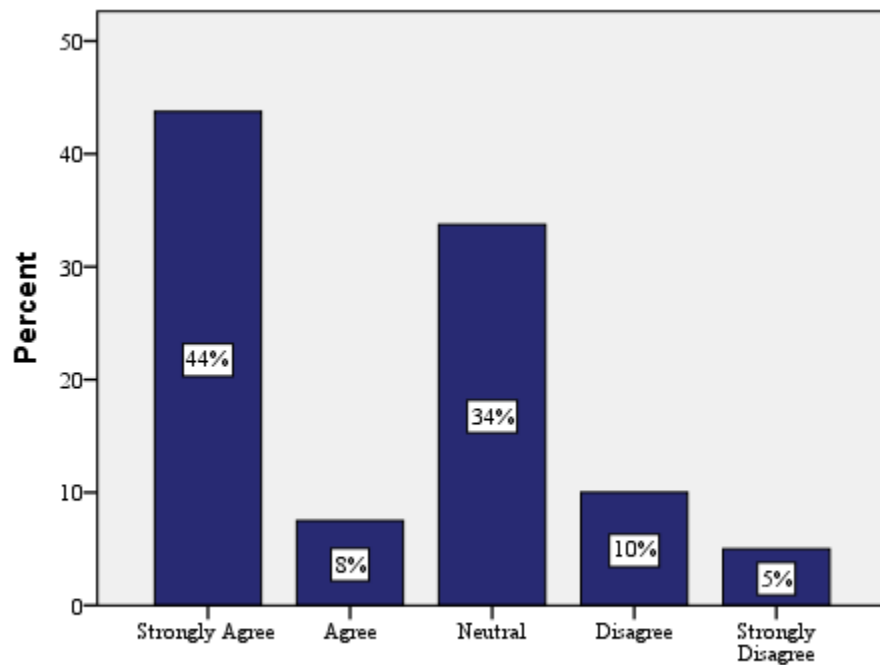
**TABLE 16**

**i) TABLE SHOWING TRAINING PROGRAMMES**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 35        | 43.8    | 43.8          | 43.8               |
|       | Agree             | 6         | 7.5     | 7.5           | 51.3               |
|       | Neutral           | 27        | 33.8    | 33.8          | 85.0               |
|       | Disagree          | 8         | 10.0    | 10.0          | 95.0               |
|       | Strongly Disagree | 4         | 5.0     | 5.0           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 16**

**CHART SHOWING TRAINING PROGRAMMES**



**INTERPERETATION**

44% of the respondents strongly agree that training programs influence quality of work life, 8% of them agree with this, 34% of them are neutral towards this, 10% respondents of respondents disagree and rest 5% of them strongly disagree with this

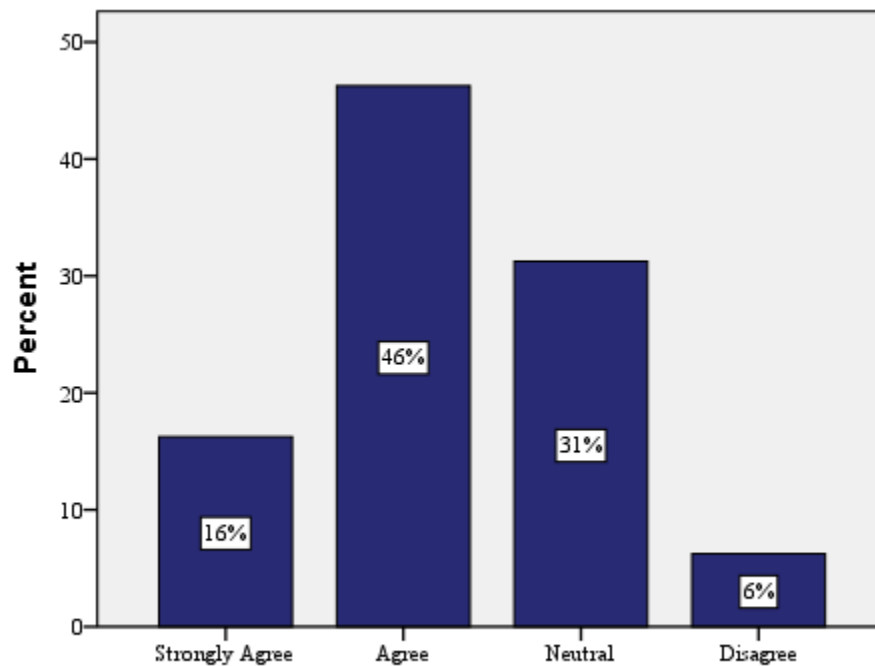
**TABLE 17**

**j) TABLE SHOWING GRIEVANCE REDRESSAL**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 13        | 16.3    | 16.3          | 16.3               |
|       | Agree          | 37        | 46.3    | 46.3          | 62.5               |
|       | Neutral        | 25        | 31.3    | 31.3          | 93.8               |
|       | Disagree       | 5         | 6.3     | 6.3           | 100.0              |
|       | Total          | 80        | 100.0   | 100.0         |                    |

**CHART 17**

**CHART SHOWING GRIEVANCE REDRESSAL**



**INTERPERETATION**

16% of the respondents strongly agree that grievance redressal best influences quality of work life of employees, 46% of them agree with this, 31% of them are neutral towards this, 6% respondents of respondents disagree

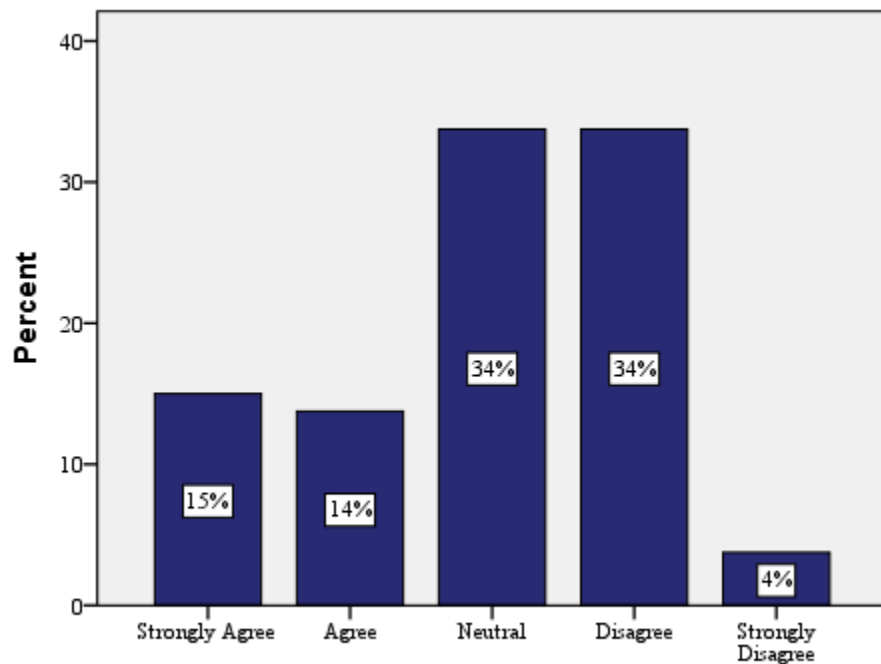
**TABLE 18**

**k) TABLE SHOWING IMPLEMENTATION OF INNOVATIVE THOUGHTS**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 12        | 15.0    | 15.0          | 15.0               |
|       | Agree             | 11        | 13.8    | 13.8          | 28.8               |
|       | Neutral           | 27        | 33.8    | 33.8          | 62.5               |
|       | Disagree          | 27        | 33.8    | 33.8          | 96.3               |
|       | Strongly Disagree | 3         | 3.8     | 3.8           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 18**

**CHART SHOWING IMPLEMENTATION OF INNOVATIVE THOUGHTS**



**INTERPERETATION**

15% of the respondents strongly agree that implementation of innovative thoughts best influence the quality of work life of employees, 14% of them agree with this, 34% of them are neutral towards this, 34% respondents of respondents disagree and rest 4% of them strongly disagree with this

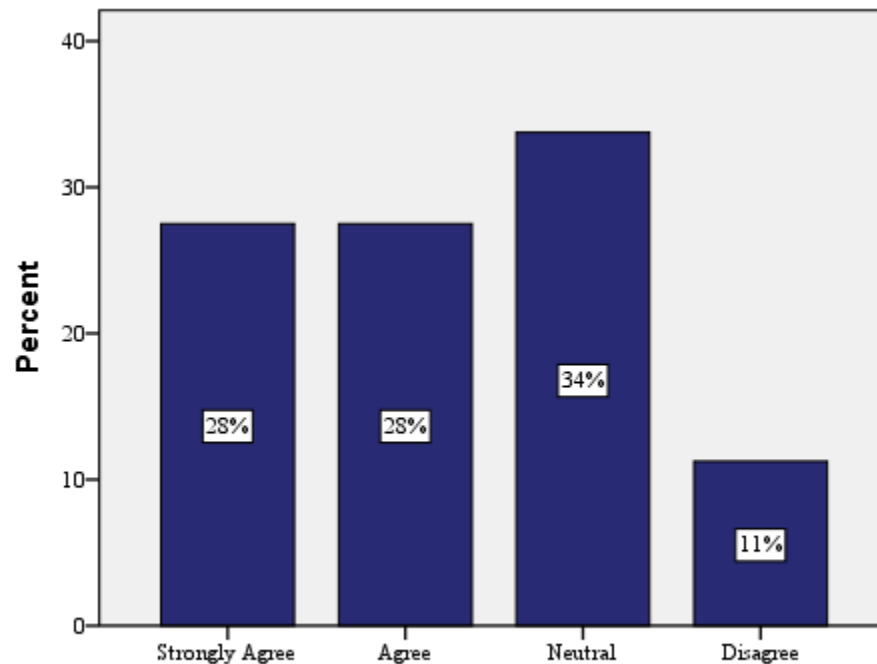
**TABLE 19**

**I) TABLE SHOWING DELEGATION OF TASK BASED ON THE EXPERIENCE**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 22        | 27.5    | 27.5          | 27.5               |
|       | Agree          | 22        | 27.5    | 27.5          | 55.0               |
|       | Neutral        | 27        | 33.8    | 33.8          | 88.8               |
|       | Disagree       | 9         | 11.3    | 11.3          | 100.0              |
|       | Total          | 80        | 100.0   | 100.0         |                    |

**CHART 19**

**CHART SHOWING DELEGATION OF TASK BASED ON THE EXPERIENCE**



**INTERPERETATION** 28% of the respondents strongly agree delegation of task based on the experience best influence the quality of work life of employees, 28% of them agree with this, 34% of them are neutral towards this, 11% respondents of respondents disagree

## 10. RANK THE PERCEPTION OF FACILITIES

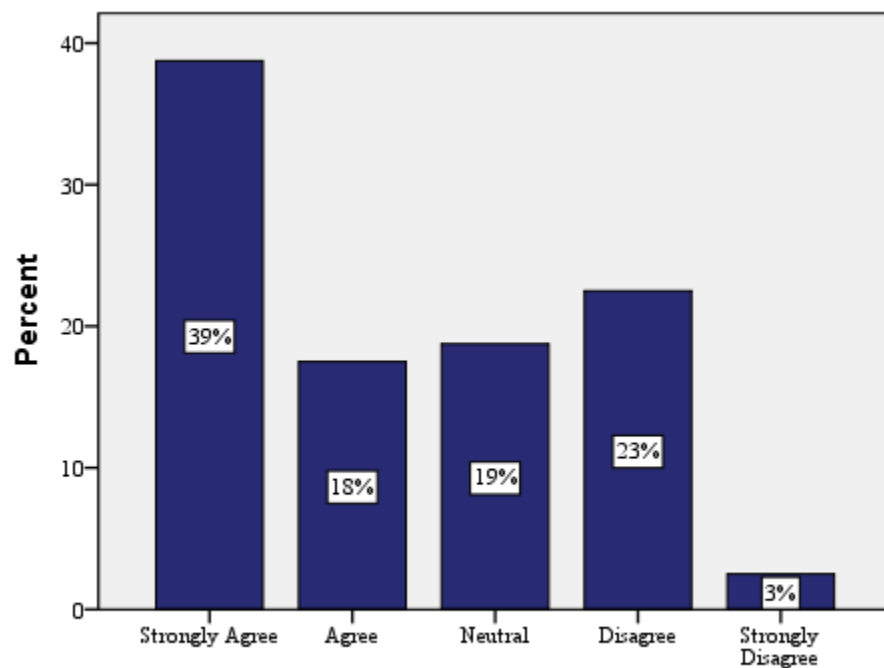
TABLE 20

a) TABLE SHOWING MEDICAL LEAVE

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 31        | 38.8    | 38.8          | 38.8               |
|       | Agree             | 14        | 17.5    | 17.5          | 56.3               |
|       | Neutral           | 15        | 18.8    | 18.8          | 75.0               |
|       | Disagree          | 18        | 22.5    | 22.5          | 97.5               |
|       | Strongly Disagree | 2         | 2.5     | 2.5           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

CHART 20

CHART SHOWING MEDICAL LEAVE



### INTERPERETATION

39% of the respondents strongly agree that medical break facilities are given in the organization, 18% of them agree with this, 19% of them are neutral towards this, 23% respondents of respondents disagree and rest 3% of them strongly disagree with this

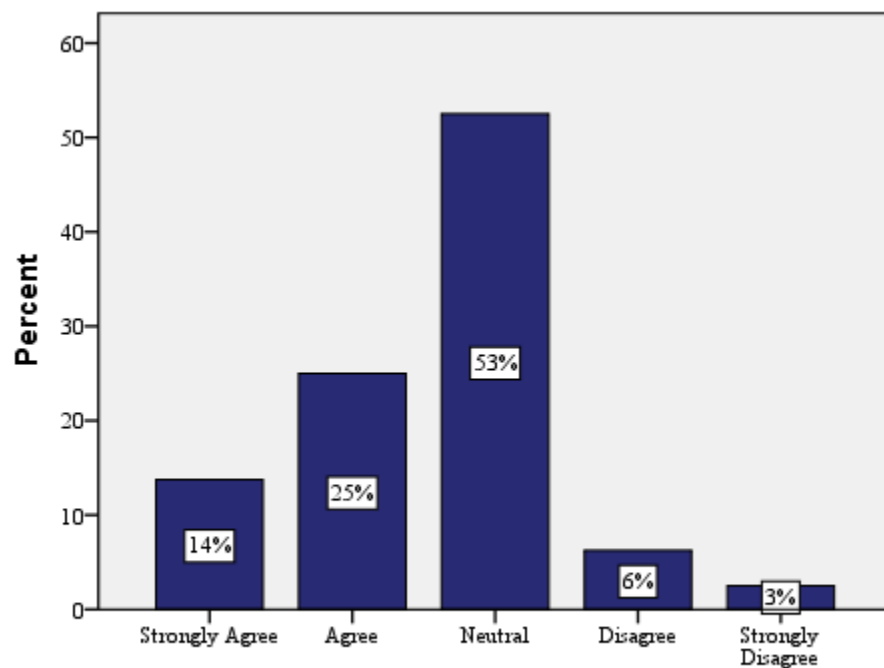
**TABLE 21**

**b) TABLE SHOWING HOUSING ALLOWANCE**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 11        | 13.8    | 13.8          | 13.8               |
|       | Agree             | 20        | 25.0    | 25.0          | 38.8               |
|       | Neutral           | 42        | 52.5    | 52.5          | 91.3               |
|       | Disagree          | 5         | 6.3     | 6.3           | 97.5               |
|       | Strongly Disagree | 2         | 2.5     | 2.5           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 21**

**CHART SHOWING HOUSING ALLOWANCE**



### **INTERPERETATION**

14% of the respondents strongly agree that housing allowance benefits are given in the organization, 25% of them agree with this, 53% of them are neutral towards this, 6% respondents of respondents disagree and rest 3% of them strongly disagree with this

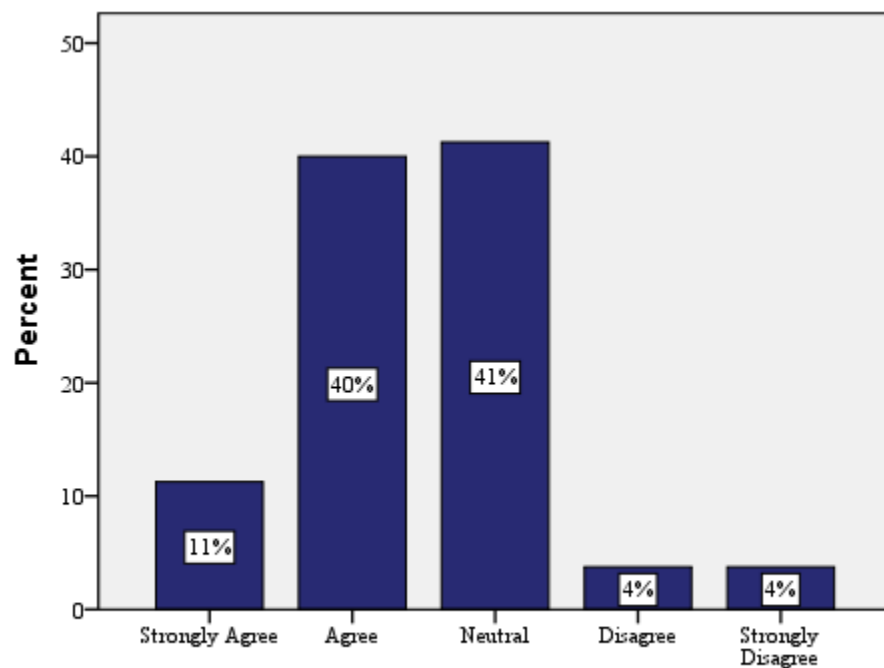
**TABLE 22**

**c) TABLE SHOWING TRAVELLING AND RECREATION**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 9         | 11.3    | 11.3          | 11.3               |
|       | Agree             | 32        | 40.0    | 40.0          | 51.3               |
|       | Neutral           | 33        | 41.3    | 41.3          | 92.5               |
|       | Disagree          | 3         | 3.8     | 3.8           | 96.3               |
|       | Strongly Disagree | 3         | 3.8     | 3.8           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 22**

**CHART SHOWING TRAVELLING AND RECREATION**



**INTERPERETATION:** 11% of the respondents strongly agree that travelling and recreations are given in the organization, 40% of them agree with this, 41% of them are neutral towards this, 4% respondents of respondents disagree and rest 4% of them strongly disagree with this

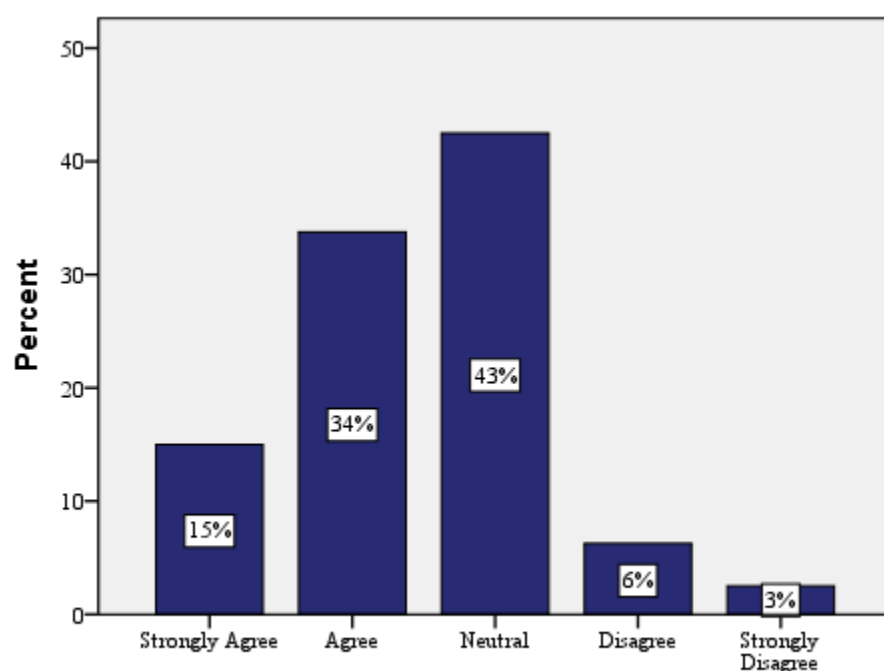
**TABLE 23**

**d) TABLE SHOWING CHILD EDUCATION**

|       |                   | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree    | 12        | 15.0    | 15.0          | 15.0               |
|       | Agree             | 27        | 33.8    | 33.8          | 48.8               |
|       | Neutral           | 34        | 42.5    | 42.5          | 91.3               |
|       | Disagree          | 5         | 6.3     | 6.3           | 97.5               |
|       | Strongly Disagree | 2         | 2.5     | 2.5           | 100.0              |
|       | Total             | 80        | 100.0   | 100.0         |                    |

**CHART 23**

**CHART SHOWING CHILD EDUCATION**



## INTERPERETATION

15% of the respondents strongly agree that child education facilities are given in the organization, 34% of them agree with this, 43% of them are neutral towards this, 6% respondents of respondents disagree and rest 3% of them strongly disagree with this

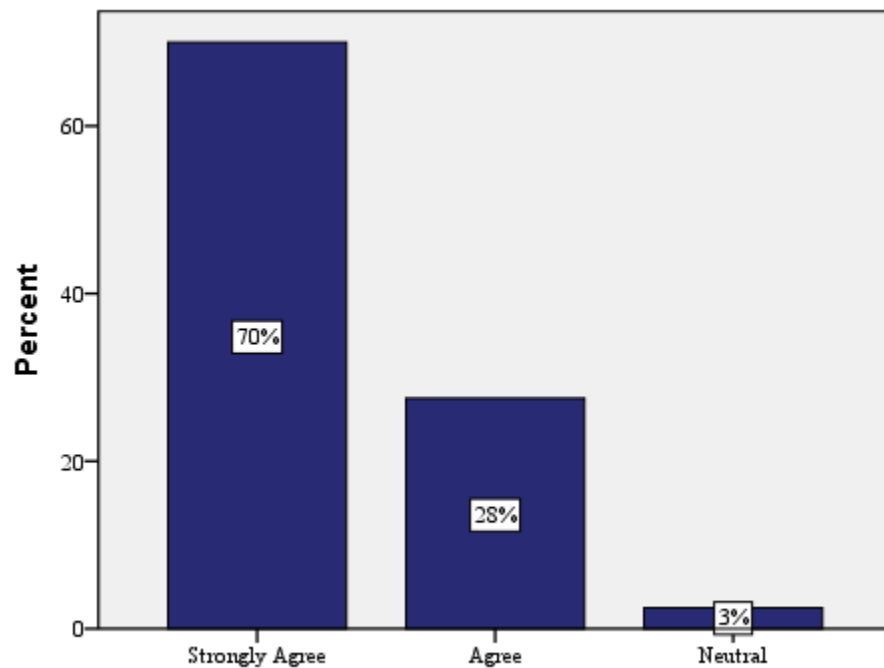
**TABLE 24**

**e) TABLE SHOWING INCENTIVES AND BONUS**

|       |                | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 56        | 70.0    | 70.0          | 70.0               |
|       | Agree          | 22        | 27.5    | 27.5          | 97.5               |
|       | Neutral        | 2         | 2.5     | 2.5           | 100.0              |
|       | Total          | 80        | 100.0   | 100.0         |                    |

**CHART 24**

**CHART SHOWING INCENTIVES AND BONUS**



**INTERPERETATION**

70% of the respondents strongly agree that incentives and bonus benefits are given in the organization, 28% of them agree with this, 3% of them are neutral towards this

## 11. STATUTORY MEASURES

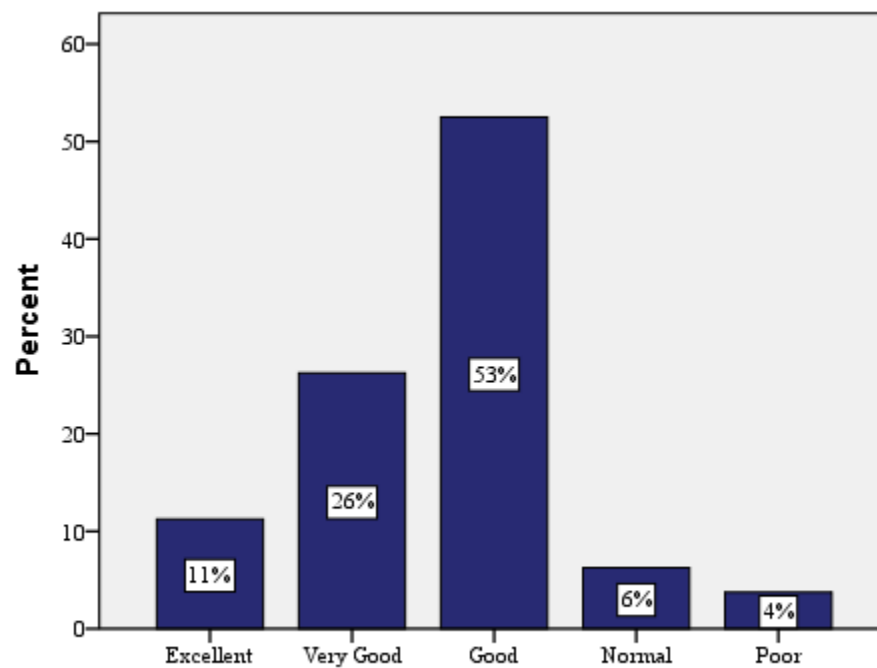
TABLE 25

a) TABLE SHOWING DRINKING WATER

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 9         | 11.3    | 11.3          | 11.3               |
|       | Very Good | 21        | 26.3    | 26.3          | 37.5               |
|       | Good      | 42        | 52.5    | 52.5          | 90.0               |
|       | Normal    | 5         | 6.3     | 6.3           | 96.3               |
|       | Poor      | 3         | 3.8     | 3.8           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

CHART 25

CHART SHOWING DRINKING WATER



### INTERPERETATION

11% of the respondents said the drinking water at the work place is excellent, 26% of them said it is very good, 53% respondents said it is good, 6% of them said it is normal and rest 4% respondents said it is poor

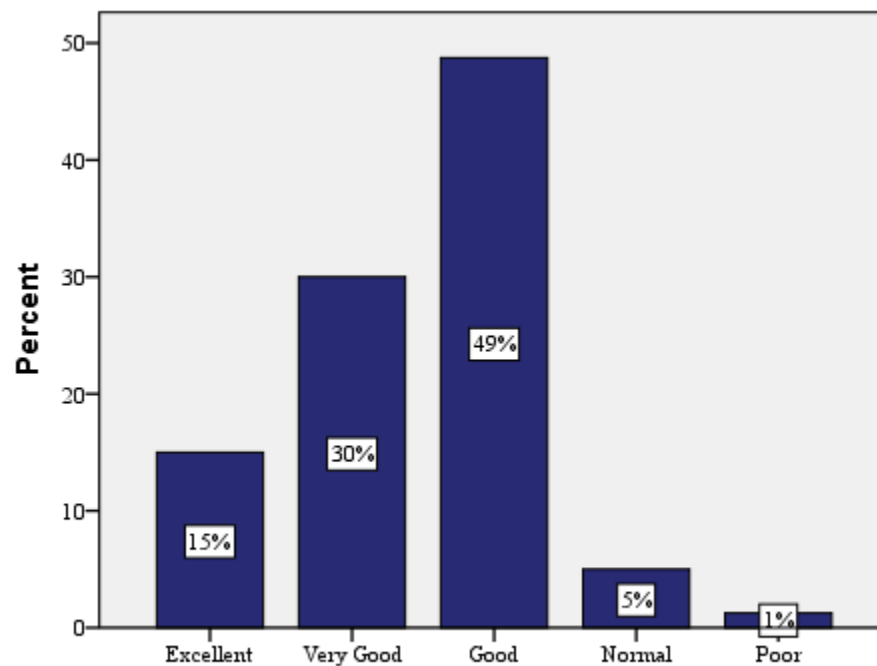
**TABLE 26**

**b) TABLE SHOWING CANTEEN FACILITIES**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 12        | 15.0    | 15.0          | 15.0               |
|       | Very Good | 24        | 30.0    | 30.0          | 45.0               |
|       | Good      | 39        | 48.8    | 48.8          | 93.8               |
|       | Normal    | 4         | 5.0     | 5.0           | 98.8               |
|       | Poor      | 1         | 1.3     | 1.3           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 26**

**CHART SHOWING CANTEEN FACILITIES**



### **INTERPERETATION**

15% of the respondents said the canteen facilities at the work place is excellent, 30% of them said it is very good, 49% respondents said it is good, 5% of them said it is normal and rest 1% respondents said it is poor

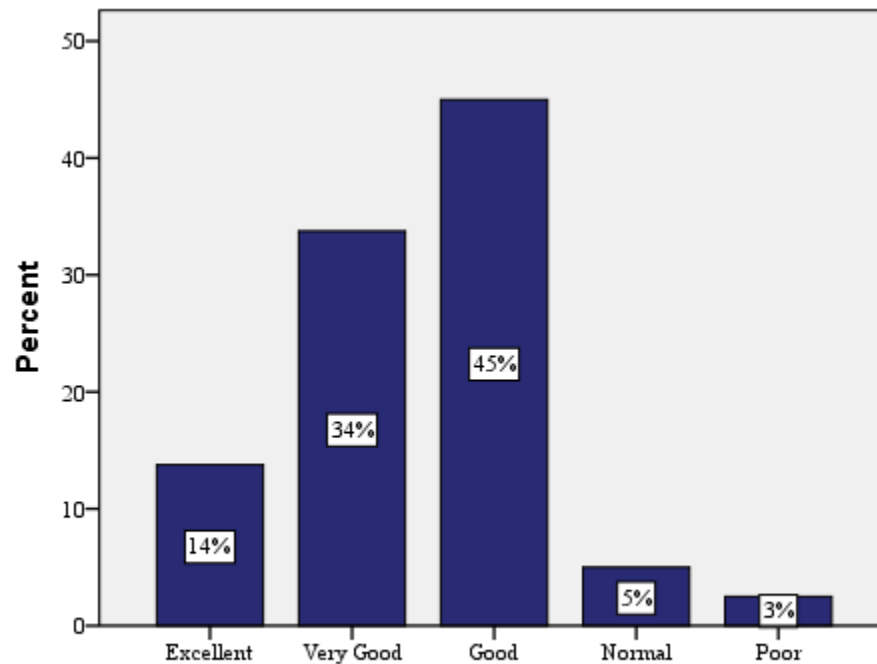
**TABLE 27**

**c) TABLE SHOWING FIRST AID APPLIANCES**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 11        | 13.8    | 13.8          | 13.8               |
|       | Very Good | 27        | 33.8    | 33.8          | 47.5               |
|       | Good      | 36        | 45.0    | 45.0          | 92.5               |
|       | Normal    | 4         | 5.0     | 5.0           | 97.5               |
|       | Poor      | 2         | 2.5     | 2.5           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 27**

**CHART SHOWING FIRST AID APPLIANCES**

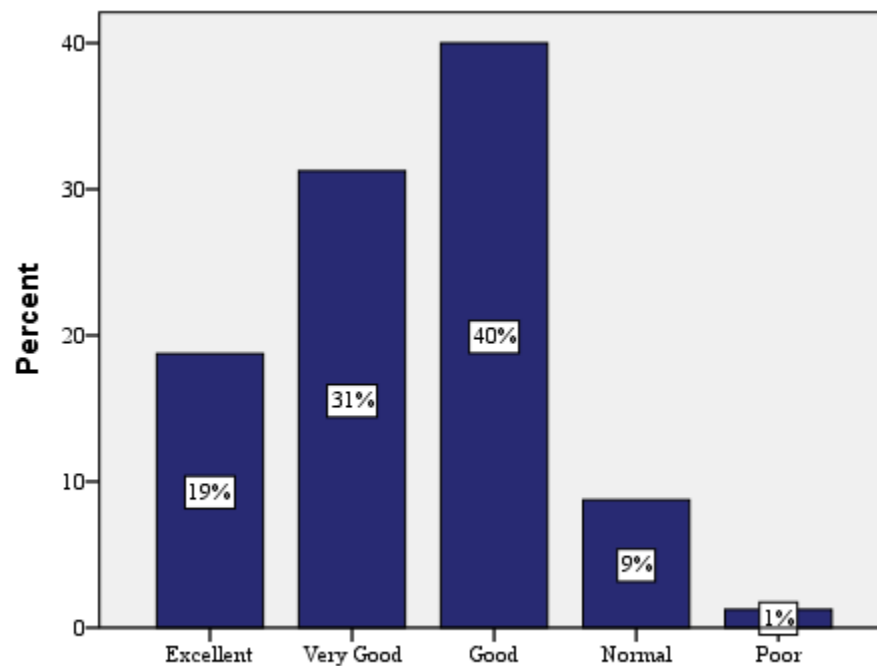


### **INTERPERETATION**

14% of the respondents said the first aid facilities at the work place is excellent, 34% of them said it is very good, 45% respondents said it is good, 5% of them said it is normal and rest 3% respondents said it is poor

**TABLE 28****d) ABLE SHOWING REST ROOMS**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 15        | 18.8    | 18.8          | 18.8               |
|       | Very Good | 25        | 31.3    | 31.3          | 50.0               |
|       | Good      | 32        | 40.0    | 40.0          | 90.0               |
|       | Normal    | 7         | 8.8     | 8.8           | 98.8               |
|       | Poor      | 1         | 1.3     | 1.3           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 28****CHART SHOWING REST ROOMS****INTERPERETATION**

19% of the respondents said the rest rooms at work place are excellent, 31% of them said it is very good, 40% respondents said it is good, 9% of them said it is normal and rest 1% respondents said it is poor

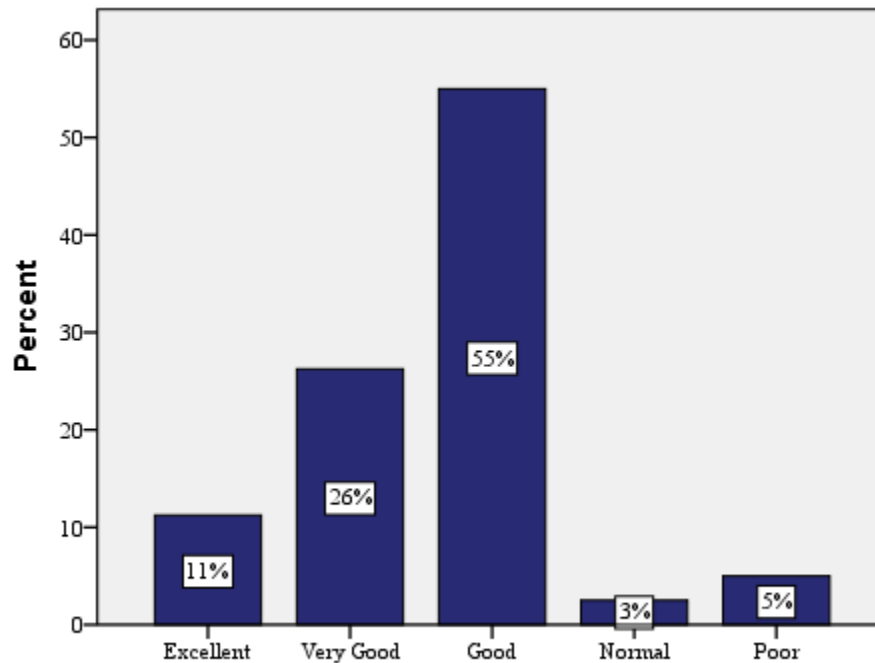
**TABLE 29**

**e) TABLE SHOWING CLEAN PHYSICAL ENVIRONMENT**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 9         | 11.3    | 11.3          | 11.3               |
|       | Very Good | 21        | 26.3    | 26.3          | 37.5               |
|       | Good      | 44        | 55.0    | 55.0          | 92.5               |
|       | Normal    | 2         | 2.5     | 2.5           | 95.0               |
|       | Poor      | 4         | 5.0     | 5.0           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 29**

**CHART SHOWING CLEAN PHYSICAL ENVIRONMENT**



**INTERPERETATION**

11% of the respondents said the physical environment of the organization is excellent, 26% of them said it is very good, 55% respondents said it is good, 3% of them said it is normal and rest 5% respondents said it is poor

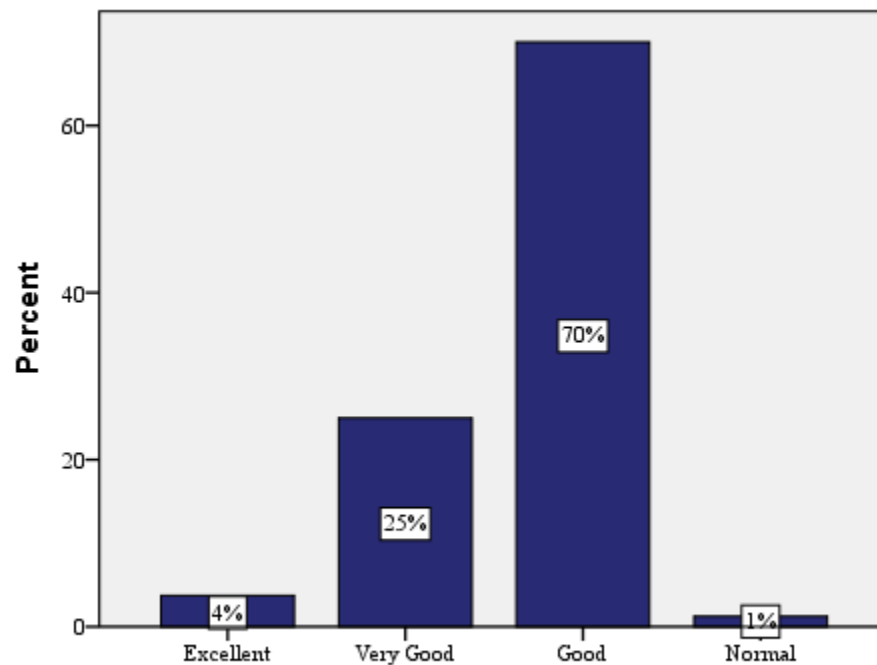
**TABLE 30**

**f) TABLE SHOWING OVERTIME ALLOWANCE**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 3         | 3.8     | 3.8           | 3.8                |
|       | Very Good | 20        | 25.0    | 25.0          | 28.8               |
|       | Good      | 56        | 70.0    | 70.0          | 98.8               |
|       | Normal    | 1         | 1.3     | 1.3           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 30**

**CHART SHOWING OVERTIME ALLOWANCE**



### **INTERPERETATION**

4% of the respondents said the overtime allowances are excellent, 25% of them said it is very good, 70% respondents said it is good, 1% of them said it is normal

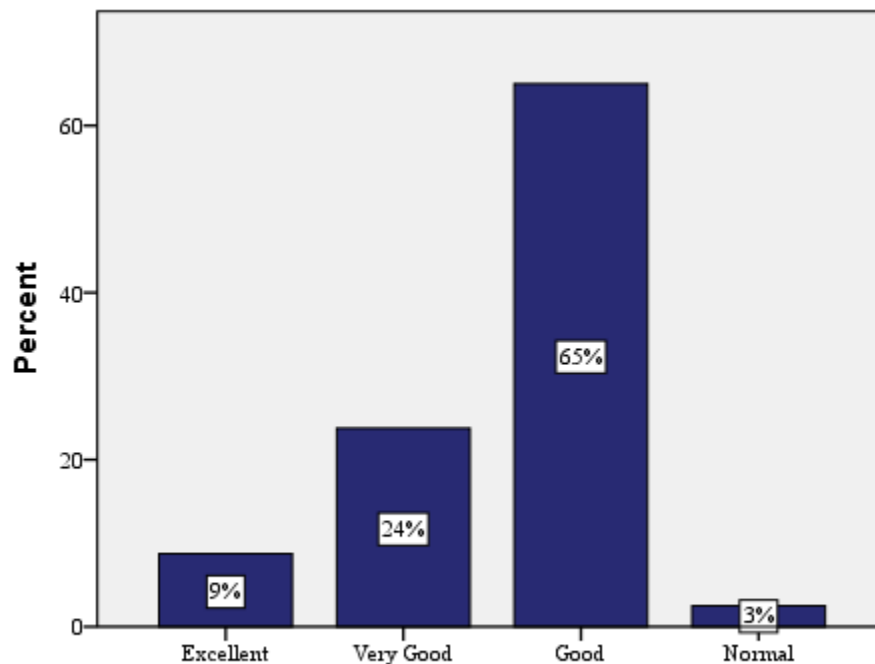
**TABLE 31**

**g) TABLE SHOWING SAFETY DURING NIGHT SIFTS**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 7         | 8.8     | 8.8           | 8.8                |
|       | Very Good | 19        | 23.8    | 23.8          | 32.5               |
|       | Good      | 52        | 65.0    | 65.0          | 97.5               |
|       | Normal    | 2         | 2.5     | 2.5           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 31**

**CHART SHOWING SAFETY DURING NIGHT SIFTS**



**INTERPERETATION**

9% of the respondents said the safety during night work is excellent, 24% of them said it is very good, 65% respondents said it is good, 3% of them said it is normal

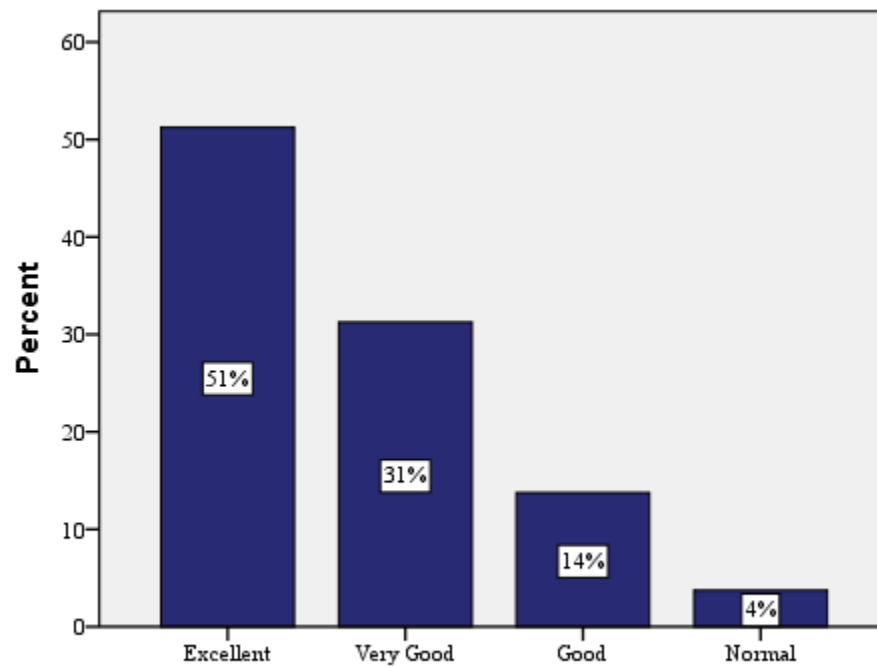
**TABLE 32**

**h) TABLE SHOWING SUITABLE LIGHTING SYSTEM**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 41        | 51.3    | 51.3          | 51.3               |
|       | Very Good | 25        | 31.3    | 31.3          | 82.5               |
|       | Good      | 11        | 13.8    | 13.8          | 96.3               |
|       | Normal    | 3         | 3.8     | 3.8           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 32**

**CHART SHOWING SUITABLE LIGHTING SYSTEM**



**INTERPERETATION**

51% of the respondents said the suitable lighting system is excellent, 31% of them said it is very good, 14% respondents said it is good, 4% of them said it is normal

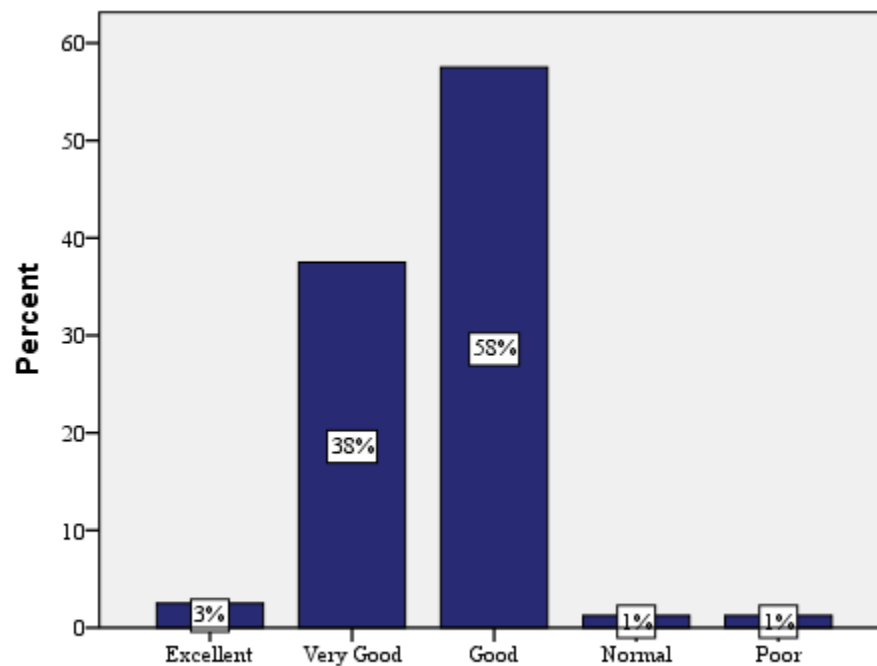
**TABLE 33**

**i) TABLE SHOWING PROPER VENTILATION**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 2         | 2.5     | 2.5           | 2.5                |
|       | Very Good | 30        | 37.5    | 37.5          | 40.0               |
|       | Good      | 46        | 57.5    | 57.5          | 97.5               |
|       | Normal    | 1         | 1.3     | 1.3           | 98.8               |
|       | Poor      | 1         | 1.3     | 1.3           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 33**

**CHART SHOWING PROPER VENTILATION**



**INTERPERETATION**

3% of the respondents said there are excellent ventilation, 38% of them said it is very good, 58% respondents said it is good, 1% of them said it is normal and rest 1% said it is poor

## 12. HOW DOES WELFARE MEASURES TAKEN CARE OF ?

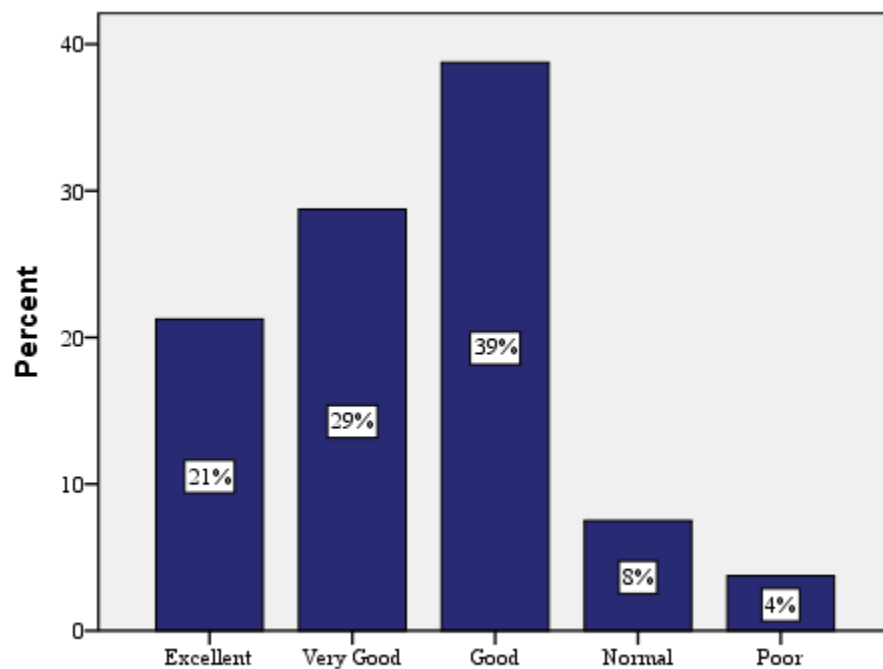
**TABLE 34**

**a) TABLE SHOWING REGULAR MEDICAL CHECK-UPS**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 17        | 21.3    | 21.3          | 21.3               |
|       | Very Good | 23        | 28.8    | 28.8          | 50.0               |
|       | Good      | 31        | 38.8    | 38.8          | 88.8               |
|       | Normal    | 6         | 7.5     | 7.5           | 96.3               |
|       | Poor      | 3         | 3.8     | 3.8           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 34**

**CHART SHOWING REGULAR MEDICAL CHECK-UPS**



### **INTERPERETATION**

21% of the respondents said the Regular medical check-ups organized by the organization are excellent, 29% of them said it is very good, 39% of them said it is good, 8% said it is normal and rest 4% respondents said it is poor

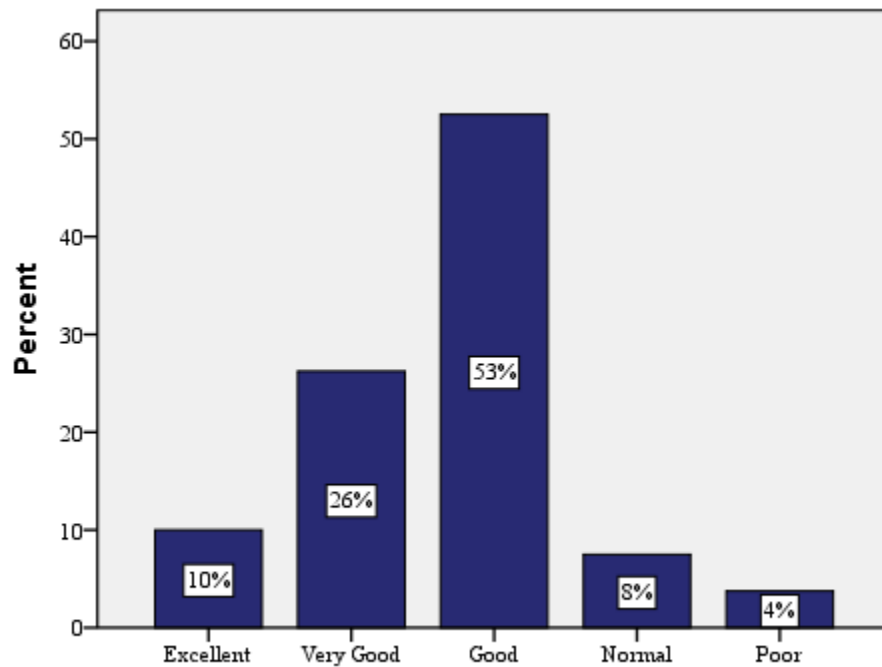
**TABLE 35**

**b) TABLE SHOWING EMPLOYEE ASSISTANCE PROGRAMS**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 8         | 10.0    | 10.0          | 10.0               |
|       | Very Good | 21        | 26.3    | 26.3          | 36.3               |
|       | Good      | 42        | 52.5    | 52.5          | 88.8               |
|       | Normal    | 6         | 7.5     | 7.5           | 96.3               |
|       | Poor      | 3         | 3.8     | 3.8           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 35**

**CHART SHOWING EMPLOYEE ASSISTANCE PROGRAMS**



**INTERPERETATION**

10% of the respondents said the employee assistance program of the organization is excellent, 26% of them said it is very good, 53% of them said it is good, 8% said it is normal and rest 4% respondents said it is poor

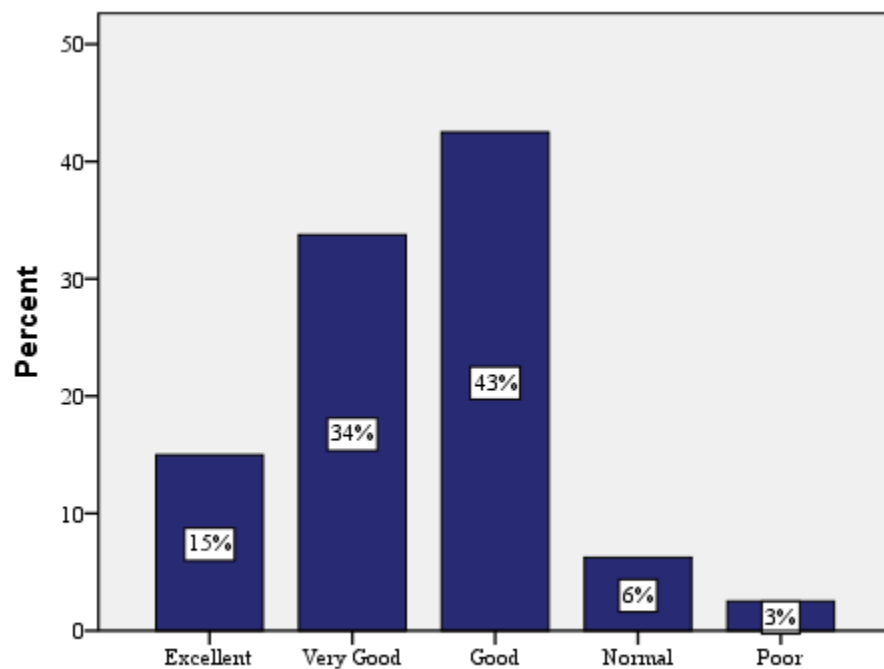
**TABLE 36**

**c) TABLE SHOWING HARASSMENT POLICY**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 12        | 15.0    | 15.0          | 15.0               |
|       | Very Good | 27        | 33.8    | 33.8          | 48.8               |
|       | Good      | 34        | 42.5    | 42.5          | 91.3               |
|       | Normal    | 5         | 6.3     | 6.3           | 97.5               |
|       | Poor      | 2         | 2.5     | 2.5           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 36**

**CHART SHOWING HARASSMENT POLICY**



#### **INTERPERETATION**

15% of the respondents said the policies against harassment in the organization is excellent, 34% of them said it is very good, 43% of them said it is good, 6% said it is normal and rest 3% respondents said it is poor

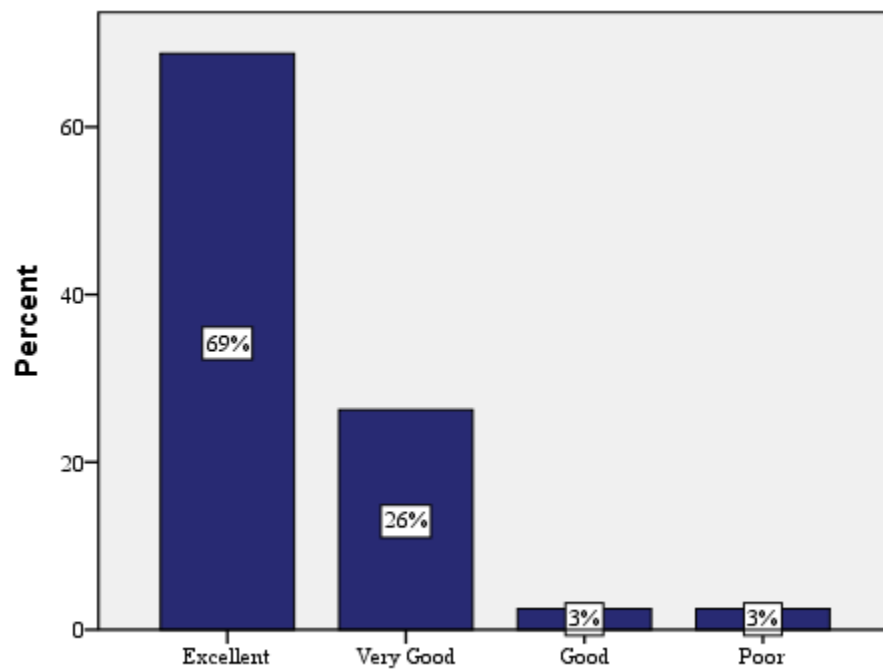
**TABLE 37**

**d) TABLE SHOWING MEDICLAIM INSURANCE SCHEME**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 55        | 68.8    | 68.8          | 68.8               |
|       | Very Good | 21        | 26.3    | 26.3          | 95.0               |
|       | Good      | 2         | 2.5     | 2.5           | 97.5               |
|       | Poor      | 2         | 2.5     | 2.5           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 37**

**CHART SHOWING MEDICLAIM INSURANCE SCHEME**



**INTERPERETATION**

69% of the respondents said the mediclaim insurance policies in the organization is excellent, 26% of them said it is very good, 3% of them said it is good and rest 3% respondents said it is poor

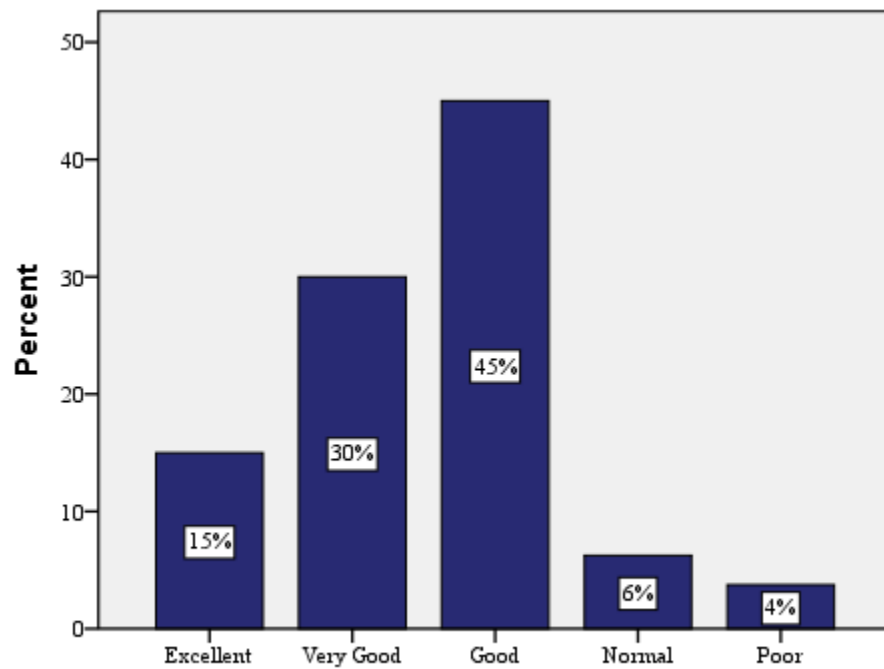
**TABLE 38**

**e) TABLE SHOWING EMPLOYEE REFERRAL SCHEME**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 12        | 15.0    | 15.0          | 15.0               |
|       | Very Good | 24        | 30.0    | 30.0          | 45.0               |
|       | Good      | 36        | 45.0    | 45.0          | 90.0               |
|       | Normal    | 5         | 6.3     | 6.3           | 96.3               |
|       | Poor      | 3         | 3.8     | 3.8           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 38**

**CHART SHOWING EMPLOYEE REFERRAL SCHEME**



### **INTERPERETATION**

15% of the respondents said the employee referral scheme of the organization is excellent, 30% of them said it is very good, 45% of them said it is good, 6% said it is normal and rest 4% respondents said it is poor

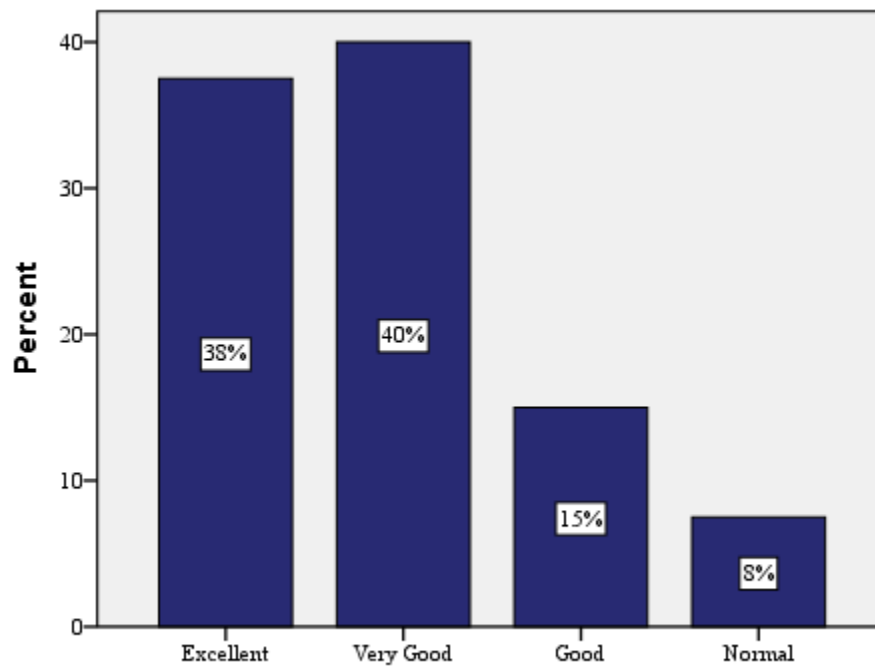
**TABLE 39**

**f) TABLE SHOWING CRECHE FACILITY**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Excellent | 30        | 37.5    | 37.5          | 37.5               |
|       | Very Good | 32        | 40.0    | 40.0          | 77.5               |
|       | Good      | 12        | 15.0    | 15.0          | 92.5               |
|       | Normal    | 6         | 7.5     | 7.5           | 100.0              |
|       | Total     | 80        | 100.0   | 100.0         |                    |

**CHART 39**

**CHART SHOWING CRECHE FACILITY**



#### **INTERPERETATION**

38% of the respondents said the creche facility of the organization is excellent, 40% of them said it is very good, 15% of them said it is good, 8% said it is normal

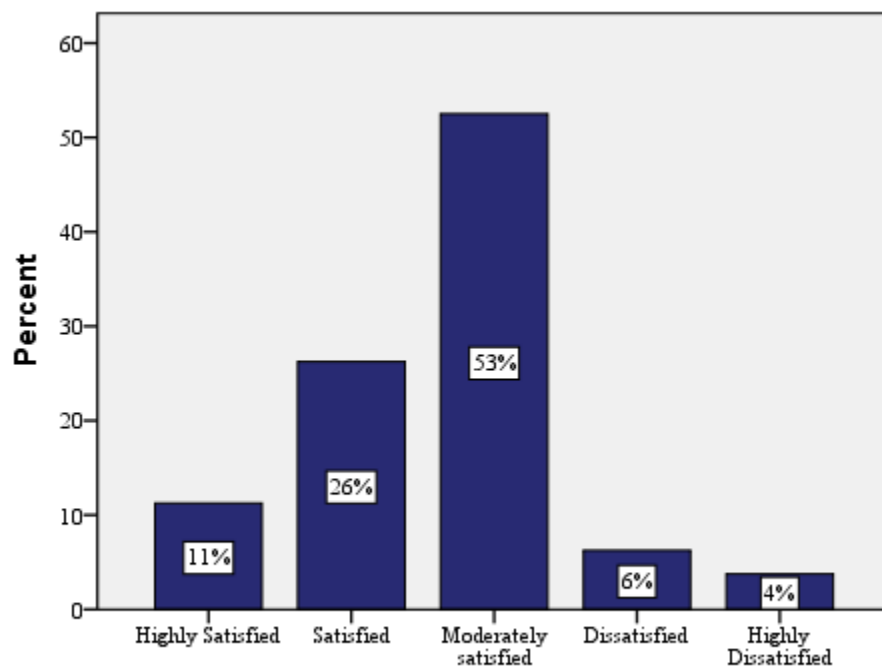
**TABLE 40**

**13. TABLE SHOWING WORKING IN THE ORGANIZATION PROVIDING SENSE  
OF SECURITY AND WELLNESS**

|           |                      | Frequency | Percent | Valid<br>Percent | Cumulative<br>Percent |
|-----------|----------------------|-----------|---------|------------------|-----------------------|
| Val<br>id | Highly Satisfied     | 9         | 11.3    | 11.3             | 11.3                  |
|           | Satisfied            | 21        | 26.3    | 26.3             | 37.5                  |
|           | Moderately satisfied | 42        | 52.5    | 52.5             | 90.0                  |
|           | Dissatisfied         | 5         | 6.3     | 6.3              | 96.3                  |
|           | Highly Dissatisfied  | 3         | 3.8     | 3.8              | 100.0                 |
|           | Total                | 80        | 100.0   | 100.0            |                       |

**CHART 40**

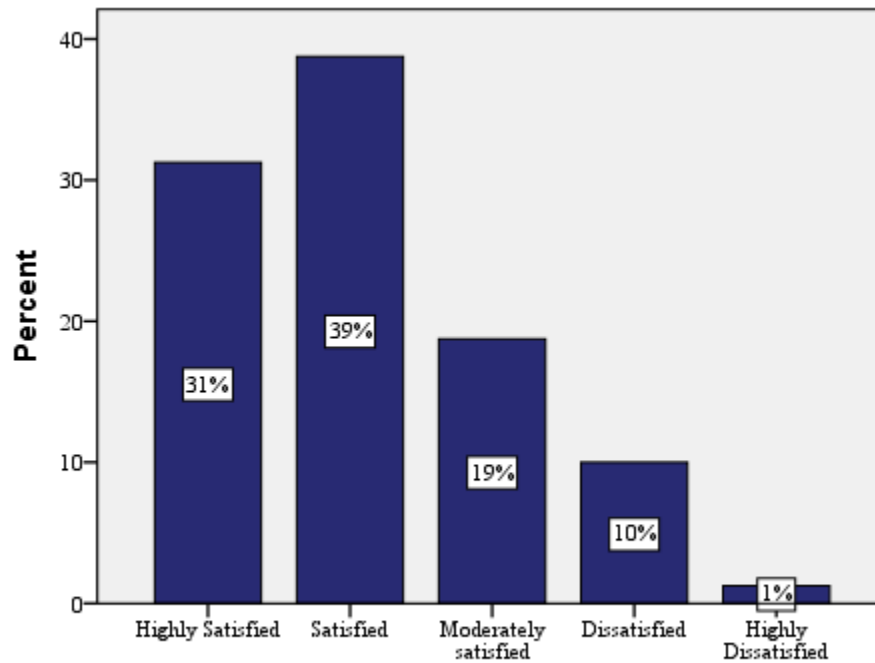
**CHART SHOWING WORKING IN THE ORGANIZATION PROVIDING SENSE OF  
SECURITY AND WELLNESS**



**INTERPERETATION:** 11% of the respondents are highly satisfied with working in this organization providing them a feel of security and wellness, 26% of them are satisfied, 53% respondents said they are moderately satisfied, 6% said they are dissatisfied and rest 4% of them said they are highly dissatisfied

**TABLE 41****14. TABLE SHOWING PHYSICAL WORKING CONDITION IN THE COMPANY**

|       |                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------------|-----------|---------|---------------|--------------------|
| Valid | Highly Satisfied     | 25        | 31.3    | 31.3          | 31.3               |
|       | Satisfied            | 31        | 38.8    | 38.8          | 70.0               |
|       | Moderately satisfied | 15        | 18.8    | 18.8          | 88.8               |
|       | Dissatisfied         | 8         | 10.0    | 10.0          | 98.8               |
|       | Highly Dissatisfied  | 1         | 1.3     | 1.3           | 100.0              |
|       | Total                | 80        | 100.0   | 100.0         |                    |

**CHART 41****CHART SHOWING PHYSICAL WORKING CONDITION IN THE COMPANY**

**INTERPERETATION:** 31% of the respondents are highly satisfied with physical working condition in the organization, 39% of them are satisfied, 19% respondents said they are moderately satisfied, 10% said they are dissatisfied and rest 1% of them said they are highly dissatisfied

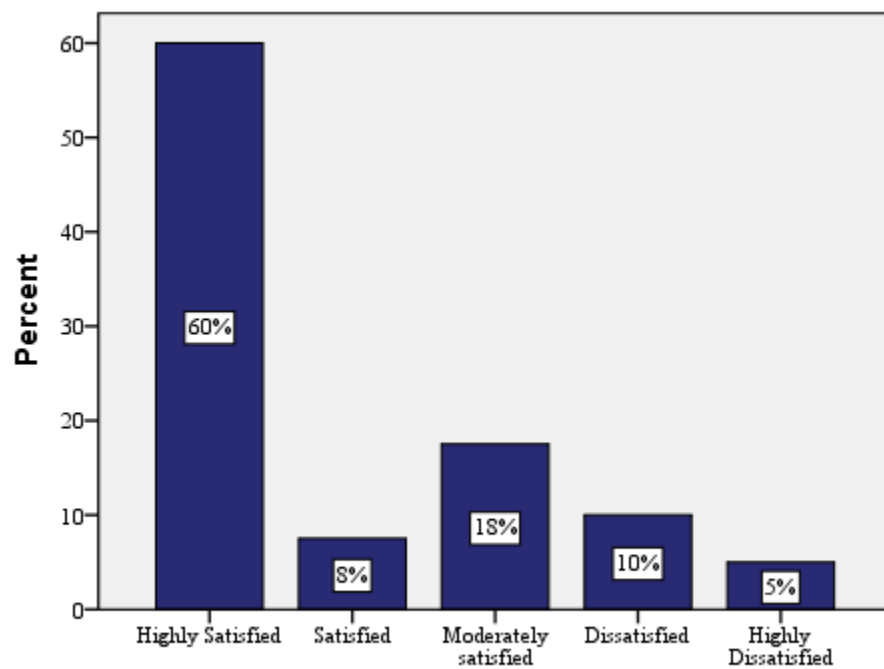
**TABLE 42**

**15. TABLE SHOWING SATISFACTION WITH THE EMPLOYEE ENGAGEMENT  
POLICIES OF THE ORGANIZATION**

|       |                      | Frequency | Percent | Valid<br>Percent | Cumulative<br>Percent |
|-------|----------------------|-----------|---------|------------------|-----------------------|
| Valid | Highly Satisfied     | 48        | 60.0    | 60.0             | 60.0                  |
|       | Satisfied            | 6         | 7.5     | 7.5              | 67.5                  |
|       | Moderately satisfied | 14        | 17.5    | 17.5             | 85.0                  |
|       | Dissatisfied         | 8         | 10.0    | 10.0             | 95.0                  |
|       | Highly Dissatisfied  | 4         | 5.0     | 5.0              | 100.0                 |
|       | Total                | 80        | 100.0   | 100.0            |                       |

**CHART 42**

**CHART SHOWING SATISFACTION WITH THE EMPLOYEE ENGAGEMENT  
POLICIES OF THE ORGANIZATION**



**INTERPERETATION:** 60% of the respondents are highly satisfied with the employee engagement policies of the organization, 8% of them are satisfied, 18% respondents said they are moderately satisfied, 10% said they are dissatisfied and rest 5% of them said they are highly dissatisfied

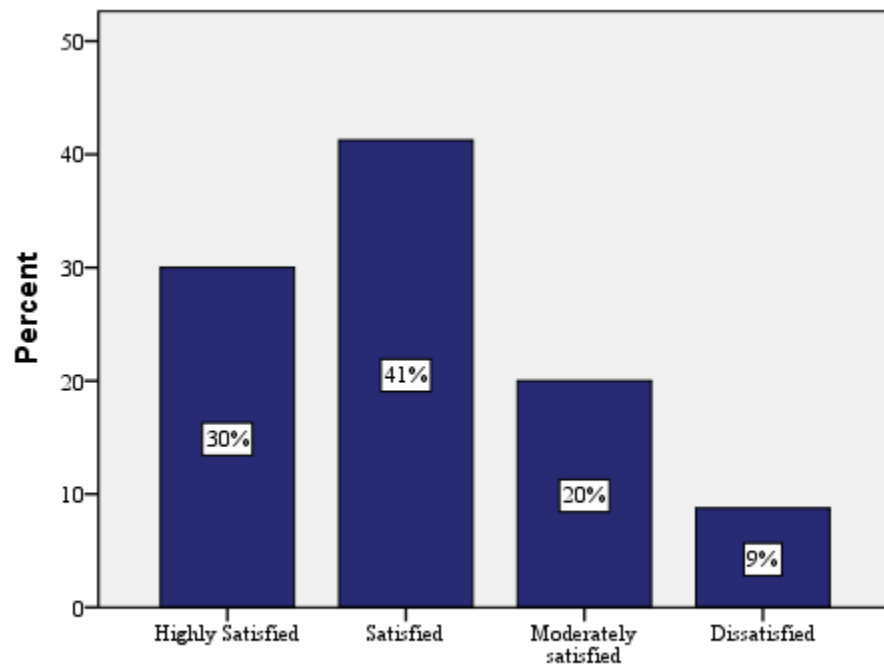
**TABLE 43**

**16. TABLE SHOWING SATISFISFACTION WITH CURRENT JOB**

|       |                      | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------------|-----------|---------|---------------|--------------------|
| Valid | Highly Satisfied     | 24        | 30.0    | 30.0          | 30.0               |
|       | Satisfied            | 33        | 41.3    | 41.3          | 71.3               |
|       | Moderately satisfied | 16        | 20.0    | 20.0          | 91.3               |
|       | Dissatisfied         | 7         | 8.8     | 8.8           | 100.0              |
|       | Total                | 80        | 100.0   | 100.0         |                    |

**CHART 43**

**CHART SHOWING SATISFISFACTION WITH CURRENT JOB**



**INTERPERETATION:**

30% of the respondents are highly satisfied with their current job, 41% of them are satisfied, 20% respondents said they are moderately satisfied, 9% said they are dissatisfied

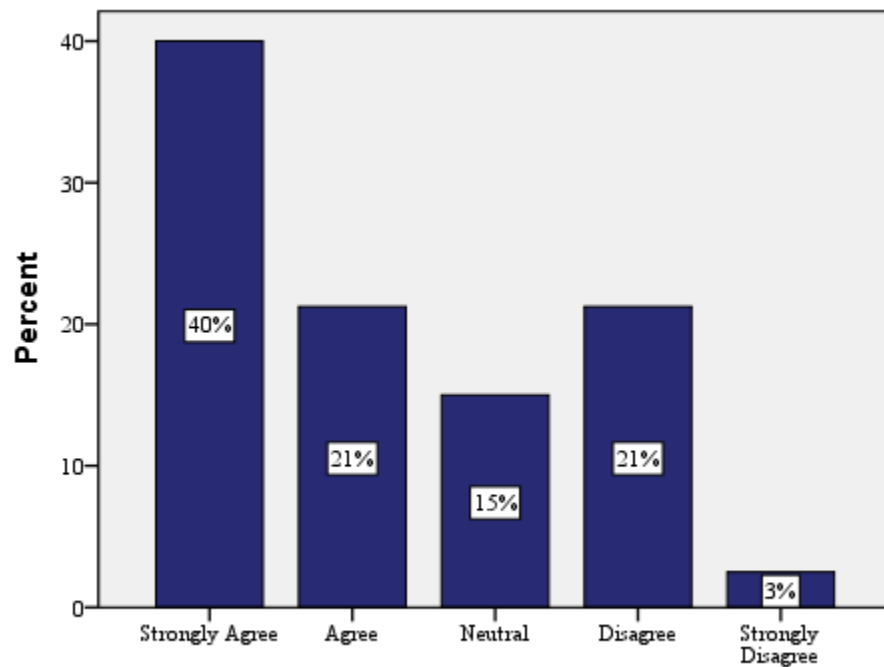
**TABLE 44**

**17. TABLE SHOWING COMPANY HAVE CAREER DEVELOPMENT PROGRAMS  
TO HELP EMPLOYEES BECOME MORE EFFECTIVE AT WORK**

|       |                   | Frequency | Percent | Valid<br>Percent | Cumulative<br>Percent |
|-------|-------------------|-----------|---------|------------------|-----------------------|
| Valid | Strongly Agree    | 32        | 40.0    | 40.0             | 40.0                  |
|       | Agree             | 17        | 21.3    | 21.3             | 61.3                  |
|       | Neutral           | 12        | 15.0    | 15.0             | 76.3                  |
|       | Disagree          | 17        | 21.3    | 21.3             | 97.5                  |
|       | Strongly Disagree | 2         | 2.5     | 2.5              | 100.0                 |
|       | Total             | 80        | 100.0   | 100.0            |                       |

**CHART 44**

**CHART SHOWING COMPANY HAVE CAREER DEVELOPMENT PROGRAMS TO  
HELP EMPLOYEES BECOME MORE EFFECTIVE AT WORK**



**INTERPERETATION:** 40% of the respondents strongly agree that the company have career development programs to help employees become more effective at work, 21% of them agree with this, 15% of them are neutral towards this, 21% respondents of respondents disagree and rest 3% of them strongly disagree with this

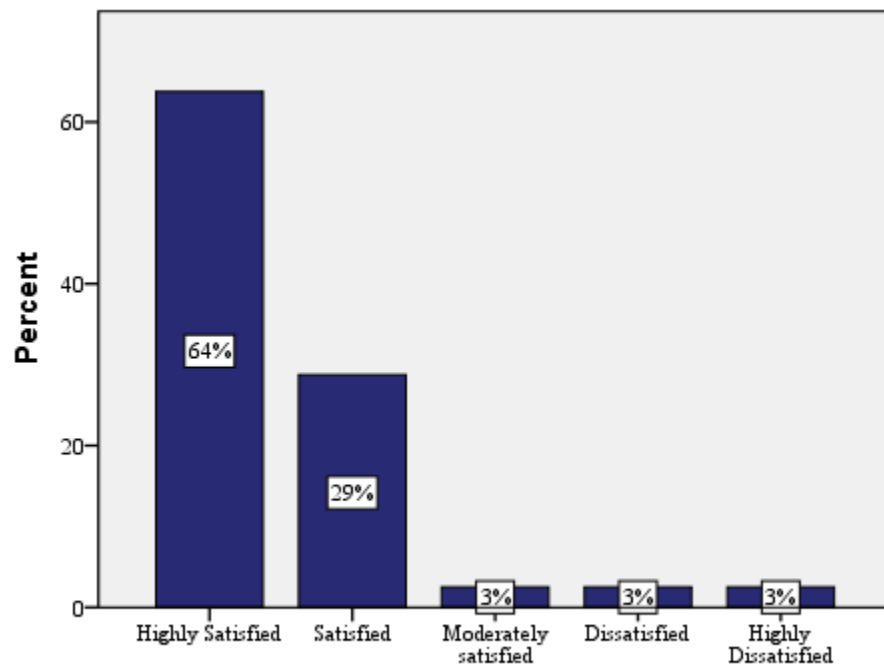
**TABLE 45**

**18. TABLE SHOWING COMPANY ORGANIZE HOLIDAY CAMPS AND PICNICS  
TO IMPROVE QUALITY OF WORK LIFE**

|       |                      | Frequency | Percent | Valid<br>Percent | Cumulative<br>Percent |
|-------|----------------------|-----------|---------|------------------|-----------------------|
| Valid | Highly Satisfied     | 51        | 63.8    | 63.8             | 63.8                  |
|       | Satisfied            | 23        | 28.8    | 28.8             | 92.5                  |
|       | Moderately satisfied | 2         | 2.5     | 2.5              | 95.0                  |
|       | Dissatisfied         | 2         | 2.5     | 2.5              | 97.5                  |
|       | Highly Dissatisfied  | 2         | 2.5     | 2.5              | 100.0                 |
|       | Total                | 80        | 100.0   | 100.0            |                       |

**CHART 45**

**CHART SHOWING COMPANY ORGANIZE HOLIDAY CAMPS AND PICNICS TO  
IMPROVE QUALITY OF WORK LIFE**



**INTERPERETATION:** 64% of the respondents are highly satisfied with the company organizing Holiday camps and picnics to improve quality of work life, 29% of them are satisfied, 3% respondents said they are moderately satisfied, 3% said they are dissatisfied and rest 3% of them said they are highly dissatisfied

## 4.2 CHISQUARE TEST

**H<sub>0</sub> (Null hypothesis)** = There is no significant relationship between age of the respondents and their opinion on the flexible work timings of the organization

**H<sub>1</sub> (Alternate hypothesis)** = There is a significant relationship between age of the respondents and their opinion on the flexible work timings of the organization

| Age * Flexible Cross tabulation |                    |                |                |       |         |          |                   |       |
|---------------------------------|--------------------|----------------|----------------|-------|---------|----------|-------------------|-------|
|                                 |                    |                | Flexible       |       |         |          |                   | Total |
|                                 |                    |                | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |       |
| Age                             | 20-25 Years        | Count          | 0              | 2     | 0       | 0        | 1                 | 3     |
|                                 |                    | Expected Count | .2             | 1.6   | .9      | .2       | .1                | 3.0   |
|                                 | 26-30 years        | Count          | 4              | 24    | 17      | 3        | 0                 | 48    |
|                                 |                    | Expected Count | 3.6            | 25.8  | 14.4    | 2.4      | 1.8               | 48.0  |
|                                 | 31-35 years        | Count          | 2              | 16    | 6       | 0        | 2                 | 26    |
|                                 |                    | Expected Count | 2.0            | 14.0  | 7.8     | 1.3      | 1.0               | 26.0  |
|                                 | 36 and above years | Count          | 0              | 1     | 1       | 1        | 0                 | 3     |
|                                 |                    | Expected Count | .2             | 1.6   | .9      | .2       | .1                | 3.0   |
|                                 | Total              | Count          | 6              | 43    | 24      | 4        | 3                 | 80    |
|                                 |                    | Expected Count | 6.0            | 43.0  | 24.0    | 4.0      | 3.0               | 80.0  |

| Chi-Square Tests                                                                        |                     |    |                       |
|-----------------------------------------------------------------------------------------|---------------------|----|-----------------------|
|                                                                                         | Value               | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square                                                                      | 19.445 <sup>a</sup> | 12 | .078                  |
| Likelihood Ratio                                                                        | 16.791              | 12 | .158                  |
| Linear-by-Linear Association                                                            | .004                | 1  | .947                  |
| N of Valid Cases                                                                        | 80                  |    |                       |
| a. 16 cells (80.0%) have expected count less than 5. The minimum expected count is .11. |                     |    |                       |

### FORMULA:

$$\text{CHI SQUARE} = \sum [(O-E)^2 / E]$$

O – Observed frequency

E – Expected frequency

$(O - E)$  = Difference between observed frequency and expected frequency.

$(O - E)^2$  = Square of the difference

$$\begin{aligned}\text{Degree of freedom} &= (R-1) (C-1) \\ &= (4-1) (5-1) \\ &= 12\end{aligned}$$

At 5% level of significance and df (12) the table value is 19.445

$$\text{Calculated value} = 0.078$$

Pearson Chi-square Value (0.078) > greater than the significance level (0.05)

**Inference:  $H_0$  is accepted.**

**Interpretation:**

Hence, there is no relationship between age of the respondents and their opinion on the flexible work timings of the organization

### 4.3 ONE WAY ANOVA TEST

Hypothesis set between experience of the respondents and their level of satisfaction with the Employee Engagement Policies of the Organization

#### Null Hypothesis:

Ho = There is no statistically significant relationship between experience of the respondents and their level of satisfaction with the Employee Engagement Policies of the Organization

#### Alternate Hypothesis:

H<sub>1</sub> = There is a statistically significant relationship between experience of the respondents and their level of satisfaction with the Employee Engagement Policies of the Organization

| Descriptives        |    |      |                |            |                                  |             |         |         |
|---------------------|----|------|----------------|------------|----------------------------------|-------------|---------|---------|
| Employee engagement |    |      |                |            |                                  |             |         |         |
|                     | N  | Mean | Std. Deviation | Std. Error | 95% Confidence Interval for Mean |             | Minimum | Maximum |
|                     |    |      |                |            | Lower Bound                      | Upper Bound |         |         |
| Less than 2 years   | 34 | 1.50 | .896           | .154       | 1.19                             | 1.81        | 1       | 4       |
| 2-5 years           | 17 | 2.82 | 1.704          | .413       | 1.95                             | 3.70        | 1       | 5       |
| 6-10 years          | 26 | 2.00 | 1.166          | .229       | 1.53                             | 2.47        | 1       | 4       |
| Above 10 years      | 3  | 1.00 | .000           | .000       | 1.00                             | 1.00        | 1       | 1       |
| Total               | 80 | 1.93 | 1.281          | .143       | 1.64                             | 2.21        | 1       | 5       |

| ANOVA               |                |    |             |       |      |
|---------------------|----------------|----|-------------|-------|------|
| Employee engagement |                |    |             |       |      |
|                     | Sum of Squares | Df | Mean Square | F     | Sig. |
| Between Groups      | 22.579         | 3  | 7.526       | 5.347 | .002 |
| Within Groups       | 106.971        | 76 | 1.408       |       |      |
| Total               | 129.550        | 79 |             |       |      |

**Interpretation:** This is the table that shows the output of the ANOVA analysis and we have a statistically significant difference between our group means. We can see that the significance level is 0.002 ( $p = .002$ ), which is less than 0.05, therefore, there is a statistically significant relationship between experience of the respondents and their level of satisfaction with the Employee Engagement Policies of the Organization

#### 4.4: SPEARMAN RANK ORDER CORRELATION

A Pearson product-moment correlation was run to determine the correlation between the statutory measures of the organization

| Correlations   |          |                         |          |         |          |          |       |
|----------------|----------|-------------------------|----------|---------|----------|----------|-------|
|                |          |                         | Drinking | Canteen | Firstaid | Restroom | Clean |
| Spearman's rho | Drinking | Correlation Coefficient | 1.000    | -.095   | .512**   | .499**   | .116  |
|                |          | Sig. (2-tailed)         | .        | .401    | .000     | .000     | .307  |
|                |          | N                       | 80       | 80      | 80       | 80       | 80    |
|                | Canteen  | Correlation Coefficient | -.095    | 1.000   | -.050    | -.060    | .034  |
|                |          | Sig. (2-tailed)         | .401     | .       | .659     | .600     | .763  |
|                |          | N                       | 80       | 80      | 80       | 80       | 80    |
|                | Firstaid | Correlation Coefficient | .512**   | -.050   | 1.000    | .545**   | -.080 |
|                |          | Sig. (2-tailed)         | .000     | .659    | .        | .000     | .479  |
|                |          | N                       | 80       | 80      | 80       | 80       | 80    |
|                | Restroom | Correlation Coefficient | .499**   | -.060   | .545**   | 1.000    | -.033 |
|                |          | Sig. (2-tailed)         | .000     | .600    | .000     | .        | .774  |
|                |          | N                       | 80       | 80      | 80       | 80       | 80    |
|                | Clean    | Correlation Coefficient | .116     | .034    | -.080    | -.033    | 1.000 |
|                |          | Sig. (2-tailed)         | .307     | .763    | .479     | .774     | .     |
|                |          | N                       | 80       | 80      | 80       | 80       | 80    |

\*\* . Correlation is significant at the 0.01 level (2-tailed).

#### INTERPRETATION

A Spearman's rank-order correlation was run to determine the relationship between 80 respondents' opinion on the statutory measure of the organization. There was a combination of both positive and negative correlation found between the selected statutory measures, which was statistically significant

#### 4.5 LINEAR REGRESSION ANALYSIS

**Null Hypothesis:**  $H_0$  = There is no statistically significant relationship between income of the respondents and their opinion on incentives and bonus given by the organization

**Alternate Hypothesis:**  $H_1$  = There is a statistically significant relationship between income of the respondents and their opinion on incentives and bonus given by the organization

| Variables Entered/Removed <sup>a</sup> |                     |                   |         |
|----------------------------------------|---------------------|-------------------|---------|
| Model                                  | Variables Entered   | Variables Removed | Method  |
| 1                                      | Income <sup>b</sup> |                   | . Enter |
| sa. Dependent Variable: Incentives     |                     |                   |         |
| b. All requested variables entered.    |                     |                   |         |

| Model Summary                     |                   |          |                   |                            |
|-----------------------------------|-------------------|----------|-------------------|----------------------------|
| Model                             | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1                                 | .043 <sup>a</sup> | .002     | -.011             | .52513                     |
| a. Predictors: (Constant), Income |                   |          |                   |                            |

This table provides the  $R$  and  $R^2$  values. The  $R$  value represents the simple correlation and is 0.043 (the "**R**" Column), which indicates a high degree of correlation. The  $R^2$  value (the "**R Square**" column) indicates how much of the total variation in the dependent variable, opinion on incentives and bonus, can be explained by the independent variable, income. In this case, 2% can be explained, which is very small.

| ANOVA <sup>a</sup>                |            |                |    |             |      |                   |
|-----------------------------------|------------|----------------|----|-------------|------|-------------------|
| Model                             |            | Sum of Squares | Df | Mean Square | F    | Sig.              |
| 1                                 | Regression | .041           | 1  | .041        | .147 | .702 <sup>b</sup> |
|                                   | Residual   | 21.509         | 78 | .276        |      |                   |
|                                   | Total      | 21.550         | 79 |             |      |                   |
| a. Dependent Variable: Incentives |            |                |    |             |      |                   |
| b. Predictors: (Constant), Income |            |                |    |             |      |                   |

This table indicates that the regression model predicts the dependent variable significantly well. This indicates the statistical significance of the regression model that was run. Here,  $p > 0.702$ , which is more than 0.05, and indicates that, overall, the regression model statistically significantly predicts the outcome variable (i.e., it is a good fit for the data).

| <b>Coefficients<sup>a</sup></b>   |            |                             |            |                           |        |      |
|-----------------------------------|------------|-----------------------------|------------|---------------------------|--------|------|
| Model                             |            | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|                                   |            | B                           | Std. Error | Beta                      |        |      |
| 1                                 | (Constant) | 1.369                       | .129       |                           | 10.592 | .000 |
|                                   | Income     | -.019                       | .050       | -.043                     | -.384  | .702 |
| a. Dependent Variable: Incentives |            |                             |            |                           |        |      |

### INTERPRETATION

A linear regression established that income of the respondents could statistically significantly predict their opinion on incentives and bonus given by the organization,  $F(1, 78)$ . The regression equation was:  $\text{income} = -0.019 + 1.369 (\text{incentives})$ .

## **CHAPTER 5**

### **FINDINGS, SUGGESTIONS AND CONCLUSION**

#### **5.1 FINDINGS OF THE STUDY**

- ✓ 4% of the respondents are 20-25 years old, 60% of them are 26-30 years old, 33% of them are 31-35 years and 4% of them are above 36 years old
- ✓ 49% of the respondents are male and rest 51% of them is female respondents
- ✓ 30% of the respondents are married and rest 70% of them is in single status
- ✓ 1% of the respondents are SSLC and HSC qualified, 1% of them are diploma holders, 53% of them hold bachelors' degree, 71% of them are post graduates
- ✓ 36% of the respondents are earning less than 15,000 per month, 16% of them have their income range between 15,001-Rs.30,000, 30% respondents are in the income group of Rs.30,001-45,000, 15% respondents are earning Rs.45,001-60,000 per month and rest 3% respondents earn more than Rs.60,000 per month
- ✓ 35% of the respondents said they have less than 2 dependents, 23% of them said to have 2-4 dependents, 25% of them have 5-7 and rest 18% have more than 7 dependents in their family
- ✓ 43% of the respondents are less than 2 years experienced, 21% of them are having 2-5 years of experience, 33% of the respondents have 6-10 years, and 4% of them are having more than 10 years of experience
- ✓ 61% of the respondents strongly agree that the Career Enhancement opportunities are the best influencing factor of quality of work life of employees, 15% of them agree with this, 9% of them are neutral towards this, 11% respondents of respondents disagree and rest 4% of them strongly disagree with this
- ✓ 8% of the respondents strongly agree that the flexible work timings are the best influencing factor of quality of work life of employees, 54% of them agree with this, 30% of them are neutral towards this, 5% respondents of respondents disagree and rest 4% of them strongly disagree with this
- ✓ 8% of the respondents strongly agree that the promotions and rewards are the best influencing factor of quality of work life of employees, 35% of them agree with this, 39% of them are neutral towards this, 5% respondents of respondents disagree and rest 5% of them strongly disagree with this

- ✓ 59% of the respondents strongly agree that the leave policies of the company are the best influencing factor of quality of work life of employees, 10% of them agree with this, 16% of them are neutral towards this, 10% respondents of respondents disagree and rest 5% of them strongly disagree with this
- ✓ 31% of the respondents strongly agree that recognition of work is the best influencing factor of quality of work life of employees, 43% of them agree with this, 16% of them are neutral towards this, 9% respondents of respondents disagree and rest 1% of them strongly disagree with this
- ✓ 31% of the respondents strongly agree that they are well rewarded for the effort put on work, 34% of them agree with this, 23% of them are neutral towards this, 9% respondents of respondents disagree and rest 4% of them strongly disagree with this
- ✓ 13% of the respondents strongly agree that authority and responsibility are in par at the organization, 58% of them agree with this, 26% of them are neutral towards this, 3% respondents of respondents disagree and rest 1% of them strongly disagree with this
- ✓ 45% of the respondents strongly agree that there is a balance in work time and leisure time, 34% of them agree with this, 18% of them are neutral towards this, 3% respondents of respondents disagree and rest 1% of them strongly disagree with this
- ✓ 44% of the respondents strongly agree that training programs influence quality of work life, 8% of them agree with this, 34% of them are neutral towards this, 10% respondents of respondents disagree and rest 5% of them strongly disagree with this
- ✓ 16% of the respondents strongly agree that grievance redressal best influences quality of work life of employees, 46% of them agree with this, 31% of them are neutral towards this, 6% respondents of respondents disagree
- ✓ 15% of the respondents strongly agree that implementation of innovative thoughts best influence the quality of work life of employees, 14% of them agree with this, 34% of them are neutral towards this, 34% respondents of respondents disagree and rest 4% of them strongly disagree with this
- ✓ 28% of the respondents strongly agree delegation of task based on the experience best influence the quality of work life of employees, 28% of them agree with this, 34% of them are neutral towards this, 11% respondents of respondents disagree

- ✓ 39% of the respondents strongly agree that medical leave facilities are given in the organization, 18% of them agree with this, 19% of them are neutral towards this, 23% respondents of respondents disagree and rest 3% of them strongly disagree with this
- ✓ 14% of the respondents strongly agree that housing allowance benefits are given in the organization, 25% of them agree with this, 53% of them are neutral towards this, 6% respondents of respondents disagree and rest 3% of them strongly disagree with this
- ✓ 11% of the respondents strongly agree that travelling and recreations are given in the organization, 40% of them agree with this, 41% of them are neutral towards this, 4% respondents of respondents disagree and rest 4% of them strongly disagree with this
- ✓ 15% of the respondents strongly agree that child education facilities are given in the organization, 34% of them agree with this, 43% of them are neutral towards this, 6% respondents of respondents disagree and rest 3% of them strongly disagree with this
- ✓ 70% of the respondents strongly agree that incentives and bonus benefits are given in the organization, 28% of them agree with this, 3% of them are neutral towards this
- ✓ 11% of the respondents said the drinking water at the work place is excellent, 26% of them said it is very good, 53% respondents said it is good, 6% of them said it is normal and rest 4% respondents said it is poor
- ✓ 15% of the respondents said the canteen facilities at the work place is excellent, 30% of them said it is very good, 49% respondents said it is good, 5% of them said it is normal and rest 1% respondents said it is poor
- ✓ 14% of the respondents said the first aid facilities at the work place is excellent, 34% of them said it is very good, 45% respondents said it is good, 5% of them said it is normal and rest 3% respondents said it is poor
- ✓ 19% of the respondents said the rest rooms at work place are excellent, 31% of them said it is very good, 40% respondents said it is good, 9% of them said it is normal and rest 1% respondents said it is poor
- ✓ 11% of the respondents said the physical environment of the organization is excellent, 26% of them said it is very good, 55% respondents said it is good, 3% of them said it is normal and rest 5% respondents said it is poor
- ✓ 4% of the respondents said the overtime allowances are excellent, 25% of them said it is very good, 70% respondents said it is good, 1% of them said it is normal

- ✓ 9% of the respondents said the safety during night work is excellent, 24% of them said it is very good, 65% respondents said it is good, 3% of them said it is normal
- ✓ 51% of the respondents said the suitable lighting system is excellent, 31% of them said it is very good, 14% respondents said it is good, 4% of them said it is normal
- ✓ 3% of the respondents said there are excellent ventilation, 38% of them said it is very good, 58% respondents said it is good, 1% of them said it is normal and rest 1% said it is poor
- ✓ 21% of the respondents said the Regular medical check-ups organized by the organization are excellent, 29% of them said it is very good, 39% of them said it is good, 8% said it is normal and rest 4% respondents said it is poor
- ✓ 10% of the respondents said the employee assistance program of the organization is excellent, 26% of them said it is very good, 53% of them said it is good, 8% said it is normal and rest 4% respondents said it is poor
- ✓ 15% of the respondents said the policies against harassment in the organization is excellent, 34% of them said it is very good, 43% of them said it is good, 6% said it is normal and rest 3% respondents said it is poor
- ✓ 69% of the respondents said the mediclaim insurance policies in the organization is excellent, 26% of them said it is very good, 3% of them said it is good and rest 3% respondents said it is poor
- ✓ 15% of the respondents said the employee referral scheme of the organization is excellent, 30% of them said it is very good, 45% of them said it is good, 6% said it is normal and rest 4% respondents said it is poor
- ✓ 38% of the respondents said the creche facility of the organization is excellent, 40% of them said it is very good, 15% of them said it is good, 8% said it is normal
- ✓ 11% of the respondents are highly satisfied with working in this organization providing them a feel of security and wellness, 26% of them are satisfied, 53% respondents said they are moderately satisfied, 6% said they are dissatisfied and rest 4% of them said they are highly dissatisfied
- ✓ 31% of the respondents are highly satisfied with physical working condition in the organization, 39% of them are satisfied, 19% respondents said they are moderately

satisfied, 10% said they are dissatisfied and rest 1% of them said they are highly dissatisfied

- ✓ 60% of the respondents are highly satisfied with the employee engagement policies of the organization, 8% of them are satisfied, 18% respondents said they are moderately satisfied, 10% said they are dissatisfied and rest 5% of them said they are highly dissatisfied
- ✓ 30% of the respondents are highly satisfied with their current job, 41% of them are satisfied, 20% respondents said they are moderately satisfied, 9% said they are dissatisfied
- ✓ 40% of the respondents strongly agree that the company have career development programs to help employees become more effective at work, 21% of them agree with this, 15% of them are neutral towards this, 21% respondents of respondents disagree and rest 3% of them strongly disagree with this
- ✓ 64% of the respondents are highly satisfied with the company organizing Holiday camps and picnics to improve quality of work life, 29% of them are satisfied, 3% respondents said they are moderately satisfied, 3% said they are dissatisfied and rest 3% of them said they are highly dissatisfied

## 5.2 SUGGESTIONS AND RECOMMENDATIONS

The recommendations to make the safety, welfare and developmental measures better in IT organizations are:

- ❖ It is suggested to maintain safety, cleanliness, health administration, safety precaution, safety training and medical facilities at good level
- ❖ The management should educate the employees regarding the employees' periodical development schemes and conduct counselling to avoid the minimum utilization of employees' development scheme.
- ❖ The management should identify the wastage areas and should conduct special training process relating to the wastage and educate them.
- ❖ Proper care in regular pay for dependents, assurance of job for the children of deceased person
- ❖ Management can improve first aid facilities to the employees.
- ❖ Circulars have to be placed in the notice board and the information should be clearly explained to the employees.
- ❖ Monthly meetings can be arranged with project employees.
- ❖ Counseling programme has to be arranged to the employees to relieve them from the stress.
- ❖ Yearly once tour programme can be arranged.
- ❖ Training, self-development programmes can be given to the executives to enhance their skills.
- ❖ Transport facility for the employees can be introduced.
- ❖ Seating arrangement should be properly allotted to each employee.
- ❖ Process for getting stationary items should be smoothened.

### 5.3 CONCLUSION

As a conclusion topic on employee welfare, development and safety measures, it is found that employee welfare is an important and vital part of the organisation. And welfare measures taken up by IT organizations for its employees play a major role in the Software development activities and maintaining good will of the company.

As a part of the study, a thorough study on the employees' welfare, development and safety measures are conducted IT organizations. It is found that majority of the employees are happy and contented with the welfare, development and safety measures provided to them and also there is some minor level of dissatisfaction observed

IT organizations have been majorly successful in implementing and maintaining welfare measures in the organisation and keeping the workers contented It is suggested to take action on the minor level of dissatisfaction for the betterment of the organisation

**Through this study it is found that most of the respondents have better level of welfare facilities from IT organizations.**

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## ANNEXURE QUESTIONNAIRE

### Personal profile:

1. Name: \_\_\_\_\_

2. Age: a) 20-25 b) 26-30 c) 31-35 d) 36 & above

3. Gender: a) Male b) Female

4. Marital Status: a) Married b) Unmarried

### 5. Educational Qualification

a) SSLC b) HSC c) Diploma d) Under Graduate e) Post Graduate f) Others

### 6. Income

a) Below Rs.5000 b) Rs.5001 – Rs.10,000 c) Rs.10,001 – Rs.15,000

d) Rs.15,001- Rs.20,000 e) Rs.20,001 & Above

### 7. Number of dependents

a) Less than 3 b) 3-5 c) Above 5

### 8. You have been in this organization for:

a) Less than 2 years b) 2-5 years c) 6-10 years d) Above 10 years

### Please indicate your personal views about the following:

| 9. Welfare And Development |                                            | SA | A | N | DA | SDA |
|----------------------------|--------------------------------------------|----|---|---|----|-----|
| a)                         | Career Enhancement opportunities           |    |   |   |    |     |
| b)                         | Flexible Work Timings                      |    |   |   |    |     |
| c)                         | Promotions and rewards                     |    |   |   |    |     |
| d)                         | Leave policy                               |    |   |   |    |     |
| e)                         | Recognition                                |    |   |   |    |     |
| f)                         | well rewarded for the effort put on work   |    |   |   |    |     |
| g)                         | Authority and responsibility are in par    |    |   |   |    |     |
| h)                         | Balance in work time and leisure time      |    |   |   |    |     |
| i)                         | Training Programs                          |    |   |   |    |     |
| j)                         | Grievances Redressal                       |    |   |   |    |     |
| k)                         | Implementation of Innovative thoughts      |    |   |   |    |     |
| l)                         | Delegation of task based on the experience |    |   |   |    |     |

| <b>10. Rank the Perception of Facilities</b> |                           | <b>SA</b> | <b>A</b> | <b>N</b> | <b>DA</b> | <b>SDA</b> |
|----------------------------------------------|---------------------------|-----------|----------|----------|-----------|------------|
| a)                                           | Medical Leave             |           |          |          |           |            |
| b)                                           | Housing Allowance         |           |          |          |           |            |
| c)                                           | Travelling and Recreation |           |          |          |           |            |
| d)                                           | Child Education           |           |          |          |           |            |
| e)                                           | Incentives and bonus      |           |          |          |           |            |

| <b>11. Statutory Measures</b> |                            | <b>Excellent</b> | <b>Very Good</b> | <b>Good</b> | <b>Normal</b> | <b>Poor</b> |
|-------------------------------|----------------------------|------------------|------------------|-------------|---------------|-------------|
| a)                            | Drinking water             |                  |                  |             |               |             |
| b)                            | Canteen facilities         |                  |                  |             |               |             |
| c)                            | First Aid Appliances       |                  |                  |             |               |             |
| d)                            | Rest rooms                 |                  |                  |             |               |             |
| e)                            | Clean physical environment |                  |                  |             |               |             |
| f)                            | Overtime Allowance         |                  |                  |             |               |             |
| g)                            | Safety during night shifts |                  |                  |             |               |             |
| h)                            | Suitable lighting system   |                  |                  |             |               |             |
| i)                            | Proper Ventilation         |                  |                  |             |               |             |

| <b>12. How does Welfare Measures taken care of?</b> |                              | <b>Excellent</b> | <b>Very Good</b> | <b>Good</b> | <b>Normal</b> | <b>Poor</b> |
|-----------------------------------------------------|------------------------------|------------------|------------------|-------------|---------------|-------------|
| a)                                                  | Regular medical check-ups    |                  |                  |             |               |             |
| b)                                                  | Employee Assistance programs |                  |                  |             |               |             |
| c)                                                  | Harassment policy            |                  |                  |             |               |             |
| d)                                                  | Medicclaim insurance scheme  |                  |                  |             |               |             |
| e)                                                  | Employee referral scheme     |                  |                  |             |               |             |
| f)                                                  | Creche facility              |                  |                  |             |               |             |

**13. How does working in this organization provide you feel the sense of security and wellness?**

- a) Highly satisfied      b) Satisfied      c) Moderately satisfied  
d) Dissatisfied      e) Highly Dissatisfied

**14. How is the physical working condition in the Company?**

- a) Highly satisfied      b) Satisfied      c) Moderately satisfied      d) Dissatisfied      e) Highly Dissatisfied

**15. Can you say that you are satisfied with the employee welfare, development and safety policies of the organization?**

- a) Highly satisfied      b) Satisfied      c) Moderately satisfied
- d) Dissatisfied      e) Highly Dissatisfied

**16. Can you say that you are satisfied with your current job?**

- a) Highly satisfied      b) Satisfied      c) Moderately satisfied
- d) Dissatisfied      e) Highly Dissatisfied

**17. Does your company have career development programs to help employees become more effective at work?**

- a) Strongly agree      b) Agree      c) Neutral
- d) Disagree      e) Strongly disagree

**18. Does the company organize Holiday camps and picnics to improve quality of work life?**

- a) Highly satisfied      b) Satisfied      c) Moderately satisfied
- d) Dissatisfied      e) Highly Dissatisfied