

A STUDY ON EMPLOYEE WELFARE MEASURES

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

BY

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SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

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

**Accredited with Grade “A++” by NAAC I Category-1 UNIVERSITY BY UGC I
Approved by AICTE Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600119**

DECEMBER 2023



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **MARIA JOSPHINE INFANTA R (42410241) A STUDY ON EMPLOYEE WELFARE MEASURES** who have done the Project work entitled under my supervision from September 2023 to November 2023.

Internal Guide

External Guide

Dr. BHUVANESWARI G.

Dean – School of Business Administration

Submitted for Viva voce Examination held on, .

Internal Examiner

External Examiner

DECLARATION

I **MARIA JOSPHINE INFANTA R (4210241)** hereby declare that the Project Report entitled "**A STUDY ON EMPLOYEE WELFARE MEASURES**" done by me under the guidance of **Ms. Shahina begum** at SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY, CHENNAI is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

SIGNATURE OF THE CANDIDATE

ACKNOWLEDGEMENT

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

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

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

CHAPTER 1

INTRODUCTION

1.1 Meaning of Employee Welfare

Employee welfare means “**the efforts to make life worth living for workers**”.

1.2 Definition of Employee Welfare

According to **Todd** “employee welfare means anything done for the comfort and improvement, intellectual or social, of the employees over and above the wages paid which is not a necessity of the industry.

Employee Welfare is an important facet of industrial relations, the extra dimension, giving satisfaction to the worker in a way which even a good wage cannot. With the growth of industrialization and mechanization, it has acquired added importance. The workers in industry cannot cope with the pace of modern life with minimum sustenance amenities. He needs an added stimulus to keep body and soul together. Employers have also realized the importance of their role in providing these extra amenities. And yet, they are not always able to fulfill workers' demands however reasonable they might be. They are primarily concerned with the viability of the enterprise. Employee welfare, though it has been proved to contribute to efficiency in production, is expensive. Each employer depending on his priorities gives varying degrees of importance to employee welfare.

It is because the government is not sure that all employers are progressive minded and will provide basic welfare measures that it introduces statutory legislation

from time to time to bring about some measures of uniformity in the basic amenities available to industrial workers.

After employees have been hired, trained and remunerated, they need to be retained and maintained to serve the organization better. Welfare facilities are designed to take care of the wellbeing of the employees, they do not generally result in any monetary benefit to the employees. No rare these facilities provided by employers alone. Governmental and non- governmental agencies and trade unions too, contribute towards employee welfare.

Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees by the employer. Through such generous fringe benefits the employer makes the life worth living for employees. The welfare amenities are extended

addition to normal wages and other economic rewards available to employees as per the legal provisions. Welfare measures may also be provided by the government, trade unions and non-government agencies in addition to the employer. The basic purpose of employee welfare is to enrich the life of the employees and keep them happy and contented.

Employee welfare today has become a very controversial topic. It covers a very broad field. To begin with, let us briefly discuss the main concepts or, rather, the general, meaning full ideas which have been evolved about it so far.

The term welfare suggest many ideas, meanings and connotations, such as the state of well-being, health, happiness, prosperity and the development of human resources. The concept of welfare can be approached from various angles. Welfare has been described as a total concept. It is a desirable state of existence involving for certain components of welfare, such as health, food, clothing, and housing, medical assistance, insurance, education, recreation. Job security, and so on.

The word employee means any productivity activity. In a broader sense, therefore, the phrase employee welfare means the adoption of measures to promote the physical, social, psychological and general wellbeing of the working population. Welfare work in any industry aims, or should aim, at improving the working and living conditions of workers and their families.

The concept of employee welfare originates in the desire for a humanitarian approach to the sufferings of the working class. Later, it becomes a utilitarian philosophy which worked as a motivating force for labor and for those who were interested in it.

Employee welfare has been defined in various ways, though unfortunately no single definition has found universal acceptance.

“Efforts to make life worth living for worker”

“The oxford dictionary”

Concept of Employee welfare

The concept of employee welfare is flexible and elastic and differs widely with time, region, industry, social values and customs, degree of industrialization, the general socioeconomic development of the people and the political ideologies prevailing at a particular time. It is also molded according to the age-groups, socio-cultural background, marital and economic status and educational level of the workers in various industries. In its broad connotation, the term welfare refers to a state of living of an individual or group in a desirable relationship with total environment – ecological, economic, and social. Conceptually as well as operationally, employee welfare is a part of social welfare which, in turn, is closely linked to the concept and the role of the State which is applicable in the plant.

The concept of social welfare, in its narrow contours, has been equated with economic welfare. As these goals are not always realized by individuals through their efforts alone, the government came into the picture and gradually began to take over the responsibility for the free and full development of human personality of its population. Employee welfare is an extension of the term Welfare and its application to employee. During the industrialization process, the stress on employee productivity increased; and brought about changes in the thinking on employee welfare.

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measuring rod of money". According to Willensky and Ladeaux, social welfare alludes to "those formally organized and socially sponsored institutions, agencies and programs which function to maintain or improve the economic conditions, health or interpersonal competence of some parts or all of a population" (Willensky and Ladeaux, As these goals may not always be realized by individuals through their efforts alone, the government came into the picture and gradually began to take over the responsibility for the free and full development of human personality of its population. Employee welfare is an extension of the term Welfare and its application to employee.

During the industrialization process, the stress on employee productivity increased; and brought about changes in the thinking on employee welfare. An early study under the UN observed as follows "in our opinion most underdeveloped countries are in the situation that investment in people is likely to prove as productive, in the purely material sense, as any investment in material resources and in many cases, investment in people would lead to a greater increase of the flow of goods and services than would follow upon any comparable investment in material capital". The theory that welfare expenditure, especially expenditure on health and education, is productive investment has led to the view that workers could work more productively if they were given a fair deal both at the work place and in the community. The concept of employee welfare has received inspiration from the concepts of democracy and welfare state.

Democracy does not simply denote a form of government; it is rather a way of life based on certain values such as equal rights and privileges for all. The operation of welfare services, in actual practice, brings to bear on it different reflections representing the broad cultural and social conditions. In short, employee welfare is the voluntary efforts of the employers to establish, within the existing industrial system, working and sometimes living and cultural conditions of the employees beyond what is required by law, the custom of the industry and the conditions of the market. The constituents of employee welfare included working hours, working conditions, safety, industrial health insurance, workmen's compensation, provident funds, gratuity,

pensions ,protection against indebtedness, industrial housing, restrooms, canteens, crèches, wash places ,toilet facilities, lunches, cinemas, theatres.

1.3 STATEMENT OF THE PROBLEM

The manufacturing activity is mainly depend on the efficiency of the employees. This study is undertaken with a view to understand the different welfare measures taken and facilities provided by the company. Gather the opinion of the employees about these facilities and also to know the reason for the dissatisfaction, if any.

1.4 SCOPE OF EMPLOYEE WELFARE

Employee welfare facilities have a great scope to develop a sense of responsibilities and dignity among the workers enabling them to be worthy and enlightened citizens. The also needs to make a study about employees attitudes towards the welfare amenities provided to them. All such aspects help to reduce industrial strike and peace in the industrial organization.

1.5 SIGNIFICANCE OF EMPLOYEE WELFARE

The logic behind providing welfare facilities is to create efficient, healthy, loyal and satisfied work force for the organization and also for the nation. Employees are important stakeholders. Employee welfare measures are endeavoring to establish effective systems for performance evaluation. It helps to increase employee's productivity efficiency and protect workers from social evils. It helps to enhance goodwill and public image of the organization. Also it helps to improve industrial relations and peace.

1.6 OBJECTIVE OF THE STUDY

Primary Objective:

To study about effectiveness of employee welfare measures.

Secondary Objectives:

- 1) To identify the welfare facilities provided in the organization.
- 2) To find out the employees level of satisfaction through the welfare measures.
- 3) To find out the draw backs in current welfare measures.
- 4) To know the suggestions and recommendations of the employees.
- 5) To put forward the matters to be rectified and further welfare measures to be adopted.

CONSUMERS

- It is committed to providing branded products and services which consistently offer value in terms of price and quality and which are safe for their intended use. Products and services will be accurately and properly labeled, advertised and communicated.

THE ENVIRONMENT

1. The company is committed to making continuous improvements in the management of environmental impact and to the longer-term goal of developing a sustainable business.
2. The company will work in partnership with others to promote environmental care, increase understanding of environmental issues and disseminate good practice.

INNOVATION

In its scientific innovation to meet consumer needs the company will respect the concerns of its consumers and of society. The company will work on the basis of sound science, applying rigorous standards of product safety.

COMPETITION

It believes in vigorous yet fair competition and supports the development of appropriate competition laws. The company and employees will conduct their operations in accordance with principles of fair competition.

BUSINESS INTEGRITY

The company does not give or receive, whether directly or indirectly, bribes or other improper advantages for business or financial gain. No employee may offer, give or receive any gift or payment, which is, or may be construed as being, a bribe. Any demand for or offer of a bribe must be rejected immediately and reported to management. The company accounting records and supporting documents must accurately describe and reflect the nature of the underlying transactions. No undisclosed or unrecorded account, fund or asset will be established or maintained.

CONFLICTS OF INTERESTS

All employees are expected to avoid personal activities and financial interests, which could conflict with their responsibilities to the company. The employee's must not seek gain for themselves or other through misuse of their positions.

1.22 FUNCTIONS OF VARIOUS

DEPARTMENTS PRODUCTION DEPARTMENT

Production Department is required for transforming raw materials into finished. This departments aims at higher productivity of resources so that the greatest outputs are obtained from the least inputs. Production process involves planning, directing and controlling the operations till the successful completion. Effective utilization of resources is made, time is shortened, wastes and scrapings are avoided and harmonious working is made in the company. The important bearing on productivity is quality, quantity, cost and time of production.

STORES DEPARTMENT

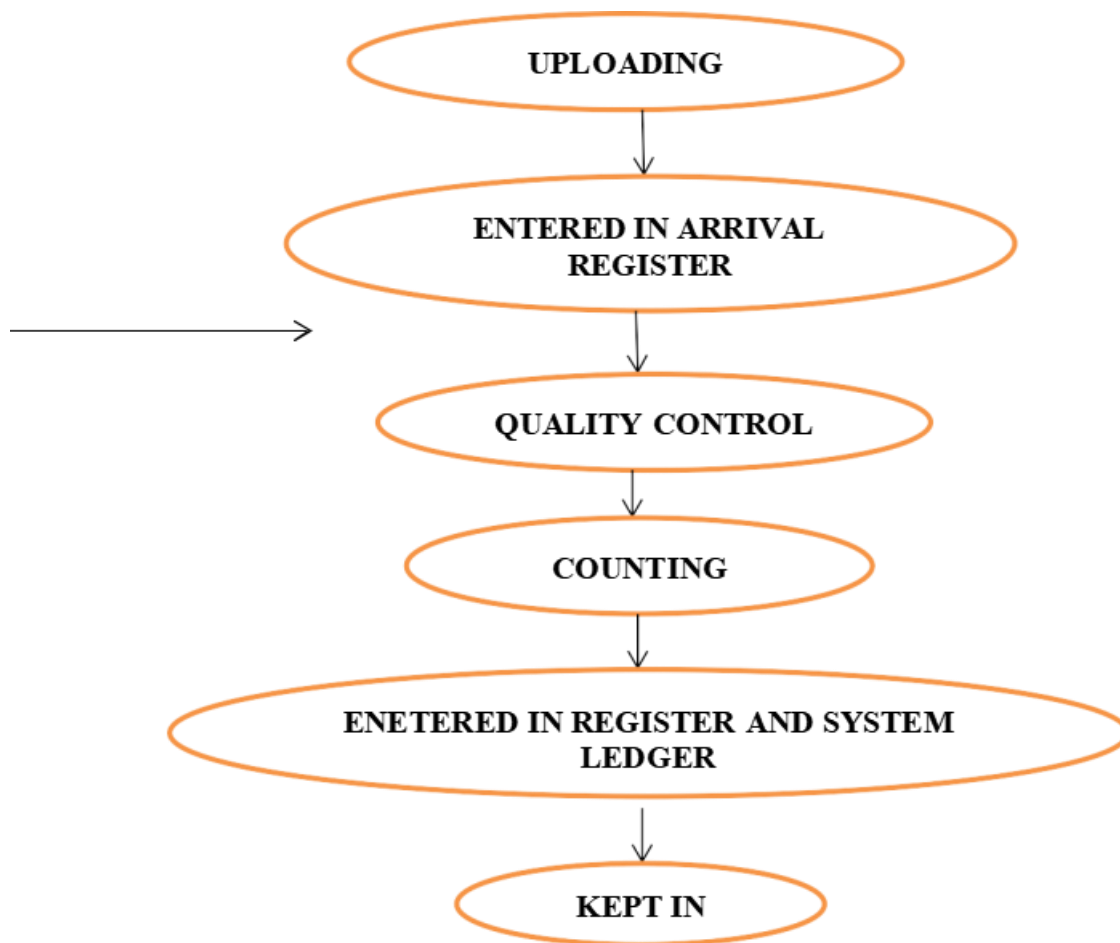
1. To provide smooth flow of raw materials and other items necessary to meet production requirements.
2. To ensure that there is no excess materials than the requirement.
3. To keep minimum amount of stock so as to avoid damage and wastage.
4. To minimize the annual ordering costs.

OBJECTIVES OF STORES

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4. To minimize the annual ordering costs.

FUNCTIONS OF STORES DEPARTMENT

1. To verify the stocks.
2. To arrange for inspection, receipt and storage of material.
3. To receive and issue materials for the works in progress.
4. To take steps for disposing the goods.
5. To maintain the stock levels.



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LABELING, PACKAGING, PACKING AND MARKING GOODS:

An important stage after manufacturing of goods or their procurement is their preparation for shipment. This involves labelling, packaging, packing and marking of export consignments. Labelling requirements differ from country to country and the same is ascertained well in advance from the buyer. The label indicates quality, quantity, method of use etc. Packaging fulfils a vital role in helping to get the export products to the market in top condition, as well as in presenting the goods to

the overseas buyer in an attractive way. While packaging, quality is not compromised merely to cut down costs, packaging is in conformity with the instructions issued by the importer. Packaging is in conformity with the instructions issued by the importer. Packaging to the external containers used for transportation. The shape of packing cases play a very important role in packing the cargo,

and the nature of packing material is used based on the quantum of items to be exported. As regard specification for the size, weight and strength care is taken to ensure that the weight of standard case does not exceed certain limit for easy handling of the cargo. Before packing and sealing the goods ensures that all the contents are properly placed in the case and the list of contents of packing notes are prepared so that the buyer, the Customer authorities and the Insurance authorities can easily check the contents of each and every case.

Marking means marking the address, number of packages etc. The Company marks regarding port of destination, place of destination, order number and date, gross, net and tare weight and handling instructions.

FINANCE DEPARTMENT:

This department functions under the head of the Financial Controller. This department administers the overall financial activities of the company. Books of accounts are maintained in this department.

The functions of finance department includes,

1. To ensure enough funds for various requirements.
2. To provide flexibility in financial planning by matching business need to the funds raised.

3. To maintain good liquidity position of the company.
4. To maintain good image and credit worthiness with outside public.
5. The most important function is to pay cheque for the purchase of uppers, products and stationeries for office use.
6. The pay salary to all the employees working in the organization.

ACCOUNTS:

Accounts, which state the day-to-day transactions, monthly balance, report which handling of information system.

PERSONNEL DEPARTMENT

The personnel department is under the control of man of HRD. In the personnel department is called as HRD (Human Resource Department). This department is the bridge between the company management & the workers. The personnel department provides the needs of the workers by acting as a barrier. The HRD has good relationship with the workers.

The time office is the place to collect the details of the workers from the staff supervisors and from the security. The security room takes the list of workers who are entering and leaving the company. It is just like an attendance. It contains at what time the worker is entering and leaving the company. The security submits these records to HRD.

In case of night shifts, security maintains the records and submits to the time office the next morning. The time office collects the report given by security and supervisors and are taken to HRD and on seeing the performance of the workers he is given promotion or increments.

FUNCTIONS OF HRD

The HRD in this concern focuses on the following functions

1. Man power planning, forecasting, scheduling.
2. Interviewing, screening, testing and recruiting new bands.
3. Personnel appraisals/ rating efficiency.
4. Arranging and conducting educational/ training programs

5. Assignment of works

6. Wage and salary administration

7. Welfare measures

8. Maintaining statutory records under employee acts.

9. Counseling

10. Disciplinary proceedings

11. Preparing project reports.

12. Advising and management in workloads remuneration etc.

1.23 TRAINING AND DEVELOPMENT

The prime function of the H.R.D starts with training and development. The object of training is to impart skill and will to work. All the workers are provided training periodically and systematically to use the best work methods.

The various activities of HRD relating to Training & Development are:

- a) Face to face meeting**
- b) Periodical review meeting**
- c) Direct communication**
- d) Informal Communication**

e) Group discussion

f) Individual skill appreciation and recognition

e) Literary programs.

1.24 FACILITIES TO WORKERS

- The Company provides transport facilities for workers.
- Tea and snacks is given free to all workers.
- Mineral water is provided for employees to use in the mill.
- First aid facilities are available.

1.25 PRICING POLICY

The company has demand oriented pricing policy. The company fix the price is according to the market demand.

CHAPTER 2

REVIEW OF LITERATURE

2.1 INTRODUCTION

Review of literature is a systematic survey on the facts and figures of previous researches on a particular topic. It is a collection of major findings of past researches. It is useful to understand what has happened in the topic during the past period. In every research, there are certain preliminary works and the review of literature is one of them. A detailed literature on employee welfare measures and other related issues are given in this chapter.

2.2 EMPIRICAL STUDIES ON IMPACT OF EMPLOYEE WELFARE MEASURES

Sailesh Sindhu [2011] felt that, employee welfare measures increase the productivity of organization and promote healthy industrial relations thereby maintaining industrial peace. Organizations provide welfare facilities to their employees to keep their motivation levels high. Business houses provide many such statutory and non-statutory things and policies to maintain satisfactory level of their employee.

Mishra & Manju Bhagat[2012] in their “Principles for Successful Implementation of Employee Welfare Activities”, stated that employee absenteeism in Indian industries can be reduced to a great extent by providing good housing, health and family care, canteen, educational and training facilities and provision of welfare activities. This principle for successful implementation of employee welfare activities is nothing but an extension of democratic values in an industrialized society.

P.KPadhi[2013] stated that, the term welfare suggests the state of wellbeing and implies wholesomeness of the human being. It is a desirable state of existence involving the mental, physical, moral and emotional factor of a person. Adequate levels of earnings, safe and humane conditions of work and access to some minimum social security benefits are the major qualitative dimensions of employment which enhance quality of life of workers and their productivity.

Ramesh M.[2014] pointed out that the main thrust of employee policy and employee law is to change in line with the global changes that is from welfare and regulative orientation to develop role in market oriented economy, from regulatory mechanization to voluntarism, tripartism to bipartism so that the employers and employees are themselves able to mutually decide without government intervention.

Torjman[2015] demonstrated that welfare facilities and recreation accounts for healthy individual besides encasing among their happiness and emotional quotient.

S. Poongavana [2016]felt that the welfare measure will improve the physique, intelligence, morality and standard of living of the workers, which in turn will improve their efficiency and productivity. From the study on employee welfare facilities in AFT, the researcher concluded that, the various welfare facilities such as health, safety, canteen, uniform, education and gift facilities in AFT, enables workers to live a rich and moresatisfactory life. It also contributes to increasing productivity of the enterprise improving efficiency of the worker and raises their standard of living. Thus the employee welfare facilities provided by AFT are good.

K. Jayanthi, P. Ashok Kumar and V. Manju [2017]stated that employee sector addresses multi-dimensional socio-economic aspects affecting employee welfare, productivity, living standards of employee force and social security. To raise living standards of the work force and achieve higher productivity, skill upgradation through suitable training is of utmost importance. Manpower development to provide adequate employee force of appropriate skillsand quality to different sectors is essential for rapid socio-economic development. Employment generation in all the productive sectors is one of the basic objectives. Based on the findings the Industry may consider the suggestion to maintain a good Employee Welfare Measures and providing of the necessary support measures for sorting out problems relating to employment.

Morris Altman[2018] says that standard neo-classical theory argues that an economy is negatively affected by increased labor rights and power since it is assumed that economic agents are always x-efficient; performing at the height of efficiency. However, a behavioral model of the firm suggests that more rights and power, with its positive impact on labor

standards, need not produce the deleterious results predicted by conventional economic wisdom, due to their productivity-efficiency enhancing impact on the firm. This suggests that Organizations should not assess the impact of enhanced labour power and control in terms of a zero sum game. Various theories of employee welfare reflect the attitude and belief of the management, which is instrumental in providing and maintaining welfare activities.

These theories are:

- ❖ The policing theory,
- ❖ The religious theory,
- ❖ Philanthropic theory,
- ❖ Paternalistic theory,
- ❖ Placating theory,
- ❖ The public relation theory,
- ❖ The functional theory and
- ❖ The quid pro quo theory. (**Mahagaonkar, 1986**).

2.3 EMPIRICAL STUDIES ON STATUTORY EMPLOYEE WELFARE MEASURES

Joshi felt that employee welfare covers all the efforts which employers make for the benefit of their employees over and above the minimum standard of working conditions fixed by the Factories Act, and over and above the provisions of social legislation providing against accident, old age, unemployment and sickness.

Ramesh M stated that the primary objective of every management is to provide better working facilities to the employees in the interest of obtaining speedy, safe and efficient work. Earlier studies of employment stability among welfare recipients and other low wage workers, as well as its effects on their wages over time, have relied heavily on data from the National Longitudinal Survey of Youth (NLSY) from the 1980s and early 1990s.

Hershey and Pavetti while **Holzer and Lalonde** focus on less-skilled young women and men more broadly. Both the studies find somewhat high turnover rates and relatively short job spells among unskilled workers with little experience; in particular, Hershey and Pavetti reports average job durations of 37 weeks (or 9 months) for recipients,

while Holzer and Lalonde finds average weekly turnover rates of about 2 percent (and therefore median job durations of about 6 months).

Stephen Bazen says minimum wage fixing came to be increasingly questioned during the 1980s owing to high unemployment and the rise of liberal economic thinking. This led many countries to dilute minimum wage protection by freezing the rates or altering the coverage. However, close examination of the relevant research reveals that empirical support for the criticisms of minimum wages is fairly weak and fragmented. At the end of the 1980s and beginning of the 1990s, many countries, Great Britain being a notable exception, pursued a more active minimum wage policy. Conclusions reveal that with a re-examination of the goals and form of minimum wage legislation in the light of recent history.

The study team appointed by **the Government of India in 1959** to examine employee welfare activities, then divided the whole range of these existing activities in three groups, (I) welfare within the precincts of an establishment – medical aid, crèches, supply of drinking water etc., (II) welfare outside the establishment provision for indoor and outdoor recreation, housing, adult education, visual instruments etc., and (III) Social Security.

Shyam states in his article that major reforms to promote health include ensuring water safety, sanitation, strengthening of nutritional food practices, hygiene in homes and eateries, preventing early marriages, health, education in schools and target groups, public education against habit forming factors (alcohol and tobacco) safety in work place and agricultural operations, promotion of exercise, sports, promotion of establishment of bicycle tracks in towns, health management information recovering both public and private medical sector. Work harassment is probably a much more severe and frequent problem in Western society than people are aware of.

Leymann estimates that approximately one of every seventh suicide is related to work harassment, and among male Swedes the figure is even higher: Leymann's estimation is as high as one in five. If the figure is correct, suicide due to harassment is a far more frequent cause of death than physical accidents at the workplace. In Scandinavian countries, laws regarding industrial welfare also stipulate regulations about mental welfare at the workplace,

and several lawsuits have been successfully filed against work harassment. This may explain the great interest in issues related to the question in Scandinavia.

They says everyone works in expectation of some rewards, and welfare is one of them. In order to understand the impact of employee benefits on employees' work-motivation and productivity, questionnaires were sent to corporations which had undertaken employee benefit programmes. Some of the significant results of this study are: employee benefit programmes have greater impact on work-motivation than on productivity; monetary benefit programmes are most highly valued by both executives and workers; there is a cognitive gap between management and worker on the importance of employee benefit programmes; different genders have different benefit demands; unmarried employees, more than married employees, perceive that employee benefits have a greater impact on job performance. Employees with different education levels and positions perceive different employee benefit impacts; and employee benefit programmes have greater influence on younger employees' job performance.

A closely related economics literature is concerned with "fairness". Survey evidence such as shows that people have strong views about fairness in economic exchange. Laboratory evidence on so-called ultimatum games suggests that individuals will throw away real income to obtain a fairer division of a smaller pie. It seems likely that decisions about fairness rest on some sort of comparative process, but the details are not well understood.

CHAPTER 3

RESEARCH METHODOLOGY

MEANING OF RESEARCH

Research is defined as “scientific & systematic search for pertinent information on a specific topic. Research is an art of scientific investigation. Research is a systemized effort to gain new knowledge. It is a careful inquiry especially through search for new facts in any branch of knowledge. The search for knowledge through objectives and systematic method of finding solution to a problem is a research.

RESEARCH DESIGN

A research is the arrangement of the condition for the collection and analysis of the data in a manner that aims to combine relevance to the research purpose with economy in procedure. In fact, the research is design in the collection structure within which research is conducted it constitutes the blue print of the collection, measurement and analysis of the data. As such the design includes an outline of the research will do from writing the hypothesis and its operational implication to the final analysis of data.

TYPE OF DATA USED TO STUDY

The study is based on both primary data and secondary data.

PRIMARY DATA

The primary data is collected using a printed questionnaire. The opinions of the consumer buying behaviour of cars are collected using the questionnaire.

The questionnaire consists of two parts. The first part was aimed at collecting the social-economic data and the next part is used to collect data regarding the consumer buying behaviour of cars.

SECONDARY DATA

The secondary data are gathered from various online websites and from a number of other websites which give information about consumer buying behaviour of cars.

SAMPLE DESIGN

The target population for the study consists of the various people who belong to different age, income, & gender. To collect opinions of the consumer buying behaviour of cars, random sampling technique was adopted.

SIZE OF THE SAMPLE

The study was aimed to collect data from various people in general places in a region due to time constraint, 200 samples were chosen.

TOOLS USED FOR ANALYSIS

The collected data using the printed questionnaires was analysed using simple statistical tools like percentage. The data was also presented in graphical form.

DURATION OF THE STUDY

.RM-Duration of study October 2023 to December 2023

LIMITATIONS OF THE STUDY

- The workers fear to answer certain questions, because they thought that it will affect their job.
- Time constraint is another limiting factor. The respondents could be approached only during break hours and also there was a specified time to complete the project in the organization.
- Inferences were drawn from a sample. Generalization is not free from sampling errors, so the navigator should not go deep into total position.

- Management did not disclose the confidential reports.
- The navigator has to depend mainly on primary data.
- The attitude, views and thinking pattern of each person is different. This is reflected in their answers also.

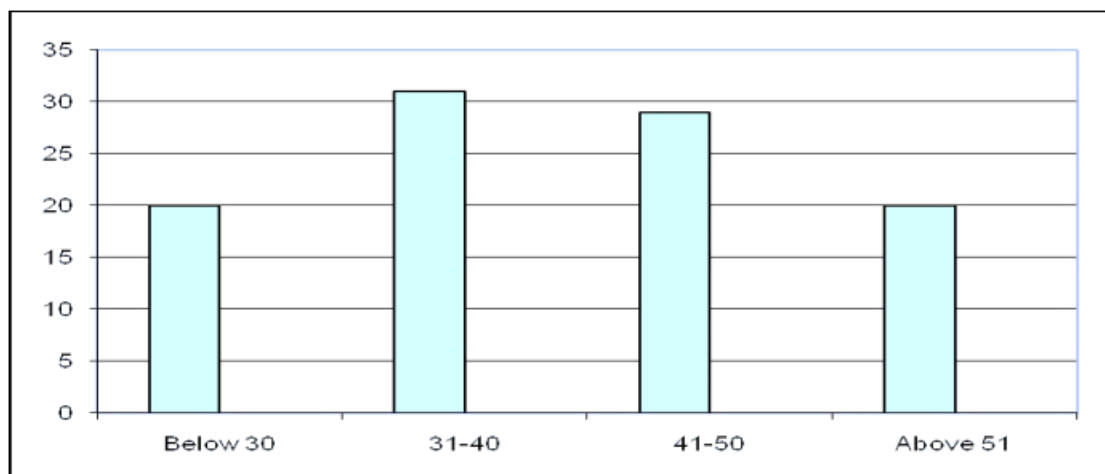
CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

[Table4.1] AGE WISE CLASSIFICATION OF RESPONDENTS

Age	No. of Respondents	Percentage
Below 30yr	40	20
31 – 40yr	62	31
41 – 50yr	58	29
51yr & above	40	20
Total	200	100

[Chart4.1] AGE WISE CLASSIFICATION OF RESPONDENTS



INTERPRETATION

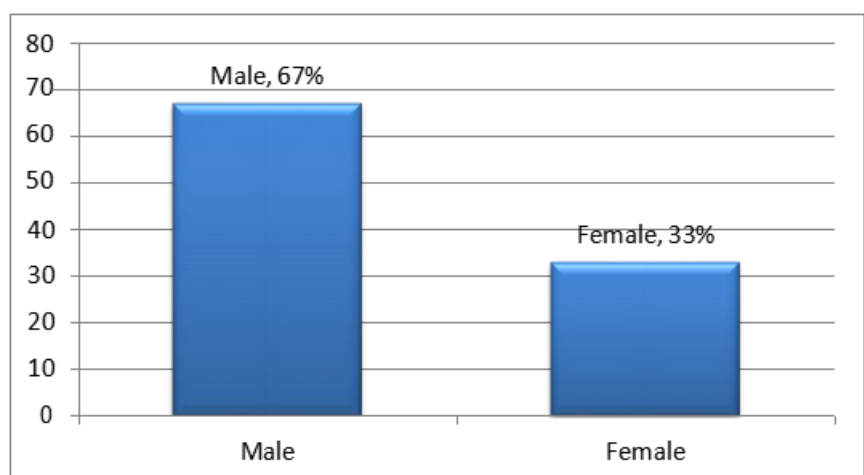
From the above table it is interpreted that the majority 31% of the respondents are in

the agegroup of 31-40 ,29% belongs to the age group 41-50. The percentage of respondents below 30 and above 50 years constitutes 20% only.

[Table 4.2] GENDER WISE CLASSIFICATION OF THE RESPONDENTS

Gender	No. Of Respondents	Percentage
Male	134	67
Female	66	33
Total	200	100

[Chart 4.2] GENDER WISE CLASSIFICATION OF THE RESPONDENTS



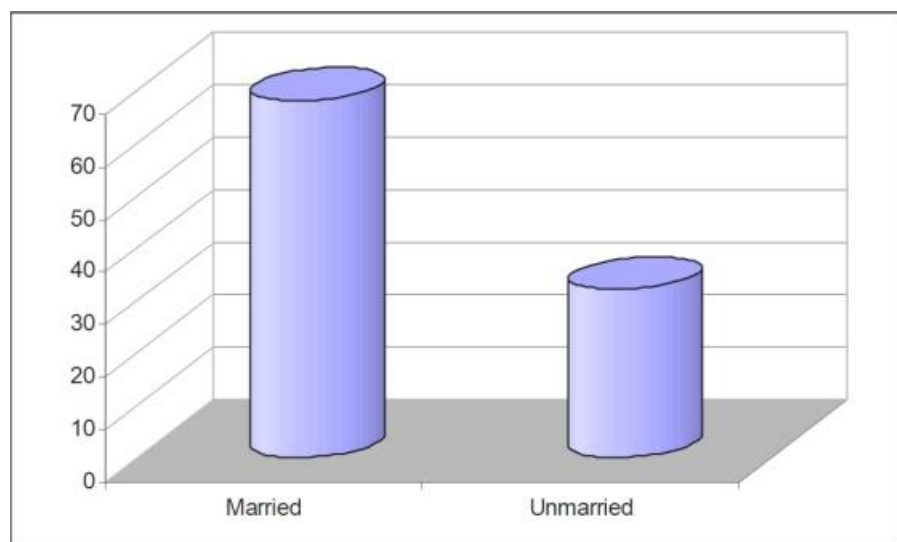
INTERPRETATION

From the above table it is interpreted that 67% of the respondents of Maulik Leathercrafts PvtLtd is male and 33% of the respondents are female.

[Table 4.3] MARITAL STATUS OF RESPONDENTS

Marital Status	No. Of Respondents	Percentage
Married	136	68
Unmarried	64	32
Total	200	100

[Chart4.3] MARITAL STATUS OF RESPONDENTS



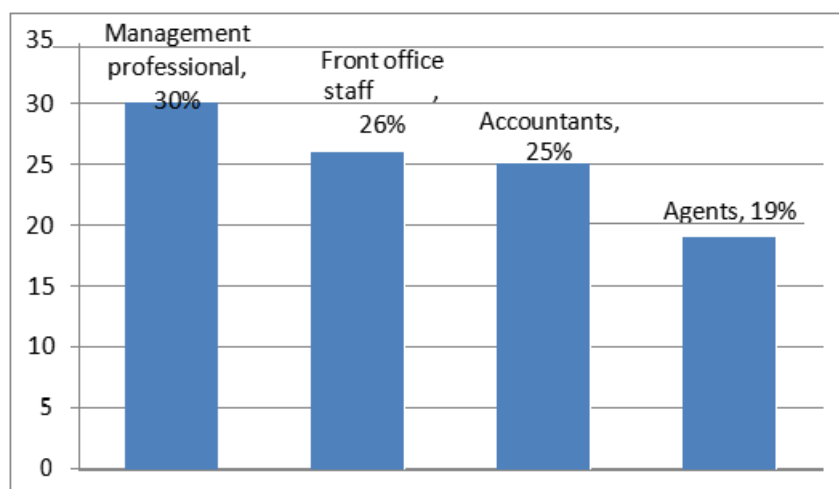
INTERPRETATION

From the above table it is interpreted that 68% of the respondents of Maulik Leathercrafts PvtLtd is married and 32% are unmarried.

[Table 4.4] DESIGNATION OF THE RESPONDENTS

Designation	No. Of Respondents	Percentage
Management professional	60	30
Front office staff	52	26
Accountants	50	25
Agents	38	19
Total	200	100

[Chart.4.4] DESIGNATION OF THE RESPONDENTS



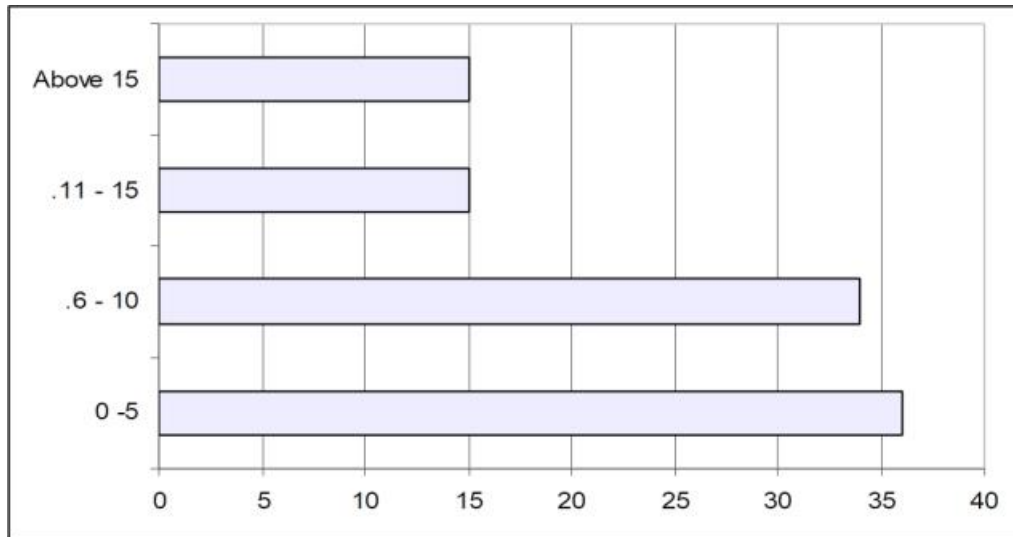
INTERPRETATION

From the above table it is interpreted that 60% of the workers are management professional, 26% are front office staff, 25% are accountants, and 19% are agents.

[Table 4.5] EXPERIENCE WISE CLASSIFICATION OF RESPONDENTS

Experience	No. Of Respondents	Percentage
0 – 5	72	36
6 – 10	68	34
11 – 15	30	15
Above 15	30	15
Total	200	100

[Chart 4.5] EXPERIENCE WISE CLASSIFICATION OF RESPONDENTS



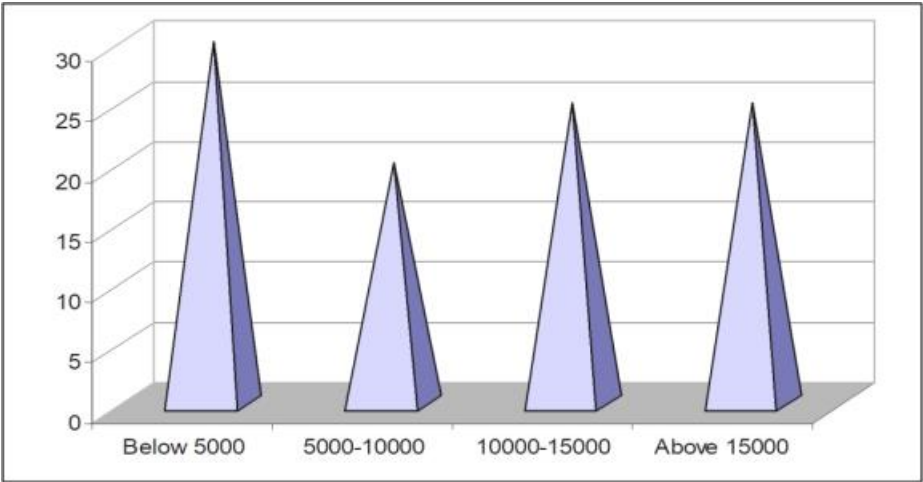
INTERPRETATION

From the above table it is interpreted that 36% of the respondents are having the experience upto 5 years, 34% of the respondents have the experience of 6-10 years and 15% of the respondents are having more than 11 and above 15 years of experience.

[Table 4.6] SALARY WISE CLASSIFICATION OF RESPONDENTS

Salary	No. Of Respondents	Percentage
Below 5000	60	30
5000-10000	40	20
10000-15000	50	25
Above 15000	50	25
Total	200	100

[Chart 4.7] SALARY WISE CLASSIFICATION OF RESPONDENTS



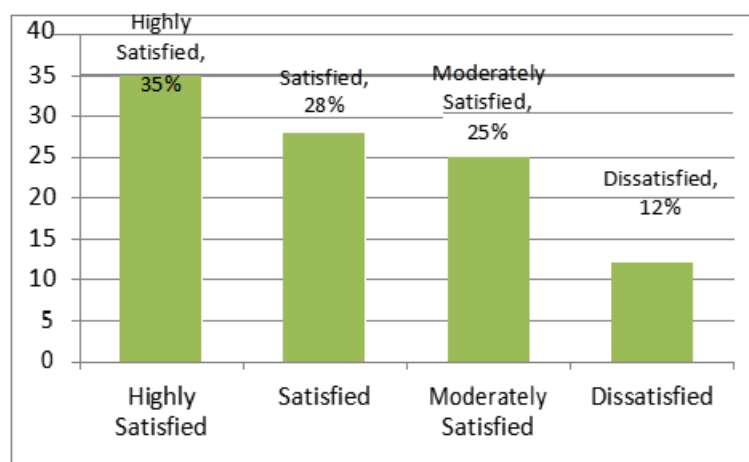
INTERPRETATION

According to the above table 30% of the respondents are having the salary below 5000, and 25% of the respondents have salary between 10000-15000, 25% have salary above 15000. 20% of the respondents have the salary between 5000 and 10000.

[Table 4.7] RESPONDENT'S OPINION ON PROMOTION

Promotion	No Of Respondents	Percentage
Highly Satisfied	70	35
Satisfied	56	28
Moderately Satisfied	50	25
Dissatisfied	24	12
Total	200	100

[Chart 4.7] RESPONDENT'S OPINION ON PROMOTION



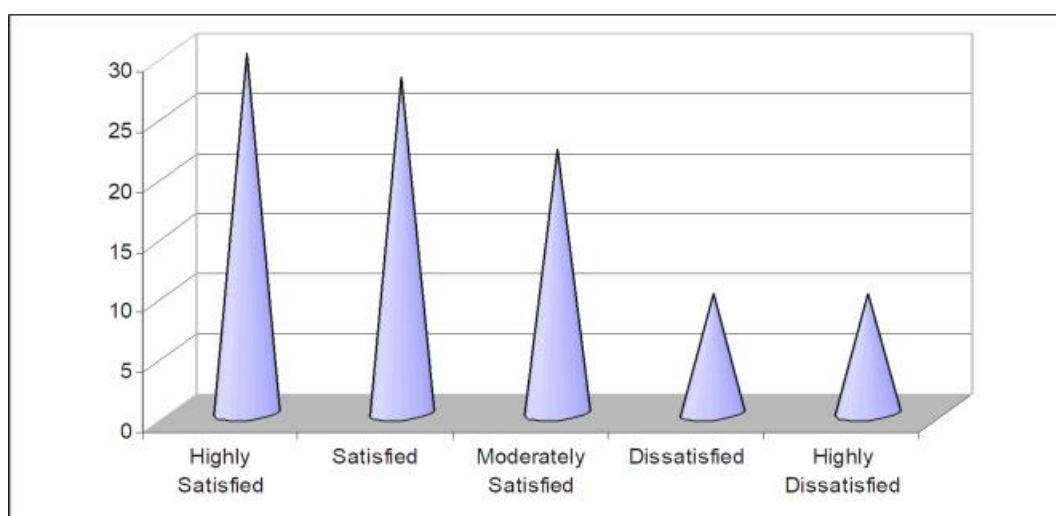
INTERPRETATION

From the above table it is interpreted that 35% of the respondents are highly satisfied with the promotion activities, 28% of the respondents are satisfied by the promotion activities, 25% are moderately satisfied and the least 12% are dissatisfied by the promotion activities.

[Table 4.8] RESPONDENT'S OPINION ON MEDICAL FACILITY

Medical Facility	No. Of Respondents	Percentage
Highly Satisfied	60	30
Satisfied	56	28
Moderately Satisfied	44	22
Dissatisfied	20	10
Highly Dissatisfied	20	10
Total	200	100

[Chart 4.8] RESPONDENT'S OPINION ON MEDICAL FACILITY



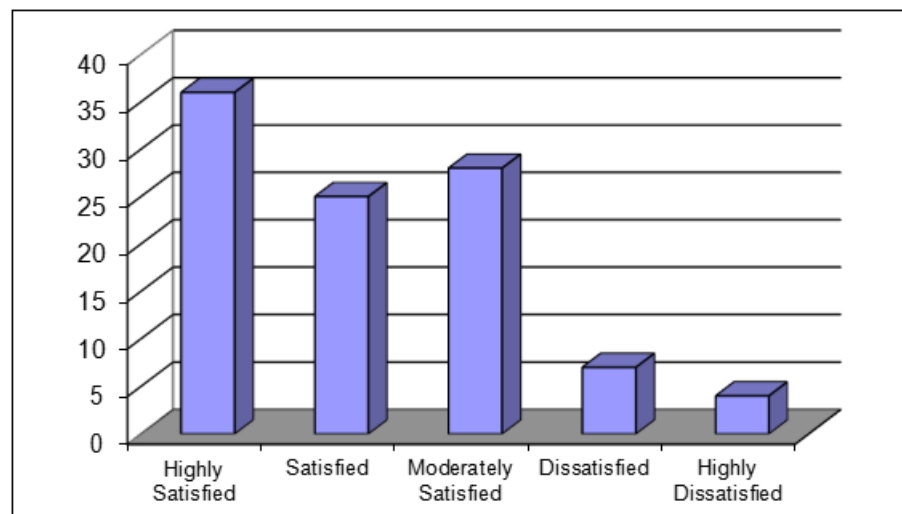
INTERPRETATION

From the above table it is interpreted that 30% of the respondents are highly satisfied with the medical facilities, 28% of the respondents are satisfied by the medical facilities provided, 22% are moderately satisfied and the least 10% are dissatisfied and 10% are highly dissatisfied by the promotion activities.

[Table 4.9] RESPONDENT'S OPINION ON LEAVE FACILITY

Leave Facility	No. Of Respondents	Percentage
Highly Satisfied	72	36
Satisfied	50	25
Moderately Satisfied	56	28
Dissatisfied	14	7
Highly Dissatisfied	8	4
Total	200	100

[Chart 4.9] RESPONDENT'S OPINION ON LEAVE FACILITY



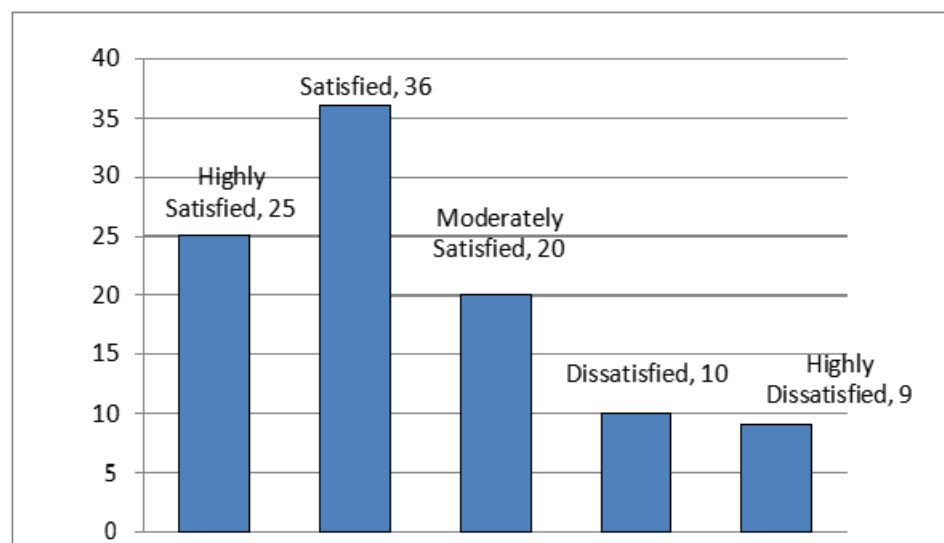
INTERPRETATION

From the above table it is interpreted that 36% of the respondents are highly satisfied with the leave facilities, 25% of the respondents are satisfied by the leave facilities provided, 28% are moderately satisfied and 7% are dissatisfied and 4% are highly dissatisfied.

[Table 4.10] RESPONDENT'S OPINION ON REST ROOM FACILITY

Rest room Facility	No. Of Respondents	Percentage
Highly Satisfied	50	25
Satisfied	72	36
Moderately Satisfied	40	20
Dissatisfied	20	10
Highly Dissatisfied	18	9
Total	200	100

[Chart 4.10] RESPONDENT'S OPINION ON REST ROOM FACILITY



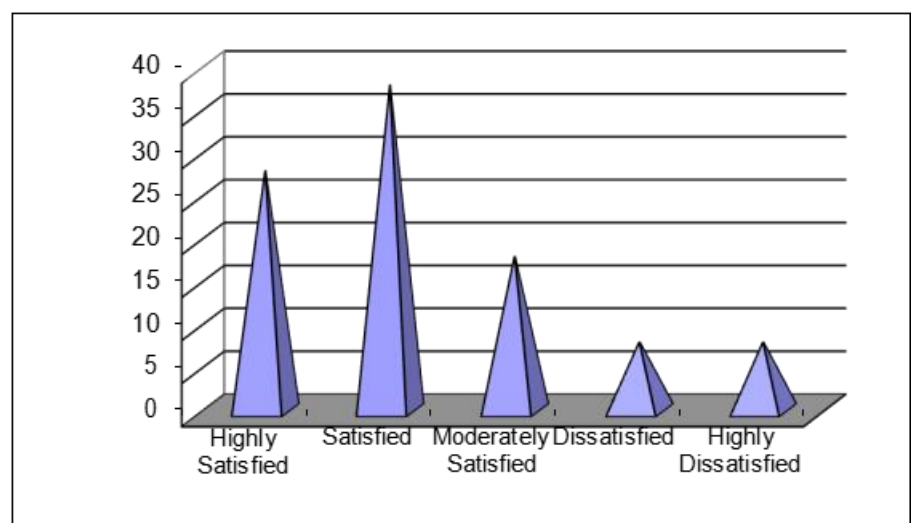
INTERPRETATION

From the above table it is interpreted that 36% of the respondents are satisfied with the rest room facilities, 25% of the respondents are highly satisfied by the rest room facilities provided, 20% are moderately satisfied and 10% are dissatisfied and 9% are highly dissatisfied by the rest room facility

[Table 4.11] RESPONDENT'S OPINION ON TRANSPORTATION FACILITY

Transportation Facility	No. Of Respondents	Percentage
Highly Satisfied	52	28
Satisfied	76	38
Moderately Satisfied	36	18
Dissatisfied	16	8
Highly Dissatisfied	16	8
Total	200	100

[Chart 4.11] RESPONDENT'S OPINION ON TRANSPORTATION FACILITY



INTERPRETATION

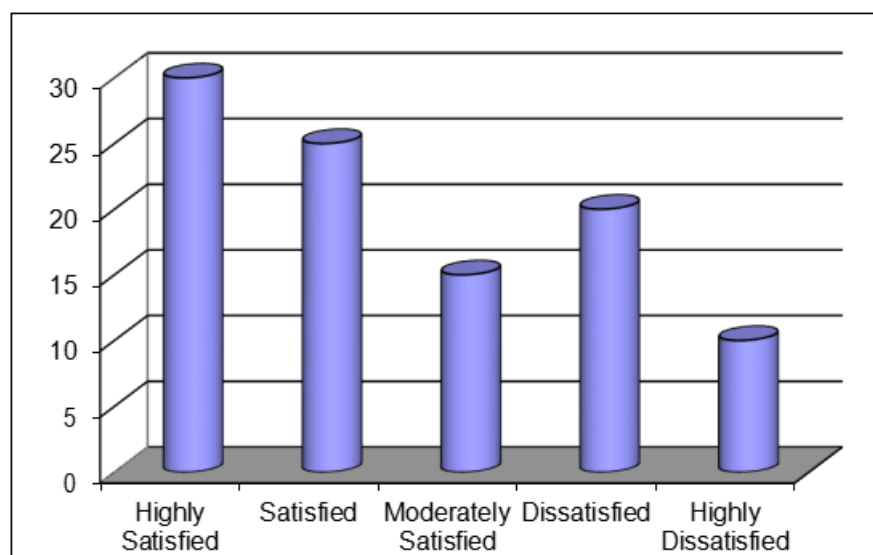
From the above table it is interpreted that 38% of the respondents are satisfied with

the transportation facilities, 28% of the respondents are highly satisfied by the transportation facilities provided, 18% are moderately satisfied and 8% are dissatisfied and 8% are highly dissatisfied by the transportation facilities.

[Table 4.12] RSPONDENT'S OPINION ON SAFETY EQUIPMENT FACILITY

Safety Equipment Facility	No. Of Respondents	Percentage
Highly Satisfied	60	30
Satisfied	50	25
Moderately Satisfied	30	15
Dissatisfied	40	20
Highly Dissatisfied	20	10
Total	200	100

[Chart 4.12] RSPONDENT'S OPINION ON SAFETY EQUIPMENT FACILITY



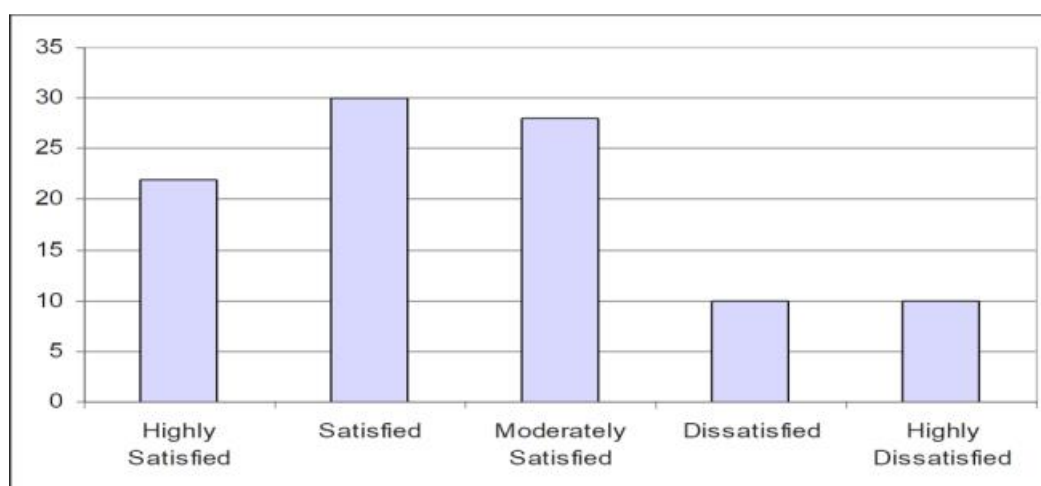
INTERPRETATION

From the above table it is interpreted that 30% of the respondents are highly satisfied with the safety equipment facilities, 25% of the respondents are satisfied by the safety equipment facilities provided, 20% are dissatisfied and 15% are moderately satisfied and 10% are dissatisfied by the safety equipment facilities.

[Table 4.13] RESPONDENT'S OPINION ON ADVANCE PAYMENT FACILITY

Advanced Payment Facility	No. Of Respondents	Percentage
Highly Satisfied	44	22
Satisfied	60	30
Moderately Satisfied	56	28
Dissatisfied	20	10
Highly Dissatisfied	20	10
Total	200	100

[Chart 4.13] RESPONDENT'S OPINION ON ADVANCE PAYMENT FACILITY



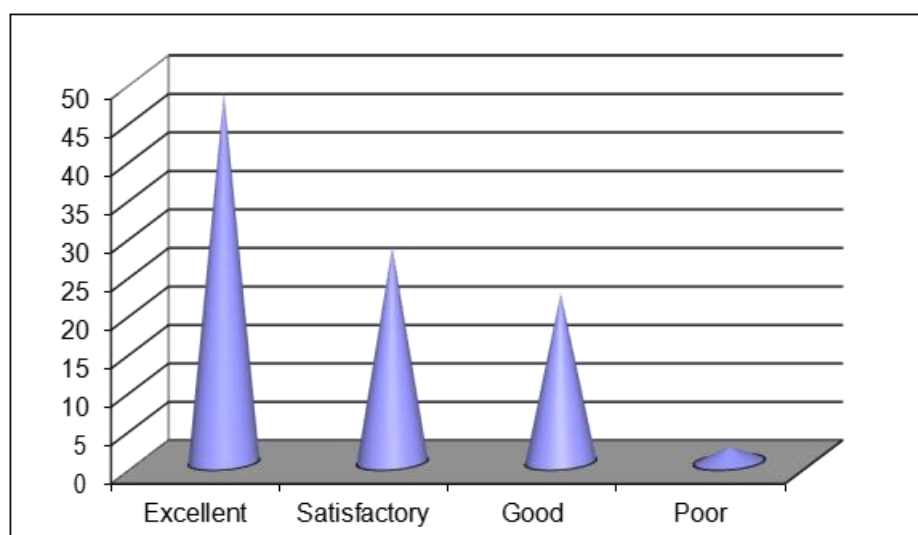
INTERPRETATION

From the above table it is interpreted that 30% of the respondents are satisfied by the advance payment facilities, 28% of the respondents are moderately satisfied by advance payment facilities provided, 22% are highly satisfied and 10% are dissatisfied and 10% are highly dissatisfied by the advance payment facilities.

[Table 4.14] RESPONDENT'S OPINION ON RELATIONSHIP WITH SUPERIORS

Relationship with Superior	No. Of Respondents	Percentage
Excellent	96	48
Satisfactory	56	28
Good	44	22
Poor	4	2
Total	200	100

[Chart 4.14] RESPONDENT'S OPINION ON RELATIONSHIP WITH SUPERIORS



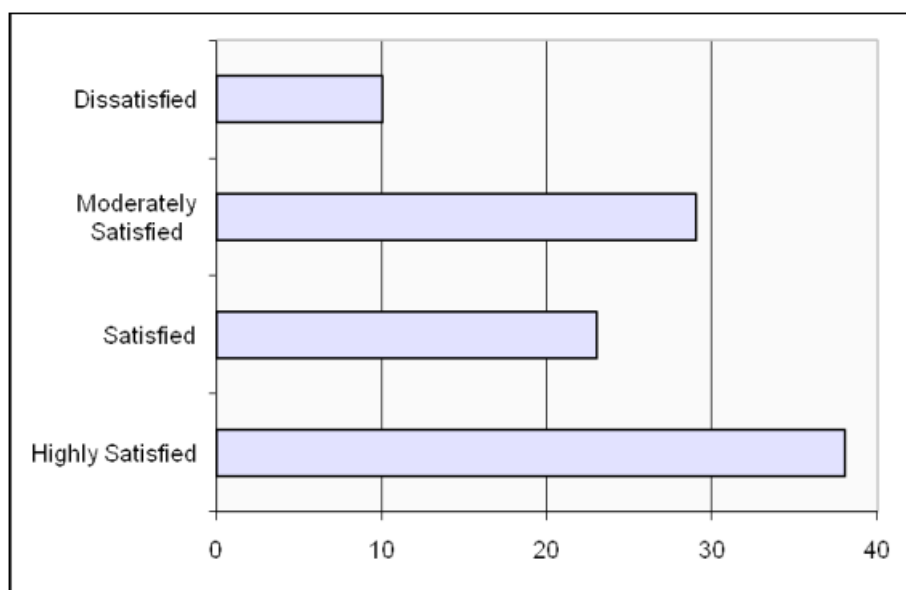
INTERPRETATION

From the above table it is interpreted that 48% of the respondents feel excellent in case of relation ship with the superior, 28% feel satisfactory, 22% feel good and the least 2% feel poor relation ship with superior.

[Table 4.16] RESPONDENT'S OPINION ON WORKING OF TRADE UNION

Working of Trade union	No. Of Respondents	Percentage
Highly Satisfied	76	38
Satisfied	50	25
Moderately Satisfied	56	28
Dissatisfied	24	12
Total	200	100

[Chart 4.16] RESPONDENT'S OPINION ON WORKING OF TRADE UNION



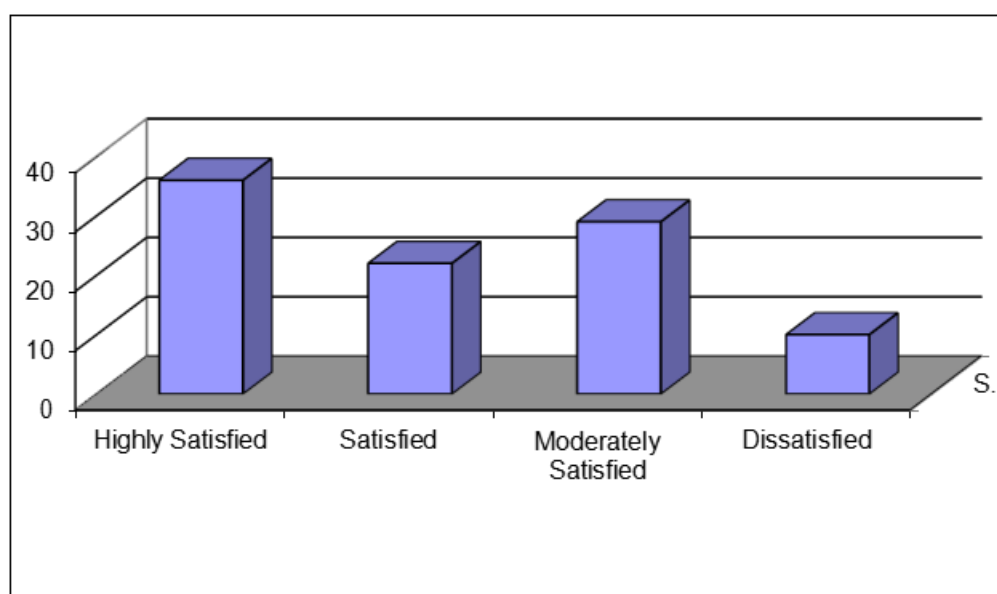
INTERPRETATION

From the above table it is interpreted that 38% of the respondents are highly satisfied by the working of Trade union, 28% of the respondents are moderately satisfied by the working of Trade union, 25% are satisfied, 12% are dissatisfied.

[Table 4.17] RESPONDENT'S OPINION ON POLICY AND ADMINISTRATION

Policy and Administration	No. Of Respondents	Percentage
Highly Satisfied	72	36
Satisfied	44	22
Moderately Satisfied	58	29
Dissatisfied	20	10
Total	200	100

[Chart 4.17] RESPONDENT'S OPINION ON POLICY AND ADMINISTRATION



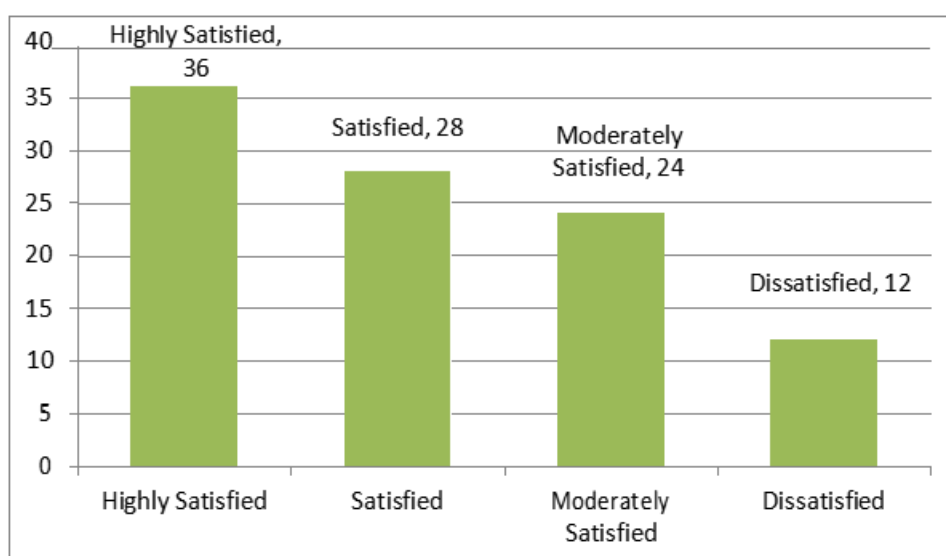
INTERPRETATION

From the above table it is interpreted that 36% of the respondents are highly satisfied by the policy and administration of the company, 29% of the respondents are moderately satisfied by the policy and administration of the company, 22% are satisfied, 10% are dissatisfied.

[Table 4.18] RESPONDENT'S OPINION ON BONUS

Bonus	No. Of Respondents	Percentage
Highly Satisfied	72	36
Satisfied	56	28
Moderately Satisfied	48	24
Dissatisfied	24	12
Total	200	100

[Chart 4.18] RESPONDENT'S OPINION ON BONUS



INTERPRETATION

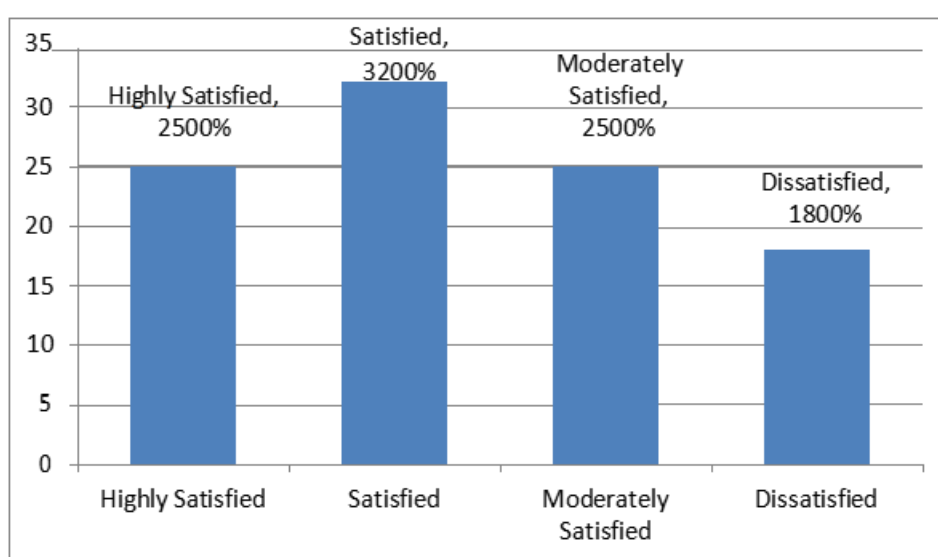
From the above table it is interpreted that 36% of the respondents are highly satisfied

by the bonus payment of the company, 28% of the respondents are satisfied, 24% are moderately satisfied, 12% are dissatisfied by the bonus payment.

[Table 4.19] RESPONDENT'S OPINION ON PROVIDENT FUND PAYMENT

PF	No. Of Respondents	Percentage
Highly Satisfied	50	25
Satisfied	64	32
Moderately Satisfied	50	25
Dissatisfied	36	18
Total	200	100

[Table 4.19] RESPONDENT'S OPINION ON PROVIDENT FUND PAYMENT



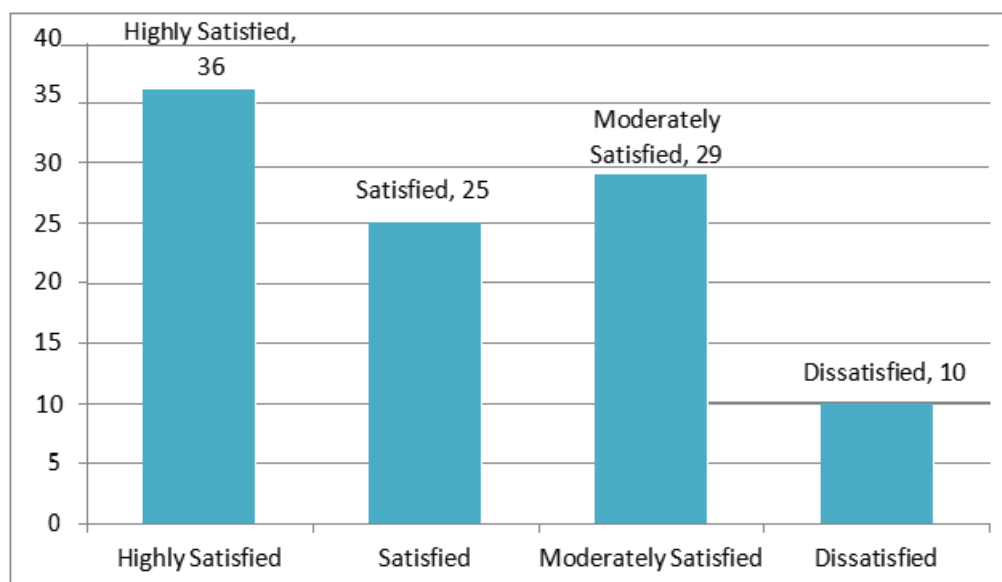
INTERPRETATION

From the above table it is interpreted that 32% of the respondents are satisfied by the PF payment of the company, 25% of the respondents are highly satisfied, 25% are moderately satisfied, 18% are dissatisfied by the PF payment.

[Table 4.20] RESPONDENT'S OPINION ON HOUSE RENTAL ALLOWANCE

HRA	No. Of Respondents	Percentage
Highly Satisfied	72	36
Satisfied	50	25
Moderately Satisfied	58	29
Dissatisfied	20	10
Total	200	100

[Table 4.20] RESPONDENT'S OPINION ON HOUSE RENTAL ALLOWANCE



INTERPRETATION

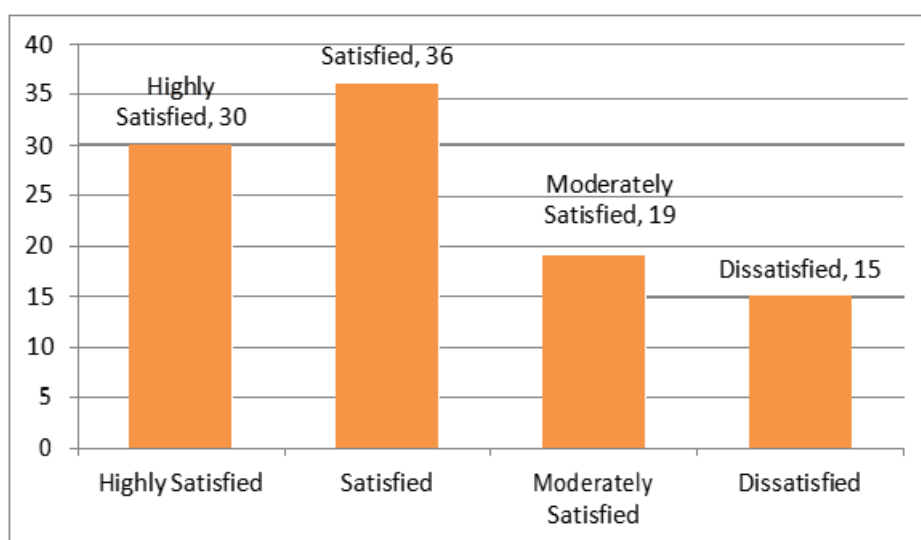
From the above table it is interpreted that 36% of the respondents are highly satisfied

by the HRA of the company, 29% of the respondents are moderately satisfied, 25% are satisfied, 10% are dissatisfied by the HRA payment.

[Table 4.21] RESPONDENT'S OPINION ON TAX ALLOWANCE

TA	No. Of Respondents	Percentage
Highly Satisfied	60	30
Satisfied	72	36
Moderately Satisfied	38	19
Dissatisfied	30	15
Total	200	100

[Chart 4.21] RESPONDENT'S OPINION ON TAX ALLOWANCE



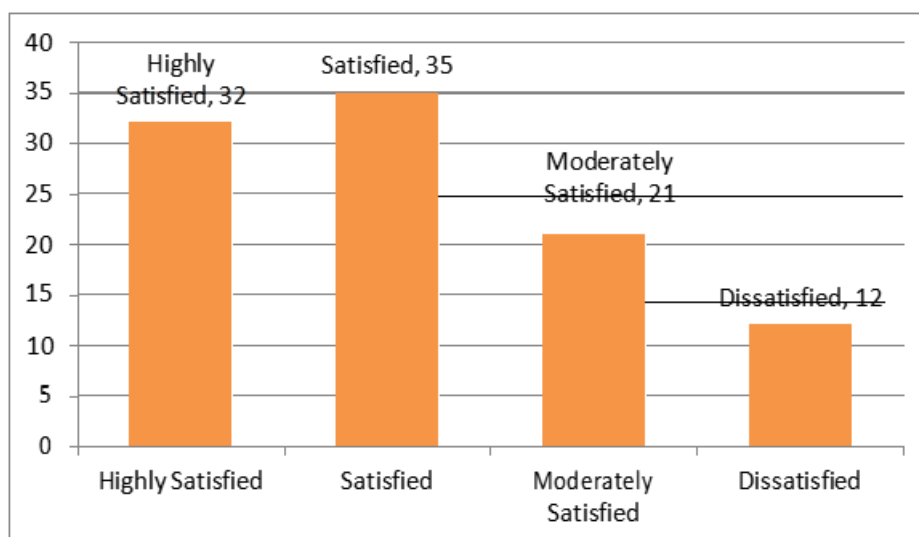
INTERPRETATION

From the above table it is interpreted that 36% of the respondents are satisfied by the TA of the company, 30% of the respondents are highly satisfied,19% are moderately satisfied,15% are dissatisfied.

[Table 4.22] RESPONDENT'S OPINION ON FESTIVAL ALLOWANCE

Festival Allowance	No. Of Respondents	Percentage
Highly Satisfied	64	32
Satisfied	70	35
Moderately Satisfied	42	21
Dissatisfied	24	12
Total	200	100

[Chart 4.22] RESPONDENT'S OPINION ON FESTIVAL ALLOWANCE



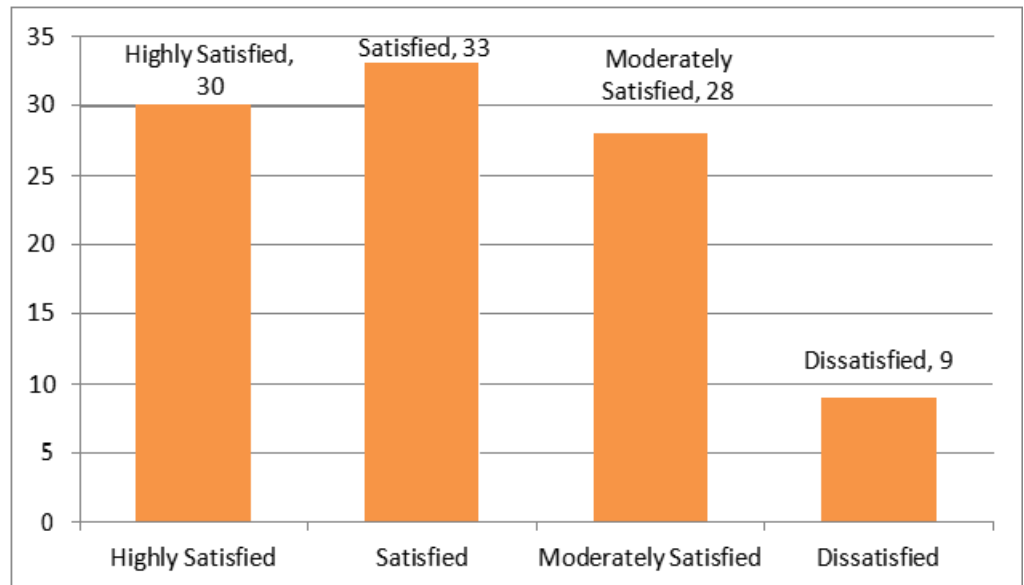
INTERPRETATION

From the above table it is interpreted that 35% of the respondents are satisfied by the Festival allowance, 32% of the respondents are highly satisfied, 21% are moderately satisfied, 12% are dissatisfied by the Festival allowance.

[Table 4.23] RESPONDENT'S OPINION ON EMPLOYEE STATE INSURANCE

ESI	No. Of Respondents	Percentage
Highly Satisfied	60	30
Satisfied	66	33
Moderately Satisfied	56	28
Dissatisfied	18	9
Total	200	100

[Chart 4.23] RESPONDENT'S OPINION ON EMPLOYEE STATE INSURANCE



INTERPRETATION

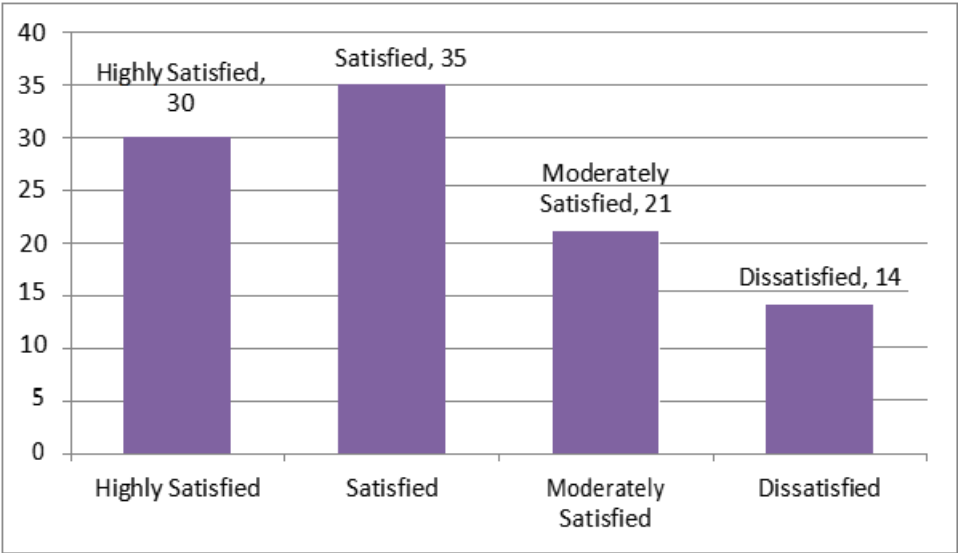
From the above table it is interpreted that 30% of the respondents are highly satisfied by the ESI, 33% of the respondents are satisfied, 28%

are moderately satisfied, 9% are dissatisfied by the ESI.

[Table 4.24] RESPONDENT’S SATISFACTION ON VENTILLATION IN THE COMPANY

Ventillation	No. Of Respondents	Percentage
Highly Satisfied	60	30
Satisfied	70	35
Moderately Satisfied	42	21
Dissatisfied	28	14
Total	200	100

[Chart 4.24] RESPONDENT’S SATISFACTION ON VENTILLATION IN THE COMPANY



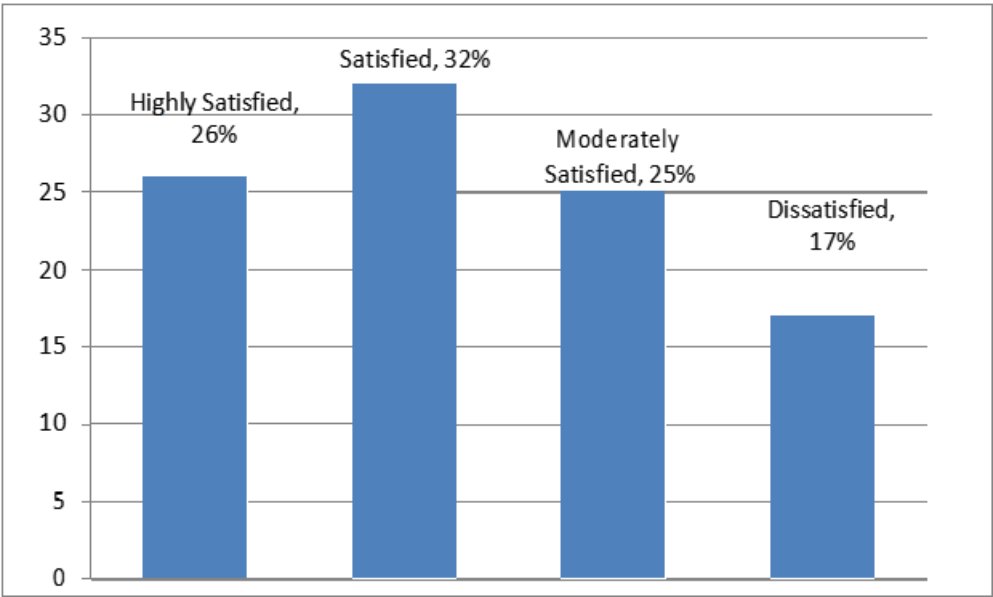
INTERPRETATION

From the above table it is interpreted that 35% of the respondents are satisfied by the ventilation, 30% of the respondents are highly satisfied, 21% are moderately satisfied, and 14% are dissatisfied by the ventilation.

[Table 4.25] RESPONDENT’S SATISFACTION ON TEMPERATURE IN THECOMPANY

Temperature	No. Of Respondents	Percentage
Highly Satisfied	52	26
Satisfied	64	32
Moderately Satisfied	50	25
Dissatisfied	34	17
Total	200	100

[Chart 4.25] RESPONDENT’S SATISFACTION ON TEMPERATURE IN THECOMPANY



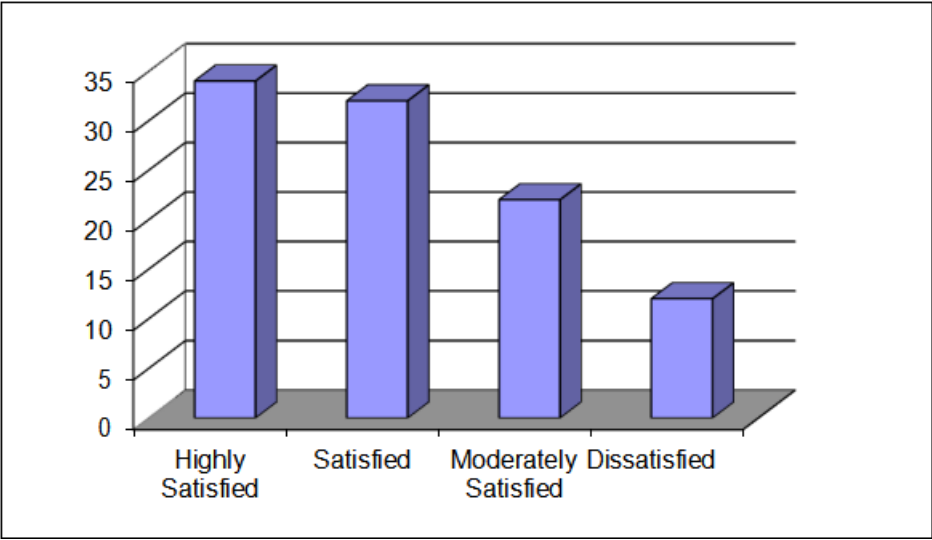
INTERPRETATION

From the above table it is interpreted that 32% of the respondents are satisfied by the Temperature in the company, 26% of the respondents are highly satisfied, 25% are moderately satisfied, and 17% are dissatisfied by the temperature.

[Table 4.26] RESPONDENT’S SATISFACTION ON LIGHTING IN THE COMPANY

Lighting	No. Of Respondents	Percentage
Highly Satisfied	68	34
Satisfied	64	32
Moderately Satisfied	44	22
Dissatisfied	24	12
Total	200	100

[Chart 4.26] RESPONDENT’S SATISFACTION ON LIGHTING IN THE COMPANY



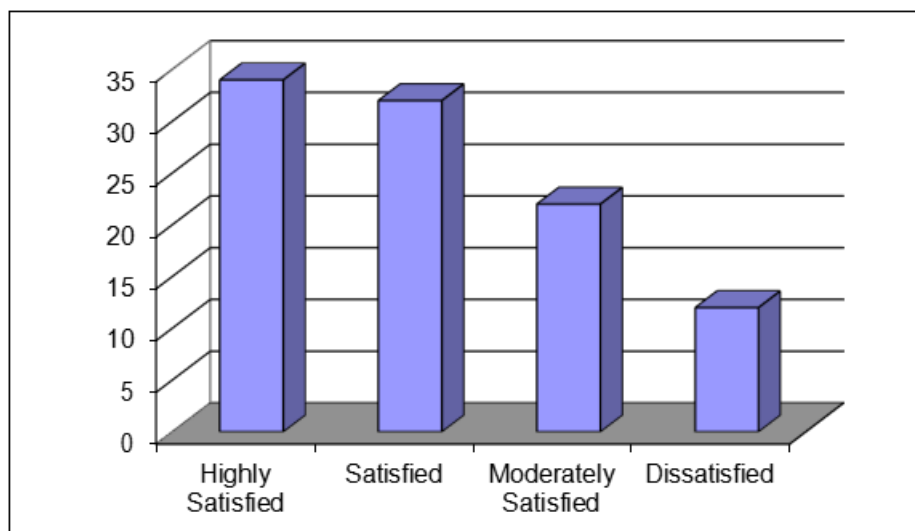
[Table 4.26]RESPONDENTS OPINION ON SPACE INTERPRETATION

From the above table it is interpreted that 32% of the respondents are highly satisfied by the lighting,32% of the respondents are satisfied, 22% are moderately satisfied, and 12% are dissatisfied by the lightning.

[Table 4.27] RESPONDENT'S SATISFACTION ON SPACING IN THE COMPANY

Space	No. Of Respondents	Percentage
Highly Satisfied	72	36
Satisfied	56	28
Moderately Satisfied	52	26
Dissatisfied	20	10
Total	200	100

[Chart 4.27] RESPONDENT'S SATISFACTION ON SPACING IN THE COMPANY



INTERPRETATION

From the above table it is interpreted that 36% of the respondents are highly satisfied by their spacing, 28% of the respondents are satisfied, 26% are moderately satisfied, and 10% are dissatisfied by the spacing in the company.

CHAPTER 5

FINDINGS

- It was found that the majority of the respondents are in the age group of 31-40 ,some belongs to the age group 41-50. The percentage of respondents below 30 and above 50 years constitutes were few only.
- The majority respondents of Maulik leathercrafts Pvt Ltd is male and minority are female.
- Most of the respondents of Maulik leathercrafts Pvt Ltd is married and some are single.
- It was found that majority of the respondents are having the experience upto 5 years, some of the respondents have the experience of 6-10 years and few of the respondents are having more than 11 and above 15 years of experience.
- It was found that majority of the workers are management professional, some are front office staff, few are accountants, and minority are agents.
- In case of salary majority of the respondents are having the salary below 5000, and some of the respondents have salary between 10000-15000, few have salary above 15000. minority of the respondents have the salary between 5000 and 10000.
- From the study it was found that majority of the respondents are highly satisfied with the promotion activities, some of the respondents are satisfied by the promotion activities, few are moderately satisfied and the least minority are dissatisfied by the promotion activities.
- Regarding the medical facilities majority of the respondents are highly satisfied with the medical facilities, some of the respondents are satisfied by the medical facilities provided, few are moderately satisfied and the least are dissatisfied and highly dissatisfied.
- The study reveals that majority of the respondents are highly satisfied with the leave facilities, some of the respondents are satisfied by the leave facilities provided, few are moderately satisfied and minority are dissatisfied and highly dissatisfied by the leave facility.

- It was found that majority of the respondents are satisfied the rest room facilities, some of the respondents are highly satisfied by the rest room facilities provided, few are moderately satisfied and minority are dissatisfied and highly dissatisfied by the rest room facility.
- As far as transportation facility is concerned majority of the respondents are satisfied, some of the respondents are highly satisfied by the transportation facilities provided, few are moderately satisfied and minority are dissatisfied and highly dissatisfied by the transportation facilities.
- Majority of the respondents are highly satisfied with the safety equipment facilities, some of the respondents are satisfied by the safety equipment facilities provided, few are dissatisfied and minority of the respondents are moderately satisfied and dissatisfied by the safety equipment facilities
- It is proved that majority of the respondents are satisfied by the advance payment facilities, some of the respondents are moderately satisfied by advance payment facilities provided, few are highly satisfied and minority are dissatisfied and highly dissatisfied by the advance payment facilities.
- The study indicates that majority of the respondents feel excellent in case of relationship with the superior, some feel satisfactory, few feel good and the least feel poor relation ship with superior.
- As far as social securities is concerned majority of the respondents are highly satisfied by the social securities, some of the respondents are satisfied by the social securities provided, few are moderately satisfied & least are dissatisfied by the social securities provided.
- It was found that majority of the respondents are highly satisfied by the working of Trade union, some of the respondents are moderately satisfied by the working of Trade union, few are satisfied and least are dissatisfied.
- The study reveals that majority of the respondents are highly satisfied by the policy and administration of the company, some of the respondents are moderately satisfied by the policy and administration of the company, few are satisfied and least are dissatisfied.
- The study reveals that majority of the respondents are highly satisfied by the bonus payment of the company, some of the respondents are satisfied, few are moderately satisfied and least are dissatisfied by the bonus payment.

- It was found that majority of the respondents are satisfied by the PF payment of the company, some of the respondents are highly satisfied and moderately satisfied, few are dissatisfied by the PF payment
- Regarding HRA majority of the respondents are highly satisfied by the HRA of the company, some of the respondents are moderately satisfied, few are satisfied and least are dissatisfied by the HRA payment
- As far as TA is concerned majority of the respondents are satisfied by the TA of the company, some of the respondents are highly satisfied, few are moderately satisfied and least are dissatisfied.
- It was found that majority of the respondents are satisfied by the Festival allowance, some of the respondents are highly satisfied, few are moderately satisfied and least are dissatisfied by the Festival allowance
- Regarding ESI majority of the respondents are highly satisfied by the ESI, some of the respondents are satisfied, few are moderately satisfied and least are dissatisfied by the ESI.
- Majority of the respondents are satisfied by the ventilation, some of the respondents are highly satisfied, few are moderately satisfied and least are dissatisfied by the ventilation.
- Considering temperature majority of the respondents are satisfied by the Temperature in the company, some of the respondents are highly satisfied, few are moderately satisfied and least are dissatisfied by the temperature
- It was found that majority of the respondents are highly satisfied by the lighting, some of the respondents are satisfied, few are moderately satisfied and least are dissatisfied by the lighting.
- It was found that majority of the respondents are highly satisfied by their spacing, some of the respondents are satisfied, few are moderately satisfied and least are dissatisfied by the spacing in the company
- Regarding the seating arrangement majority of the respondents are highly satisfied by their seating arrangement, some of the respondents are satisfied, few are moderately satisfied and least are dissatisfied by their seating arrangement in the company.

SUGGESTIONS

From the study we can found that few employees are not fully satisfied with the welfare measures provided by the company. The management should consider this and necessary arrangements should be made to provide adequate facilities to improve the efficiency of the workers.

- We can also understand from the findings that there are few employees not being satisfied with the medical facilities available in the organization. The management should pay kind attention in this regard to improve the medical facilities.
- The management shall adopt appropriate communication system to ensure that all the future plans and company policies being reached to all the employees in the organization.
- The management should take appropriate action to improve the transportation facilities as some of the employees are dissatisfied by the transportation facilities provided by the organization.
- The company can also establish a council constituting of members from all the departments to device the welfare measures and to make the employees much more satisfied.
- Library facility should be provided to the employees for improving their knowledge.
- The company should provide necessary lunch room and rest room facilities to all the employees since some employees are highly dissatisfied by the rest room facilities.

CONCLUSION

The researcher is benefited with the study, because the topic will help the management to get an effective feedback from the employees about the employee welfare measures prevailing in the organization.

It also provides researcher an opportunity to expose with functions of the human resource department and able to well versed with statutory and non-statutory welfare measures adopted in the organization.

The study provides various suggestions to the management including various welfare measures to enhance level of satisfaction of employees.

At the same time employees got opportunity to express their view about various components of the satisfaction level prevailing.

It is also expected that improvement will be made and appropriate actions will be taken based on the suggestions and opinions given by the respondents and researcher.

QUESTIONNAIRES

STUDY ON EMPLOYEE JOB SATISFACTION IN MAULIK LEATHERCRAFTS (P) LTD

PERSONAL INFORMATION

NAME : **QUALIFICATION:**

GENDER :

AGE : a) below 30 b) 31-40 yr c) 41-50 yr d) 51 yr above

1. For how many years you are working in Organization?

a) 1-5 years b) 5-10 years c) 10-15 years d) Above 15 years

2. Are you married?

a) Yes b) No

3. What is your designation in Organization?

a) Front Office Staff b) Accountant c) Management Professional
d) Agents

4. How do you feel about the policy & administration of your Organization in welfare activities?

a) Satisfied b) Average c) Dissatisfied d) Highly Dissatisfied

5. Are you satisfied with the promotion facilities provided by the Organization?

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

6. Are you satisfied with leave facilities provided by the Organization?

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

7. Are you satisfied with the Rest room facilities provided by the ?

Organization

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

8. Are you satisfied with the transportation facilities provided by the Organization?

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

9. What is your opinion on Safety equipment facilities in the Organization?

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

10. What is your opinion on Advance Payment facility provided by the Organization?

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

11. What is your opinion on relationship with superiors in the Organization?

- a) Excellent b) Satisfactory c) Good d) Poor

12. Are you satisfied with the social security provided by the Organization?

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

13. What is your opinion on working with trade union?

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

14. What is your opinion on Policy and Administration?

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

15. Are you satisfied with your Bonus provided by the Organization?

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

16. Are you satisfied with the Provident Fund Payment?

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

17. Are you satisfied with your HRA (House Rent Allowance) in the Organization?

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

18. Are you satisfied with your Tax Allowance (TA) in the Organization?

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

19. What is our opinion on Festival Allowance provided by the Organization?

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

20. What is your opinion on ESI (Employee State Insurance) provided by the Organization?

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

21. Are you satisfied on ventilation in the Organization?

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

22. Are you satisfied on temperature in the Organization?

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

23. Are you satisfied on lighting in the Organization?

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

23. Are you satisfied on spacing in the Organization?

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

24. Are you satisfied on seat arrangement in the Organization?

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

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