

AN ANALYSIS OF EMPLOYEE'S WELFARE MEASURES IN BPO INDUSTRY, CHENNAI

Submitted in partial fulfillment of the requirement for the award of
MASTER OF BUSINESS ADMINISTRATION

**SAI BALAJI T.K.
(40410149)**



DEPARTMENT OF BUSINESS ADMINISTRATION
SCHOOL OF MANAGEMENT STUDIES

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

Accredited with Grade "A" by NAAC
Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119

APRIL 2022



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AICTE

Jeppiaar Nagar, Rajiv Gandhi Salai, Chennai – 600119
www.sathyabama.ac.in

SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **SAI BALAJI T K** (40410149) who carried out the project entitled “**AN ANALYSIS OF EMPLOYEE’S WELFARE MEASURES IN BPO INDUSTRY, CHENNAI**” under my supervision from 1st January 2022 to 31st March 2022

Internal guide

Dr. BHUVANESWARI .G
Dean – School of Management Studies

Submitted for Viva voce Examination held on _____

Internal Examiner

DECLARATION

I, SAI BALAJI T K (40410149) hereby declare that project Report entitled "ANALYSIS OF EMPLOYEE'S WELFARE MEASURES IN BPO INDUSTRY, CHENNAI" done by me under the guidance of Dr. Princy.A.S at Sathyabama institute of Science and technology is submitted in partial fulfilment of the requirement for the award of master of business administration degree.

DATE:

PLACE:

SAI BALAJI T K

ACKNOWLEDGEMENT

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

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

I would like to express my sincere and deep sense of gratitude to my Project Guide **Dr. Princy.A.S** for her 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 department of management studies who were helpful in many ways for the complete of the project.

SAI BALAJI T K

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ABSTRACT

Welfare measures may be both statutory and non-statutory, laws require the employer to extend certain benefits to employees in addition to wages or salaries. It raises the standard of living of workers by indirectly reducing the burden on their pocket. The work place should provide reasonable amenities for the worker's essential need. In the present study an attempt has been made to study the employee welfare facilities and its impact on employee's efficiency on BPO industry. The welfare facilities were analyzed based on primary research on the sample of hundred employees by administering the questionnaire to them. SPSS software was used for the detailed analysis. It can be concluding that the employee welfare facilities provided by the company to employees are satisfied but still there is a scope for further improvement. So that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals. A convenient sampling technique tool was adopted for data collection. Sample size taken in this 104 employees. The data is collected through questionnaire. Percentage Analysis and Chi-Square test are the two analytical tools used in this study *Employee welfare means anything done for the comfort and (intellectual or social) improvement of the employees, over and above the wages paid.*

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AN ANALYSIS OF EMPLOYEE'S WELFARE MEASURES IN BPO INDUSTRY, CHENNAI

I. INTRODUCTION

Welfare measures are **something that is available to employees in addition to regular wages and other economic benefits under legal provisions and collective bargaining**. The perseverance of employee welfare is to improve the working class which in turn makes a worker a good employee and a happy citizen.

Definition of Employee Measures :

Employees Welfare is a term which includes the perks and benefits provided to the employees of the organization apart from their regular salary or remuneration, the main motive of serving employee benefits services is to improve or enhance the employee's well-being.

Measures of Employee Welfare

Statutory Measures

- *Working Hours Limit*
- *Providing First Aid Facility*
- *Canteen Facility*
- *Drinking-Water Facility*
- *Sanitation Facility*
- *Washing Facility*
- *Maternity Benefits*

Voluntary Measures

- *Recreation Facility*
- *Education Facility*
- *Transport Facility*
- *Free Meal Facility*

Statutory Measures

Measures or benefits decided or set up by the government as a legal obligation for an employer for safeguarding the employee's interest at their workplace are the statutory measures which include:

- **Working Hours Limit:** As per labour act time for which the employee will work is defined as maximum 9 hours per day, if any over-time work is taken above 9 hours it will be remunerated twice the regular salary for an hour.
- **Providing First Aid Facility:** Providing adequate first aid facilities to the employees is morale as well as statutory responsibility of the employer against his/her employees. So that in case of any medical emergency or mishappening timely and appropriate treatment can be provided.
- **Canteen Facility:** Every organization should have a facility of a canteen for the employees within an organization so that they need not rush outside for lunch. However free meals services are apart from this service as they are voluntary services provided by the organization to their employees, but canteen facility is a paid service by an organization, and therefore the employee needs to pay from his pocket for the food or beverage he/she consumes.
- **Drinking-Water Facility:** An organization must fulfill the general necessities of an employee within an organization, and the drinking water is one of the essential need of any human; thus it's the responsibility of the employer to look after this service necessarily.
- **Sanitation Facility:** Providing proper sanitation facilities to the employees working in the organization is legal as well as the moral duty of the employer. Separate toilets should be provided for male and female employees.
- **Washing Facility:** Segregate washing space should be provided to the employees of the organization.
- **Maternity Benefits:** This facility is provided to the female employees of the company while they conceive or give birth to a child, the employee gets a pay

without work as an employee benefit and a leave of 6 months for taking care of her child.

Voluntary Measures

These are the measures which are voluntarily provided by the employer to the employees without and legal obligation just to facilitate them as much as the employer can.

Some of the voluntary measures are as follows:

- **Recreation Facility:** Recreation facilities are the facilities provided to the employees to refresh them from the stress and burden of continuous work; the facilities involve gaming, spa and organizing small get to-gathers. However, the employer is not legally bound to provide such facilities, but with an increasing stress level now-a-days the big multinational companies provide such facilities to their employees on their cost, to improve the efficiency of the employees.
- **Education Facility:** Some organization facilitates the schooling facilities for the children of the employees working in their organization; however, it is not a statutory obligation for an employer it totally depends upon the employer's ability and wishes to provide such facility or not.
- **Transport Facility:** Organizations which emphasis concern towards their employees and take care about their safety facilitates the cab facility, especially considering their female employee's safety, as working hours may differ and shifts may vary from day to night.
- **Free Meal Facility:** Beverages and snacks provided to the employees during the working hours are known as a free meal facility provided to the employees.

INDUSTRY PROFILE

- India's BPO handles **56% of the world's business process outsourcing**.
- The demand for Indian BPO services has been growing at an **annual growth rate of 50%**.
- **70%** of India's BPO industry's revenue is from **contact centers**, **20%** from **data entry work**, and the remaining **10%** from **information technology**-related work.
- The BPO sector in India is estimated to have reached **54% growth in revenue**.
- The BPO industry in India has provided jobs for over **74,400 Indians**. The Indian BPO sector is soon to employ over **1.1 million Indians**.
- More than **82% of American companies** grade India as their first choice for software outsourcing. A large number of multinational companies are outsourcing their business process to [Indian BPO companies](#). India's share of the global offshore outsourcing market for **software** and **back-office services** is **46%**. Low training costs in India allow professionals to be continually updated on emerging technologies which is a critical success factor.

II. REVIEW OF LITERATURE

Anand (2010) stated in his research work that employees of IT sector in Chennai district are satisfied with the welfare measures provided by the company. But researcher also suggested some recommendation pertaining to periodic audit of welfare programs by management, personality & stress management etc. Modifications are requiring in the field of safety consciousness, grievance handling & sexual harassment especially for women employees.

Logasakthi K (2013) inferred that most of the respondents are satisfied with the facilities provided by the organization. Some of the employees are not satisfied with medical reimbursement facilities.

Lalitha and Priyanka, (2014) has conducted a study on “Employee welfare measures with reference to IT industry”. The study identifies the employee welfare measures adopted in IT industry. The basic purpose of employee welfare is to enrich the life of employees and keep them happy. Employees spend at least half their time at work or getting to it, or leaving it. People are entitled to be treated as full human beings with personal needs, hopes and anxieties.

Thiruvengkata and Thangapandian (2017) has conducted a study on “Employee satisfaction on welfare facilities.” This study aims to find out the satisfaction of the employee, whether the company is providing welfare facilities. The welfare schemes in every organization facilitate impetus for employee and employer relations. It's besides removing dissatisfaction help to develop loyalty in workers towards the organization. Welfare facilities help in motivating and retaining employee within the organization.

Sai Anil Kumar and Anil Kumar (2018), has conducted a study on “Labour Welfare Measures in Singareni Collieries Company Limited.” The study clearly states that Labour is an important element in any Industry. Labour Welfare measures are made by the employers to their labour to improve the standard of living, which effects the productivity of the worker in a positive way. This article reviews the welfare measures implemented by the company. The areas covered under review

are canteen facility, education, housing, Singareni Seva Samithi (SSS). It also examines the terminal benefits like coal mine provident fund and pension scheme

Seetha and Aruna (2019) has conducted a study on “Employees Welfare Measures: Importance, Statutory Provisions and Various Agencies Protecting the Welfare of Employees”. The study explains about the Employees welfare includes various facilities, services and amenities provided for improving their health, efficiency, economic betterment and social status of the workers. Welfare measures may be introduced by the employers, government, employees or by any social or charitable agency.

Anand (2010) stated in his research work that employees of IT sector in Chennai district are satisfied with the welfare measures provided by the company. But researcher also suggested some recommendation pertaining to periodic audit of welfare programs by management, personality & stress management etc. Modifications are requiring in the field of safety consciousness, grievance handling& sexual harassment especially for women employees.

Balaji (2013) explored the influence of rewards & welfare on job satisfaction & productivity of both public & private sector employees in measure Industrial cities of Tamilnadu. The working environment was faire in terms of office accommodation & furniture, working material, health & safety facilities but on the other side he recommended salary increment, allowances, bonus, fringe benefit & compensation on regular & specific periods to keep their moral high & make them productive.

Bhagat (2015) revealed that cleanliness is the big issue in Nashik MIDC. She suggested that cleanliness should be improved, clean & adequate latrines & urinals at the work place improve indirect motivation to employees.

Bhati p. (2013) identified in her research work that the different provisions provided to the employees under factories Act 1948 are showing positive relation with the employee's satisfaction. Company should know the requirement of employees in term of different non-financial motivational tools. This study can be useful for identifying the factories which needs to employee satisfaction &

company can use those factors retention tool for retaining employees in the organization.

Bosibori (2012) suggested that govt. through national police service in Kenya(KISII central district) should improve the provision of health services, welfare amenities& social services provided to the police officers so has to improve service delivery & also recommended that govt. should be well formulated policies on each areas of welfare services in the national police service in KISII central district

Chahal (2013) inferred from her research work that some factors like working environment, performance appraisal techniques , relationship other employees etc. are contributing towards job satisfaction in bank employees, while job dissatisfaction caused by working hours(lack of training & development) of frequent transfers of the employees . He suggested that employee welfare measures/facilities of job security should be given at most importance so that the employee turnover may be restricted.

Gope (2013) studied the employee per section on quality of work life in sugar mills of Uttar Pradesh(UP) found that private sugar mill employees enjoys better QWL practices in comparison to cooperative sector or employees. On lighting facilities (LF), safety measure (SF), health facilities (HF), welfare facility (WF), etc. but cooperative sugar mill employees enjoys better employee welfare facilities &supervisor interference (SI) to private sugar mill employees. He suggested that to improve QWL is first to identify & then try to satisfy employees important needs in through their experience in their working environment.

Gurusamy (2012) asserted that there is no significant relationship between the sex of the respondent& level of satisfaction on washing facilities in textile industry at Coimbatore district. Also he stated that there is a positive relationship the income of the respondent& the level of the satisfaction on canteen facilities.

Hangarki (2014) revealed the relationship between employee satisfaction level & welfare measures in selected national bank in Hyderabad Karnataka region. It is clear that welfare facilitated employment by bank are not equally satisfactory to

all employees. Most of the employees are dissatisfied with the clarity and transparency in communication, training & development, lunch rooms & rest rooms, health checkup camp etc. He recommended some measures but separate lunch room & rest rooms are most important in those amenities because employees are very inconvenient to have their lunch in front of the customer.

Jain (2012) implied by her research work that public sector bank employees are more satisfied with his jobs rather than private bank employees the main cause of dissatisfaction among private bank employees are job in security their jobs are highly competitive. Also welfare facilities and clearly defined & legally enforced in public sector banks while there is neither well planned nor well executed welfare facilities in private banks. This is other reason of dissatisfaction among private bank employees. Employee's turnover high & job security low in private bank employees.

Jeyapragash (2013) Studied organizational climate in total 14 banks which are 10 private sectors, new private sector & public sector banks & 280 respondents. From dindigul district, Tamilnadu the result showed that organization climate within public sector bank employees were good compared to the other private banks. They recommended other banks to improve in the level of organizational climate, performance appraisal, and image of your bank, training & development, employee grievance handling procedure etc.

Kumar (2013) described that 100% employees of Tamilnadu state transport corporation, Villupuram division were aware of the welfare measures in Public Sector Transport Corporation. Researcher found that most of the employees were do not satisfied with welfare measures such as canteen, night duty, rest rooms & gratuity 89% employees said work load is very high. Researcher suggested the govt. to take keen interest to fill up the vacancies to share the work among them as employees are burdened with heavy work load.

Logasakthi K (2013) inferred that most of the respondents are satisfied with the facilities provided by the organization. Some of the employees are not satisfied with medical reimbursement facilities.

Madhesh (2014) instated that employees having 5-10 years' experience are highly satisfied welfare measures provided by their companies in SIPCOT industrial area in Tamilnadu. He suggested some recommendations regarding welfare inspector, transfer policies & disciplinary rules for betterment of employees.

Okereke (2010) revealed that there complete absence of welfare measures in patani local govt. council, Delta state Nigeria. There is general awareness about staff welfare among employees. Staffs were totally neglected by council. The working environment was poor or path. He informs of office accommodation & furniture working materials, monetary incentives & unreliable health of safety facilities etc. Job satisfaction among employees are very low which leads to poor productivity or performance .Okereke suggested that significant efforts should be made to improve employee job capabilities through training, improve working condition & general welfare , which leads to increase productivity or enhanced moral & performance.

Prabhakar S (2013) found employees of Don bosco college of arts and science Sogathur,Dharampuri,Tamilnadu,are very satisfied with intramural facilities but they is a need of further development in the areas of extra mural facilities like transport, leave facility, maternity benefits, promotion for the staff in college etc. Researchers recommended fixing pay scale for experienced staff in tune with the cost of living and have to think high salaries for those awarded Ph.D.

Priyanka (2014) was taken 100 respondents from IT industry at Guntur, Andhra Pradesh & resulted that companies are very keen in promoting all the welfare facility provided by the IT industry.

Reenu (2013) Described that the retail stores at Udaipur, Rajasthan are providing intramural & extra mural facilities. Even they are providing several amenities that may improve health & leaving standards of employees. Researcher also suggested retail stores should provide transportation facilities, different sport activities, accommodation facilities or allowances, sponsor for the higher education to deserving candidate etc.

Regi (2013) stated that Indian overseas bank (IOB) gives more welfare schemes to their employees such as safety measures, promotion facility, recreational facility etc. but they are lacking in canteen facility , rest room & toilet facility, ID card issue but the overall satisfaction level of IOB employees about welfare measures are satisfactory. Sabarinathan S mentioned the 78 % of the respondents are satisfied with welfare measures implemented by Erode district cooperative milk producers union Ltd.Tamilnadu. Employees are satisfied with canteen facilities. Researcher suggested that management should convert level of satisfactory into highly satisfactory.

Sabarirajan (2010) concluded that the employees of textile mills in Salem district are satisfied with the welfare facilities provided by the organization. But some modification are required in the field of recreation, safety equipment's, over time payments, grievance handling etc. Betterment is requiring in the work of co-operative societies which runs by the trade union. Salaria (2013) studied about employee welfare measures in auto sector at NCR Delhi & asserts that employees in auto sector (NCR Delhi) are highly satisfied with internal mural welfare measures & few are dissatisfied with extramural welfare measurer. Perception of the employees on total welfare measures is satisfied.

Satyanarayana M. (2012) Revealed that overall satisfaction level of KCP Ltd. Employees at Macherla, Andhra Pradesh is satisfactory. However researcher suggested some measures for further improvement that are productivity – linked annual bonus subsidized food in canteen, four pairs of uniforms & increase the quantity of provisions in the co-operative stores. Such measures will enrich the employees standard of living & satisfaction level. Satyanarayana Stated about employees of sugur factories in east Godavari district are satisfied with the welfare measures given by the company. Most of the employees having experience between 5-10 years are highly satisfied with welfare measures. Researcher recommended some measures improvement in safety equipment, over time payments, compensatory arrangements on medical grounds, promotion etc.

Shelar (2013) identified the effective & welfare provisions on manufacturing industrial units & service industrial unit in Karad taluka, District Satara, Maharashtra. She found that employee welfare & social security measures offered by management of service industries in Karad taluka are not effective in reducing employee absenteeism of turnover management employees are satisfied or moderately satisfied with some provisions while service employees have problem related to employment security to boost the employees morale, both industries units should provide good working conditions, co-operative societies, canteen, libraries to their employees.

Shrinivas K T (2013) conducted research work at BOSCH Ltd. Bangalore division on 100 employees. Researcher concluded that employee welfare facilities are satisfied such as canteen facilities, transport & parking, uniform & safety shoes etc. but employees are dissatisfied with medical & first aid due to improper maintenance of medicine & less no. physicians, rest rooms & recreational facilities are poor due to lack of maintenance.

Sinha (2013) revealed by his research work that the overall employees of KRIBHCO, Surat, Gujarat state. Were satisfied with their organization but the satisfaction level of employees differ significantly as per the salary. Researcher also concluded regarding training opportunities & job rotation between different age groups & gender groups that no significant difference of satisfaction level.

Tatareddy M (2014) implied by research work that majority of the respondents of Secunderabad division of railway are satisfied with the welfare measures which they are provided. Employees are satisfied with both Intra-mural e.g. medical, canteen, water, washing and bathing, safety measures etc. And extra-mural e.g. housing, recreational, educational, holiday homes, retirement benefits etc. Researcher further suggested recommendation in the areas of housing societies for railway men, better equipped hospitals and clinics, educational facilities in the technical education etc.

Upadhaya (2006) studied an awareness and implementation of labour welfare measures in Garment and hosiery industry of Noida depicted a pathetic or quite

deplorable picture of this area. 52% respondents belonging to the unskilled category and they are mobile in nature or contractual and piece rate workers. There is no general awareness among employees. 30% workers were not being provided paid weekly holidays in case of piece rate worker and casual workers. Only 10% of the units were providing food facility to its workers on a subsidized basis. No other non –statutory facility being provided to workers.

Venugopal (2011) described that employees in industrial cluster at chittoor district, Kerala are availing statutory & non-statutory welfare facility but employees are expecting some more welfare facility like gratuity, pension, welfare fund, so that they may retained employees & their quality of work life. Researcher also strongly recommended that industry should provide timely help to the work force when they are in trouble such as conveyance to hospital when injured, medicines etc

III. RESEARCH METHODOLOGY

3.1 NEED FOR THE STUDY

- ✓ To know the level of awareness of employees about the various welfare measures provided to them.
- ✓ To study how the welfare facilities provided help in increasing the services and job satisfaction.
- ✓ The employers need welfare activities to discharge their social responsibility, raise the employees morale use the work force more effectively and to reduce function with workers and to avoid Welfare facilities besides removing dissatisfaction help to develop loyalty in workers towards the organization.
- ✓ To offer useful suggestions for improving the effectiveness of welfare measures.

3.2 IMPORTANCE OF THE STUDY

- To Enhance employee retention.
- To Increase productivity.
- To Increase customer satisfaction.
- To Reduce turnover, recruiting and training casts.
- To Enhance customer, satisfaction and loyalty
- To More energetic employees.
- To Improve teamwork.

3.3SCOPE OF THE STUDY

- Scope of labour welfare takes care of workers' life from cradle to grave as employees' state insurance scheme provides medicine to a worker child and provides funeral benefit to a worker after his last minutes in this world. Scope of labour welfare includes statutory and non-statutory welfare amenities which are also increasing day-by-day and in most of workers' welfare is by and large acceptable to society.
- On the whole labour welfare aims at minimizing stress and strains of industrial workers. It observes that workers get clean and neat environment of work. They should get safe working conditions with minimum hazards of work life. They should be able to live a life with dignity, status and self-respect Scope differs from industry-to-industry and country-to-country.

3.4 OBJECTIVE OF THE STUDY

The study approaches the problem from the viewpoint of both the employees ealfare measures. The following are the broader objectives of the study:

3.4.1 Primary Objective:

- To analyse employee's welfare measures

3.4.2. Secondary Objective

- To identify intramural factors affecting employee welfare measures.
 - ✓ Restroom
 - ✓ Canteen
 - ✓ Workplace
 - ✓ Water Facility
 - ✓ Performance Appraisal
 - ✓ Safety measures
 - ✓ First aid measures
- To identify extramural factors affecting employee welfare measures.
 - ✓ Transport
 - ✓ Vocational Training
 - ✓ Leave
 - ✓ Fringe benefits
 - ✓ Work environment
 - ✓ Medical benefit
 - ✓ Maternity/ Paternity benefit
- To analyze the employee's opinion, views regarding the welfare facilities provide by the organization.

3.5 RESEARCH DESIGN

A quantitative, Descriptive approach was adopted to investigate the work life balance of employees.

3.5.1 STUDY AREA

The study where conducted within the limited area. The data Collected from the employees whose working place is Chennai. Therefore the data is expected to possess certain degree of baseness due to indeterminacy principle responding.

3.5.2 POPULATION

In this study the population was the employees working in Chennai city.

3.5.3 SAMPLE PLAN

- Sample size
- Sample technique

3.5.4 SAMPLE SIZE

Sample size is 105 limited therefore the inference may not be standardized.

3.5.5 SAMPLE TECHNIQUE

Though it is freelance project. People working around Chennai city are taken as sample. So, Convenient sampling technique is used.

3.6 SOURCES OF DATA USED IN STUDY:

- Primary data
- Secondary data

PRIMARY SOURCE OF DATA:

The primary data are collected from the respondents (employees) of the study directly to know their opinion about effective grievance handling procedures practiced in the organization

- Questionnaire: A Questionnaire has been prepared and distributed among the respondents (employees) for both executives and non-executives.

SECONDARY SOURCE DATA:

The secondary data is that which have been already collected by someone or else which have been passed through statistical data can be categorized into two broad categories named published and unpublished statistics. Various sources are available namely documents, books, magazines, journals and also collected from various files, and websites.

3.7 STRUCTURE OF QUESTIONNAIRE

Questionnaire was divided into two sections. First part was designed to know the general information about customers and the second part contained the **respondent's opinions about employee welfare measures**

3.8 SAMPLING TECHNIQUE

3.8.1 Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach

3.9 DATA COLLECTION METHOD

In this study data was collected by issuing questionnaire to the employees who are working in Chennai.

3.10 PERIOD OF THE STUDY

The Period of the study is 1 month. Since the time span is 1 month it becomes very difficult to complete the project.

3.10 ANALYTICAL TOOLS

3.10.1 Percentage Analysis:

Percentage analysis is applied to create a contingency table from the frequency distribution and

represent the collected data for better understanding.

3.10.2 Chi-Square Test:

A chi square statistic is a test that measures how expectations compare to actual observed data.

The data used in calculating a chi square statistic must be random, raw, mutually exclusive, drawn from independent variables, and drawn from a large enough.

3.11 LIMITATIONS OF THE STUDY:

- Duration of the project is only 30 days which is not sufficient for a detail study.
- Personal Bias of the respondent and their busy schedule also was a limiting factor in the collection of the data

- The perception bias or attitude of the respondents may also act as hurdle to the study. Some of the employees had not co-operated in filling up and answering the questionnaire.

IV. DATA ANALYSIS AND INTERPRETATION

TABLE:4.1.1

TABLE SHOWING AGE WISE OF THE RESPONDENTS

AGE	NO. OF. RESPONDENTS	PERCENTAGE
20-25	43	41.34%
26-30	30	28.9%
31-35	12	11.5%
36-40	9	9.6%
Above 40 years	10	8.66%
TOTAL	104	100

SOURCE:Primary Data

What is your age?

104 responses

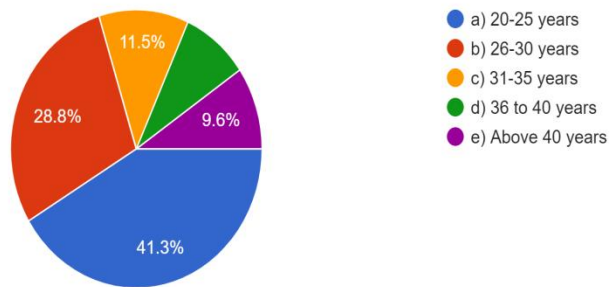


CHART NO 4.1.1 CHART SHOWING AGE WISE CLASSIFICATION OF RESPONDENTS INTERPRETATION

From the above table it is interpreted that 70.2% of the respondents fall between 20-25 years age category, 24.6% of the respondents are in the age category of between 26-30 years, 5.2% of the respondents fall in the category of 31-35 years.

TABLE- 4.1.2

TABLE SHOWING GENDER OF THE RESPONDENTS

GENDER	NO. OF. RESPONDENTS	PERCENTAGE
MALE	30	28.8%
FEMALE	74	71.2%
TOTAL	104	100

SOURCE: Primary data

What is your Gender?
104 responses

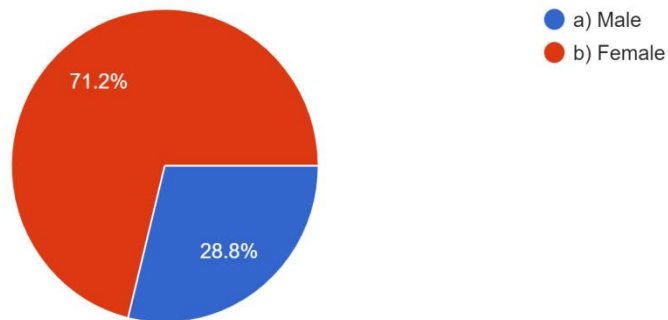


CHART NO 4.1.2 CHART SHOWING GENDER OF THE RESPONDENTS

INTERPRETATION:

From this above table it is interpreted that 74.5% of the respondents are male, 19.3% of the respondents are female, 6.2% of the respondents are not interested to mention.

TABLE:4.1.3

TABLE SHOWING QUALIFICATION OF THE RESPONDENTS

QUALIFICATION	NO. OF.RESPONDENTS	PERCENTAGE
UNDERGRADUATE	16	15.4%
POSTGRADUATE	55	52.9%
PROFESIONAL	33	31.7%
TOTAL	104	100

SOURCE:Primary Data

What is your Qualification?

104 responses

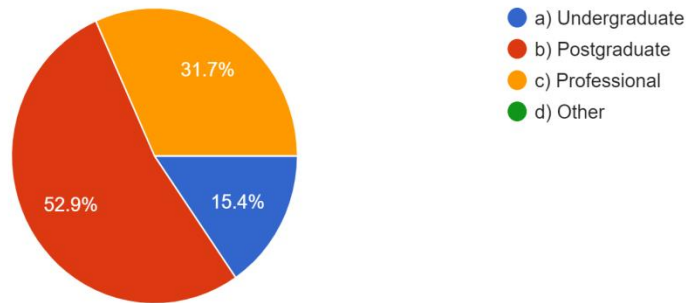


CHART NO 4.1.3 CHART SHOWING QUALIFICATON OF THE RESPONDENTS INTERPRETATION:

From the above table it is interpreted that 40.4% of the respondents are undergraduate, 43.9% of the respondents are postgraduate, 12.3% of the respondents are professionals, 3.4% of the respondents are other.

TABLE 4.1.4

TABLE SHOWING INCOME OF THE RESPONDENTS

INCOME	NO. OF. RESPONDENTS	PERCENTAGE
11000-20000	10	9.6%
21000-300000	31	29.8%
31000-40000	35	33.7%
41000-50000	25	24%
Above 50000	3	2.9
TOTAL	104	100

SOURCE: PRIMARY DATA

What is your Income?
104 responses

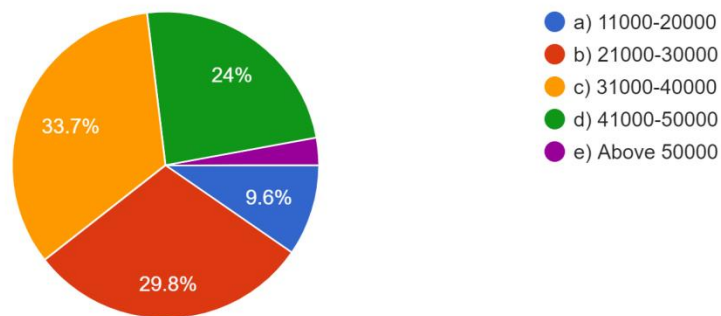


CHART NO 4.1.4 CHART SHOWING INCOME OF THE RESPONDENTS

INTERPRETATION:

From the above table it is interpreted that 21.1% of the respondents income are between 10000- 15000,12.3% of the respondents are income are between 15000- 20000, 21.1% of the respondents are income are between 20000-25000, 28.1% of the respondents are income are between 25000- 30000,17.5% of the respondents are income are above 30000.

TABLE 4.1.5

TABLE SHOWING WORK LIFE BALANCE OF RESPONDENTS

WORK LIFE BALANCE OF RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	29	27.9%
Satisfied	44	42.3%
Neutral	27	26%
Dissatisfied	3	3.12%
Highly Dissatisfied	1	1.04%
TOTAL	104	100

SOURCE: PRIMARY DATA

Work life balance In your Organization
104 responses

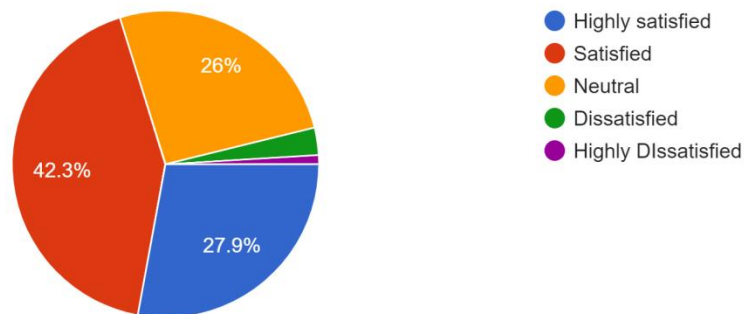


CHART NO 4.1.5 CHART SHOWING WORK LIFE BALANCE OF RESPONDENTS

INTERPRETATION:

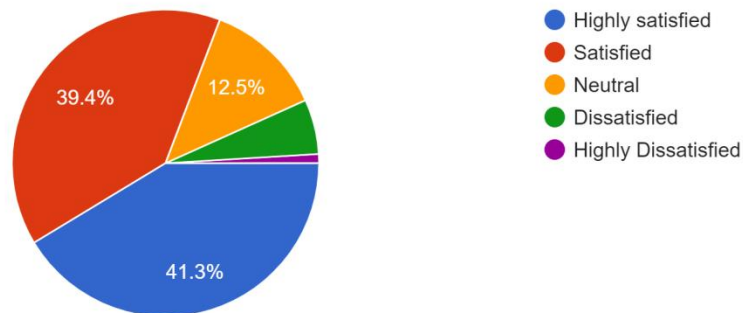
From the above table it is interpreted that 27.9% of the respondents are highly satisfied with work life balance, 42.3% of the respondents are satisfied with work life balance, 56% of the respondents are either satisfied nor dissatisfied with work life balance, 3.12% of the respondents are dissatisfied with work life balance, 1.04% of the respondents are highly dissatisfied with work life balance

TABLE 4.1.6**TABLE SHOWING CANTEEN FACILITIES OFFERED TO RESPONDENTS**

CANTEEN FACILITIES OFFERED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	43	41.3%
Satisfied	41	39.4%
Neutral	13	12.5%
Dissatisfied	6	6.24%
Highly Dissatisfied	1	1.04%
TOTAL	104	100

SOURCE: PRIMARY DATA

Canteen facilities offered by your organization
104 responses

**CHART NO 4.1.6 CHART SHOWING WORK CANTEEN FACILITIES OFFERED TO RESPONDENTS****INTERPRETATION:**

From the above table it is interpreted that 41.3% of the respondents are highly satisfied with canteen facilities, 39.4% of the respondents are satisfied with canteen facilities, 12.5% of the respondents are either satisfied nor dissatisfied with canteen facilities, 6.24% of the respondents are dissatisfied with canteen facilities, 1.04% of the respondents are highly dissatisfied with canteen facilities.

TABLE 4.1.7

TABLE SHOWING WORKING HOURS OF THE RESPONDENTS

WORKING HOURS OF THE RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	46	45.1%
Satisfied	33	32.4%
Neutral	17	16.7%
Dissatisfied	4	4.16%
Highly Dissatisfied	4	4.16%
TOTAL	104	100

SOURCE: PRIMARY DATA

Working hours in the organization
102 responses

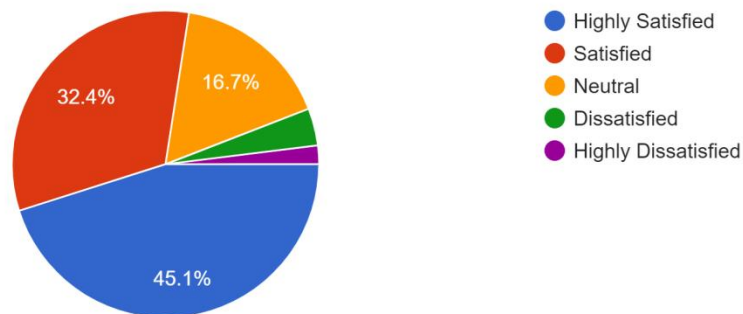


CHART NO 4.1.7 CHART SHOWING WORKING HOURS OF THE RESPONDENTS

INTERPRETATION:

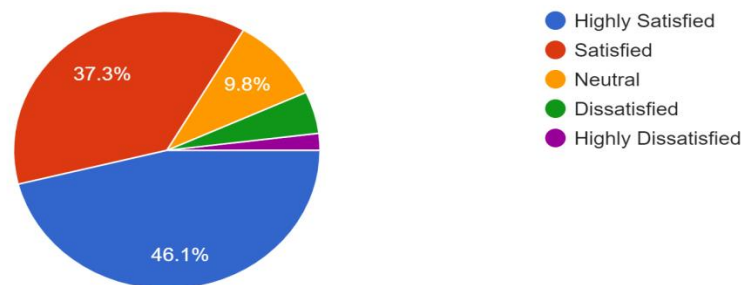
From the above table it is interpreted that 45.1% of the respondents are highly satisfied with working hours in the organization, 32.4% of the respondents are satisfied with working hours in the organization, 16.7% respondents are neutral, 4.16% respondents are dissatisfied with working hours in the organization, 4.16% respondents are highly dissatisfied with working hours in the organization.

TABLE 4.1.8**TABLE SHOWING IMPLEMENTATION OF NEW TECHNOLOGY BY OUR ORGANISATION**

IMPLEMENTATION OF NEW TECHNOLOGY BY OUR ORGANISATION	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	47	46.1%
Satisfied	38	37.3%
Neutral	10	9.8%
Dissatisfied	5	5.2%
Highly Dissatisfied	4	4.16%
TOTAL	104	100

.SOURCE: PRIMARY DATA

Implementation of new technology by your organization
102 responses

**CHART NO 4.1.8 CHART SHOWING IMPLEMENTATION OF NEW TECHNOLOGY BY OUR ORGANISATION****INTERPRETATION:**

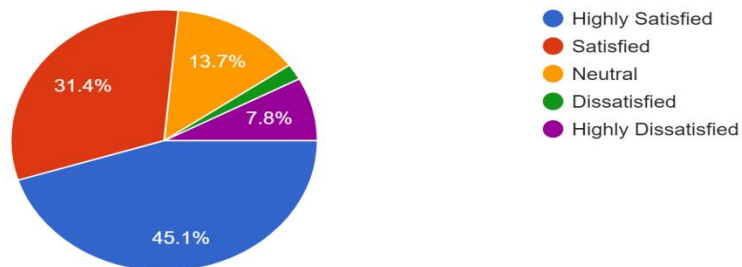
From the above table it is interpreted that 46.1% of the respondents are highly satisfied with implementation of new technology, 37.3% of the respondents are satisfied with implementation of new technology, 9.8% of the respondents are either satisfied nor dissatisfied with implementation of new technology, 5.2% of the respondents are dissatisfied with implementation of new technology, 4.16% respondents are highly dissatisfied with implementation of new technology.

TABLE 4.1.9**TABLE SHOWING GOOD CAREER PROSPECTS FOR RESPONDENTS**

GOOD CAREER PROSPECTS FOR RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	46	45.1
Satisfied	32	31.4%
Neutral	14	13.7%
Dissatisfied	2	2.08%
Highly Dissatisfied	10	7.8%
TOTAL	104	100

SOURCE: PRIMARY DAT

Good career prospect in your organisation
102 responses

**CHART NO 4.1.9 CHART SHOWING GOOD CAREER PROSPECTS FOR RESPONDENTS****INTERPRETATION:**

From the above table it is interpreted that 45.1% of the respondents are highly satisfied with career prospects, 31.4% of the respondents are satisfied with career prospects, 13.7% of the respondents are either satisfied nor dissatisfied with career prospects, 2.08% of the respondents are dissatisfied with career prospects, 7.8% of the respondents are highly dissatisfied with career prospects.

TABLE 4.1.10

TABLE SHOWING SAFETY MEASURES OFFERED TO RESPONDENTS

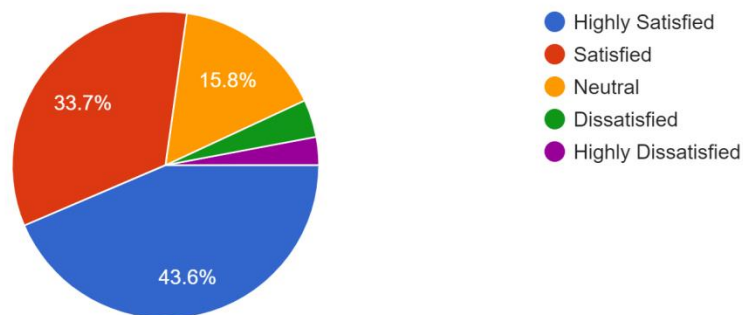
SAFETY MEASURES OFFERED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	44	43.6%
Satisfied	34	33.7%
Neutral	16	15.8%
Dissatisfied	4	4.16%
Highly Dissatisfied	6	6.24%
TOTAL	104	100

SOURCE: PRIMARY DAT

CHART NO 4.1.10 CHART SHOWING SAFETY MEASURES OFFERED TO RESPONDENTS

safety measures offered by your organization

101 responses



INTERPRETATION:

From the above table it is interpreted that 43.6% of the respondents are highly satisfied with safety measures, 33.7% of the respondents are satisfied with safety measures, 15.8% of the respondents are either satisfied nor dissatisfied with safety measures, 4.16% of the respondents are dissatisfied with safety measures, 6.24% of the respondents are highly dissatisfied with safety measures providing in organization.

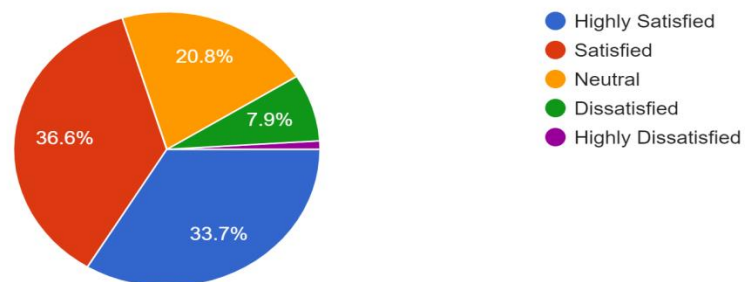
TABLE 4.1.11

TABLE SHOWING FIRST AID FACILITIES PROVIDED TO RESPONDENTS

FIRST AID FACILITIES PROVIDED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	34	33.7%
Satisfied	37	36.6%
Neutral	21	20.8%
Dissatisfied	8	7.9%
Highly Dissatisfied	4	4.16%
TOTAL	104	100

SOURCE: PRIMARY DAT**CHART NO 4.1.11 CHART SHOWING FIRST AID FACILITIES PROVIDED TO RESPONDENTS**

First aid facilities provided by the organization
101 responses

**INTERPRETATION:**

From the above table it is interpreted that 33.7% of the respondents are highly satisfied with first aid facilities, 36.6% of the respondents are satisfied with first aid facilities, 20.8% of the respondents are either satisfied nor dissatisfied with first aid facilities, 7.9% of the respondents are dissatisfied with first aid facilities, 4.16% of the respondents are highly dissatisfied with first aid facilities providing in organization.

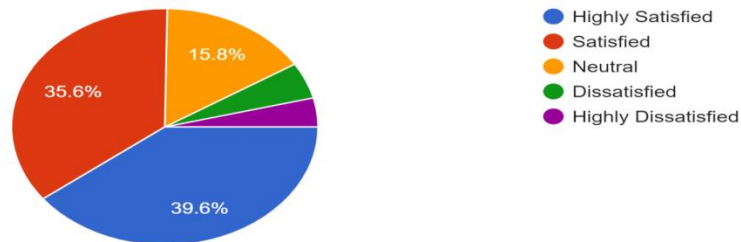
TABLE 4.1.12

TABLE SHOWING FAMILY WELFARE BENEFITS SCHEMES FOR RESPONDENTS

FAMILY WELFARE BENEFITS SCHEMES FOR RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	40	39.6%
Satisfied	36	35.6%
Neutral	16	15.8%
Dissatisfied	5	5.2%
Highly Dissatisfied	7	7.28%
TOTAL	104	100

SOURCE: PRIMARY DAT**CHART NO 4.1.12 CHART SHOWING FAMILY WELFARE BENEFITS SCHEMES FOR RESPONDENTS**

Family welfare benefits schemes
101 responses

**INTERPRETATION:**

From the above table it is interpreted that 39.6% of the respondents are highly satisfied with family welfare benefits scheme, 35.6% of the respondents are satisfied with family welfare benefits scheme, 15.8% of the respondents are either satisfied nor dissatisfied with family welfare benefits scheme, 5.2% of the respondents are dissatisfied with family welfare benefits scheme, 7.28% of the respondents are highly dissatisfied with family welfare benefits scheme providing in organization.

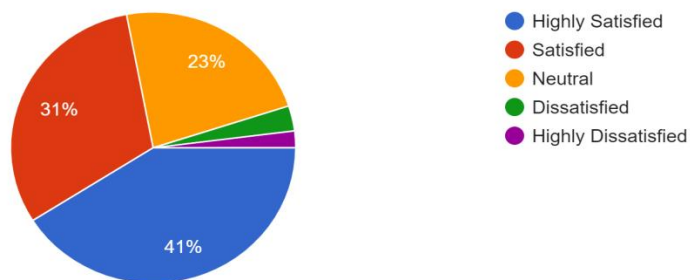
TABLE 4.1.13

TABLE SHOWING FRINGE BENEFITS OFFERED TO RESPONDENTS

FRINGE BENEFITS OFFERED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	41	41%
Satisfied	31	31%
Neutral	23	23%
Dissatisfied	3	3.12%
Highly Dissatisfied	6	6.24%
TOTAL	104	100

SOURCE: PRIMARY DAT**CHART NO 4.1.13 CHART SHOWING FRINGE BENEFITS OFFERED TO RESPONDENTS**

fringe benefits offered by you organization
100 responses

**INTERPRETATION:**

From the above table it is interpreted that 41% of the respondents are highly satisfied with fringe benefits, 31% of the respondents are satisfied fringe benefits, 23% of the respondents are either satisfied nor dissatisfied with fringe benefits, 3.12% of the respondents are dissatisfied with fringe benefits, 6.24% of the respondents are highly dissatisfied with fringe benefits offering in organization.

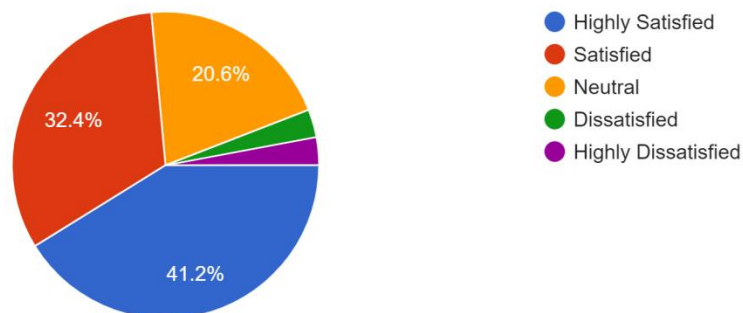
TABLE 4.1.14

TABLE SHOWING MEDICAL FACILITIES OFFERED TO RESPONDENTS

MEDICAL FACILITIES OFFERED O RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	42	41.2%
Satisfied	33	32.4%
Neutral	21	20.6%
Dissatisfied	3	3.12%
Highly Dissatisfied	5	5.24%
TOTAL	104	100

SOURCE: PRIMARY DATA

Medical facilities provided your organization
102 responses

**CHART NO 4.1.14 CHART SHOWING MEDICAL FACILITIES OFFERED TO RESPONDENTS****INTERPRETATION:**

From the above table it is interpreted that 41.2% of the respondents are highly satisfied with medical facilities, 32.4% of the respondents are satisfied medical benefits, 20.6% of the respondents are either satisfied nor dissatisfied with medical benefits, 3.12% of the respondents are dissatisfied with fringe benefits, 5.24% of the respondents are highly dissatisfied with medical benefits offering in organization.

TABLE 4.1.15

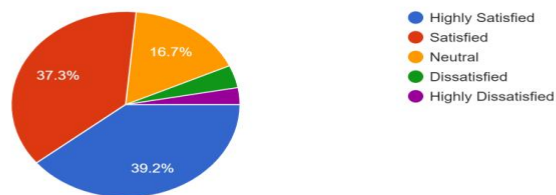
TABLE SHOWING VOCATIONAL TRAINING OFFERED TO RESPONDENTS

VOCATIONAL TRAINING OFFERED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	40	41.6%
Satisfied	38	39.52%
Neutral	17	17.68%
Dissatisfied	4	4.16%
Highly Dissatisfied	5	5.2%
TOTAL	104	100

SOURCE: PRIMARY DATA

CHART NO 4.1.15 CHART SHOWING VOCATIONAL TRAINING OFFERED TO RESPONDENTS

Vocational training provided by the organisation
102 responses

**INTERPRETATION:**

From the above table it is interpreted that 41.6% of the respondents are highly satisfied with vocational training, 39.52% of the respondents are satisfied with vocational training, 17.68% of the respondents are either satisfied nor dissatisfied with vocational training, 4.16% of the respondents are dissatisfied with vocational training, 5.2% of the respondents are highly dissatisfied with vocational training offering in organization.

TABLE 4.1.16

TABLE SHOWING SALARY PACKAGE ACCORFING TO RESPONDENTS WORK

SALARY PACKAGE ACCORDING TO RESPONDENTS WORK	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	35	39.6%
Satisfied	41	35.6%
Neutral	20	15.8%
Dissatisfied	5	5.2%
Highly Dissatisfied	3	3.12%
TOTAL	104	100

SOURCE: PRIMARY DATA

Family welfare benefits schemes
101 responses

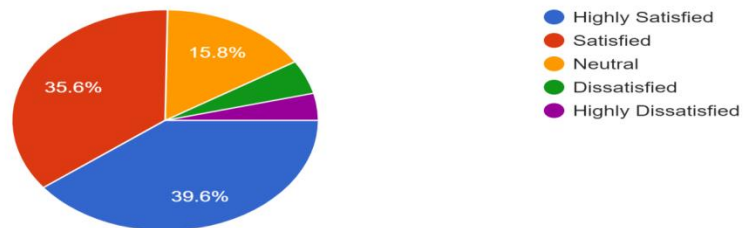


CHART NO 4.1.16 CHART SHOWING SALARY PACKAGE ACCORDING TO RESPONDENTS WORK

INTERPRETATION:

From the above table it is interpreted that 39.6% of the respondents are highly satisfied with salary providing according to work, 35.6% of the respondents are satisfied with salary providing according to work, 15.8% of the respondents are either satisfied nor dissatisfied with salary providing according to work, 5.2% of the respondents are dissatisfied with salary providing according to work, 3.12% of the respondents are highly dissatisfied with salary providing according to work, offering in organization.

TABLE 4.1.17

TABLE SHOWING WORK ENVIRONMENTS OFFERED TO RESPONDENTS

WORK ENVIRONMENT OFFERED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	40	39.2%
Satisfied	42	41.2%
Neutral	17	16.7%
Dissatisfied	2	2.08%
Highly Dissatisfied	3	3.12%
TOTAL	104	100

SOURCE: PRIMARY DATA

Work Environment provide by the organisation
102 responses

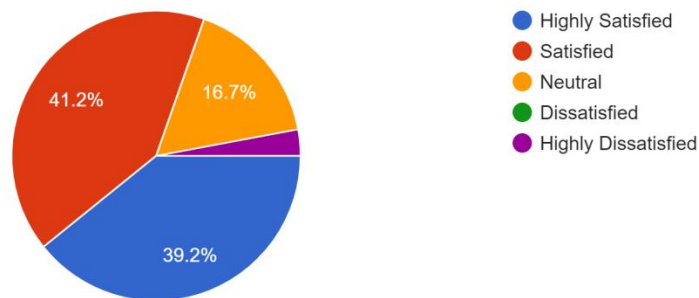


CHART NO 4.1.17 CHART SHOWING WORK ENVIRONMENT OFFERED BY OUR ORGANISATION

INTERPRETATION:

From the above table it is interpreted that 39.2% of the respondents are highly satisfied with work environment, 41.2% of the respondents are satisfied with work environment, 16.7% of the respondents are either satisfied nor dissatisfied with work environment, 2.08% of the respondents are dissatisfied with work environment, 3.12% of the respondents are highly dissatisfied with work environment provided in organization.

TABLE 4.1.18

TABLE SHOWING MATERNITY/ PATERNITY BENEFITS PROVIDED TO RESPONDENTS

MATERNITY/ PATERNITY BENEFITS PROVIDED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	43	43%
Satisfied	34	34%
Neutral	21	21.84%
Dissatisfied	1	1.04%
Highly Dissatisfied	5	5.2%
TOTAL	104	100

SOURCE: PRIMARY DATA

Maternity/paternity benefits provided by the organisation
100 responses

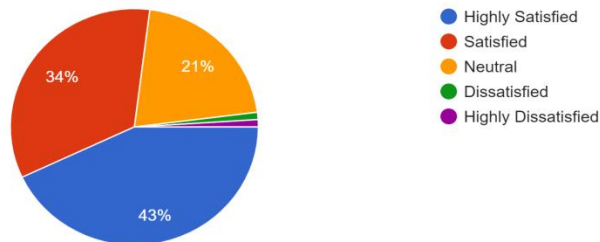


CHART NO 4.1.18 CHART SHOWING MATERNITY/ PATERNITY BENEFITS PROVIDED TO RESPONDENTS

INTERPRETATION:

From the above table it is interpreted that 43% of the respondents are highly satisfied with maternity/ paternity benefits, 34% of the respondents are satisfied with maternity/ paternity benefits, 21.84% of the respondents are either satisfied nor dissatisfied with maternity/ paternity benefits, 1.04% of the respondents are dissatisfied with maternity/ paternity benefits, 5.2% of the respondents are highly dissatisfied with maternity/ paternity benefits provided by the organization.

TABLE 4.1.19

TABLE SHOWING ENTERTAINMENT ACTIVITIES FOR RESPONDENTS

ENTERTAINMENT ACTIVITIES FOR RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	44	43.6%
Satisfied	36	35.6%
Neutral	18	17.8%
Dissatisfied	2	2.08%
Highly Dissatisfied	4	4.16%
TOTAL	104	100

.SOURCE: PRIMARY DATA

Entertainment like fun activities, tour get together
101 responses

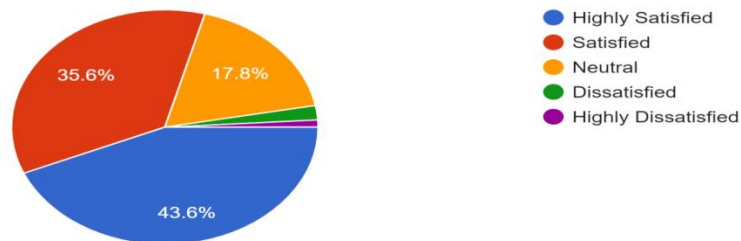


CHART NO 4.1.19 CHART SHOWING ENTERTAINMENT ACTIVITIES FOR RESPONDENTS

INTERPRETATION:

From the above table it is interpreted that 43.6% of the respondents are highly satisfied with entertainment activities, 35.6% of the respondents are satisfied with entertainment activities, 17.8% of the respondents are either satisfied nor dissatisfied with entertainment activities, 2.08% of the respondents are dissatisfied with entertainment activities, 4.16% of the respondents are highly dissatisfied with entertainment activities conducted in organization.

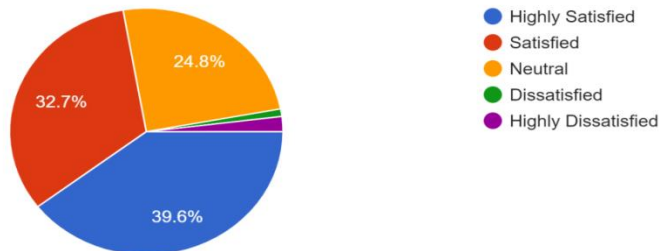
TABLE 4.1.20

TABLE SHOWING RETIREMENT BENEFITS OFFERED TO RESPONDENTS

RETIREMENT BENEFITS OFFERED TO RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	40	39.8%
Satisfied	33	32.7%
Neutral	25	24.8%
Dissatisfied	1	1.04%
Highly Dissatisfied	5	5.2%
TOTAL	104	100

SOURCE: PRIMARY DATA

Retirement benefits offered by the organisation
101 responses

**CHART NO 4.1.20 CHART SHOWING RETIREMENT BENEFITS OFFERED TO RESPONDENTS****INTERPRETATION:**

From the above table it is interpreted that 39.8% of the respondents are highly satisfied with retirement benefits, 32.7% of the respondents are satisfied with retirement benefits, 24.8% of the respondents are either satisfied nor dissatisfied with retirement benefits, 1.04% of the respondents are dissatisfied with retirement benefits t, 5.2% of the respondents are highly dissatisfied with retirement benefits provided by the organization.

4.2 CHI-SQUARE

Relationship between Gender of the respondents and their work life balance

H 0 (Null hypothesis) = There is no significant relationship between age of respondents and their opinion on their work life balance

H 1 (Alternate hypothesis) = There is a significant relationship between age of respondents and their opinion on their work life balance

Crosstabs
[DataSet4]

*gender * Work life balance In your Organization Crosstabulation*

			Work life balance In your Organization					
			1	2	3	4	5	
gender	a) 1	Count	11	13	6	0	0	
		Expected Count	12.7	8.4	7.8	.9	.3	
	b) 2	Count	33	16	21	3	1	
		Expected Count	31.3	20.6	19.2	2.1	.7	
Total	Count		44	29	27	3	1	
	Expected Count		44.0	29.0	27.0	3.0	1.0	

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.125 ^a	4	.190
Likelihood Ratio	6.979	4	.137
N of Valid Cases	104		

a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is .29.

At 5% level of significance, the table value is .119.

$H_0 > H_1$; H_0 is accepted.

Interpretation:

Hence there is no significant association between “Gender of the Respondents” and “ Employees work life balance”

V. FINDINGS

- The majority of 41.34% of the respondents fall between 20-25 years age category.
- The majority of 71.2% of the respondents are female.
- The majority of 52.9% of the respondents are postgraduate.
- The majority of 33.7% of the respondents income is between 31000-40000.
- The majority of 42.3% of the respondents are satisfied about their work life balance.
- The majority of 41.3% of the respondents are highly satisfied with offered canteen facilities.
- The majority of 45.1% of the respondents are highly satisfied with working hours in the organization
- The majority of 46.1% of the respondents are highly satisfied with implementation of new technology.
- The majority of 45.1% of the respondents are highly satisfied with career prospects
- The majority of 43.6% of the respondents are highly satisfied with provided safety measures.
- The majority 36.6% of the respondents are satisfied with first aid facilities
- The majority 39.6% of the respondents are highly satisfied with family welfare benefits scheme
- The majority 41% of the respondents are highly satisfied with fringe benefits
- The majority 41.2% of the respondents are highly satisfied with medical facilities
- The majority of 41.6% of the respondents are highly satisfied with offered vocational training.
- The majority of 39.6% of the respondents are highly satisfied with offered salary package.
- The majority 41.2% of the respondents are satisfied with work environment,
- The majority of 43% of the respondents are highly satisfied with offered maternity/ paternity benefits.
- The majority of 43.6% of the respondents are highly satisfied with entertainment activities.
- 39.8% of the respondents are highly satisfied with retirement benefits

VI. SUGGESTIONS AND RECOMMENDATIONS

- Providing well-being based employee benefits such as gym memberships, access to apps, discounted healthcare.
- Appoint health and wellbeing leaders.
- Ensuring your workplace is safe. Holding wellbeing workshops
- Realize the Importance of Work-Life Balance
- Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration.

VII. CONCLUSION

- Employee Welfare is nothing but an effort made by the employer to enhance the lifestyle of the employees working for their organization.
- It has become an essential factor for every organization who wants growth in the future; therefore, companies adopt various measures for providing the employee welfare benefits to their employees for providing them comfort.
- A successful human resource management contributes to a powerful labour welfare and smooth relations. This helps an industry to grow successfully in accomplishing its goals and further enter into society in an endeavor to uplift the community and humanity. The final outcome of this study exhibits employees were more satisfied with their job. It is suggested that management should maintain the same level of amenities and relationship in future also. Certain actions to be taken to enhance the level of awareness of welfare schemes. Successful implementation of these suggestions will enhance the value of service to the employees, thereby management and employees can feel pleasant.

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ANNEXURE- I- QUESTIONNAIRE

1. What is your age?

a) 20-25 years b) 26-30 years c) 30-35 years d) 35 to 40 years e) Above 40 years

2. What is your Gender?

a) Male b) Female

3. What is your Qualification?

a) Undergraduate b) Postgraduate c) Professional d) Other

4. What is your Income?

a) 10000-20000 b) 20000-30000 c) 30000-40000 d) 40000-50000 e) Above 50000

Factors Affecting Intramural Welfare Measures

5. Work life balance in your Organization Canteen facilities

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

6. Canteen facilities offered by your organization

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

7. Working hours in the organization

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

8. Implementation of new technology by your organization

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

9. Good career prospect in your organization

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

10. Safety measures offered by your organization

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

11. First aid facilities provided by the organization

- a) Highly satisfied
- b) Satisfied
- c) Neutral

- d) Dissatisfied
- e) Highly Dissatisfied

12. Family welfare benefits schemes

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

Factors Affecting Extramural Welfare Measures

13. Fringe benefits offered by you organization

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

14. Medical facilities provided your organization

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

15. Vocational training provided by the organization

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

16. Salary package according to you work

- a) Highly satisfied
- b) Satisfied

- c) Neutral
- d) Dissatisfied
- e) Highly Dissatisfied

17. Work Environment provide by the organization.

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

18. Maternity/paternity benefits provided by the organization

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

19. Entertainment like fun activities, tour, to get together

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

20. Retirement benefits offered by the organization

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

21. Suggestions to improve employee welfare measures

Annexure 2- ARTICLE

A ANALYSIS OF EMPLOYEES' WELFARE MEASURES IN BPO INDUSTRY, CHENNAI

SAI BALAJI T K B.COM., MBA.,

*School of Management Studies, Sathyabama Institute of Science and Technology
Chennai, Tamilnadu South India
saibaljitk25@gmail.com*

Dr.M.Lavanya M.B.A., M.COM., M.Phil., Ph.D.,

*Assistant Professor, Sathyabama Institute of Science and Technology
Chennai, Tamilnadu South India
lavanya3081@gmail.com*

ABSTRACT

The study examines the employees welfare measures in BPO industry at Chennai location. A convenient sampling technique tool was adopted for data collection. Sample size taken in this 104 employees. The data is collected through questionnaire. Percentage Analysis and Chi-Square Test are the two analytical tools used in this study Employee welfare means anything done for the comfort and (intellectual or social) improvement of the employees, over and above the wages paid.

I. INTRODUCTION

MEANING OF WORK LIFE BALANCE

Welfare measures are something that is available to employees in addition to regular wages and other economic benefits under legal provisions and collective bargaining.

DEFINITION OF WORK LIFE BALANCE

Employees Welfare is a term which includes the perks and benefits provided to the employees of the organization apart from their regular salary or remuneration, the main motive of serving employee benefits services is to improve or enhance the employee's well-being.

INDUSTRY PROFILE

India's BPO handles 56% of the world's business process outsourcing. 70% of India's BPO industry's revenue is from contact centres, 20% from data entry work, and the remaining 10% from information technology-related work. The BPO sector in India is estimated to have reached 54% growth in revenue. The Indian BPO sector is soon to employ over 1.1 million Indians. More than 82% of American companies grade India as their first choice for software outsourcing. %. Low training costs in India allow professionals to be continually updated on emerging technologies which is a critical success factor. The BPO industry in India has provided jobs for over 74,400 Indians.

II. REVIEW OF LITERATURE

Lalitha and Priyanka, (2014) has conducted a study on "Employee welfare measures with reference to IT industry". The study identifies the employee welfare measures adopted in IT industry. The basic purpose of employee welfare is to enrich the life of employees and keep them happy.

Anand (2010) stated in his research work that employees of IT sector in Chennai district are satisfied with the welfare measures provided by the company. But researcher also suggested some recommendation pertaining to periodic audit of welfare programs by management, personality & stress management etc. Modifications are requiring in the field of safety consciousness, grievance handling & sexual harassment especially for women employees.

OBJECTIVE OF THE STUDY

Primary Objective:

- To analyse employee's welfare measures

Secondary Objective

- To identify intramural factors affecting employee welfare measures.
 - ✓ Restroom
 - ✓ Canteen
 - ✓ Workplace
 - ✓ Water Facility
 - ✓ Performance Appraisal
 - ✓ Safety measures
 - ✓ First aid measures
- To identify extramural factors affecting employee welfare measures.
 - ✓ Transport
 - ✓ Vocational Training
 - ✓ Leave
 - ✓ Fringe benefits
 - ✓ Work environment
 - ✓ Medical benefit
 - ✓ Maternity/ Paternity benefit
- To analyze the employee's opinion, views regarding the welfare facilities provide by the organization.

III. RESEARCH METHODOLOGY

A quantitative, Descriptive approach was adopted to investigate the welfare measures of employees. The study where conducted within the limited area. The data Collected from the employees whose working place is Chennai. Therefore the data is expected to possess certain degree of baseness due to indeterminacy principle responding. In this study the population was the employees working in Chennai city. Sample size is 104 limited therefore the inference may not be standardized. Though, it is a freelance project. People working around Chennai city are taken as sample. So, Convenient sampling technique is used. A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach. Percentage Analysis and Chi-Square Test these are the two analytical tools used in this study.

IV. DATA ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS

TABLE 4.1.1 TABLE SHOWING AGE WISE OF THE RESPONDENTS

AGE	NO. OF. RESPONDENTS	PERCENTAGE
20-25	43	41.34%
26-30	30	28.9%
31-35	12	11.5%
36-40	9	9.6%
Above 40 years	10	8.66%
TOTAL	104	100

SOURCE:Primary Data

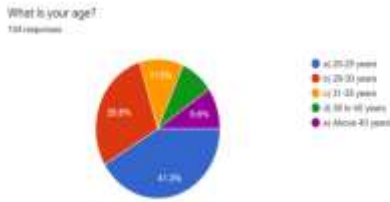


CHART 4.1.1 CHART SHOWING AGE WISE CLASSIFICATION OF RESPONDENTS
INTERPRETATION

From the above table it is interpreted that 70.2% of the respondents fall between 20-25 years age category, 24.6% of the respondents are in the age category of between 26-30 years, 5.2% of the respondents fall in the category of 31-35 years.

Table 4.1.5 TABLE SHOWING WORK LIFE BALANCE OF RESPONDENTS

WORK LIFE BALANCE OF RESPONDENTS	NO. OF. RESPONDENTS	PERCENTAGE
Highly Satisfied	29	27.9%
Satisfied	44	42.3%
Neutral	27	26%
Dissatisfied	3	3.12%
Highly Dissatisfied	1	1.04%
TOTAL	104	100

SOURCE: PRIMARY DATA

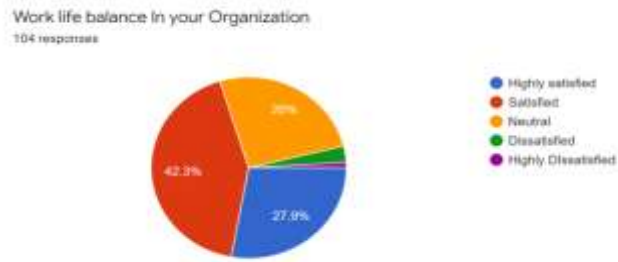


CHART 4.1.5 CHART SHOWING WORK LIFE BALANCE OF RESPONDENTS
INTERPRETATION:

From the above table it is interpreted that 21.1% of the respondents income are between 10000- 150000,12.3% of the respondents are income are between 15000-20000, 21.1% of the respondents are income are between 20000-25000, 28.1% of the respondents are income are between 25000- 30000,17.5% of the respondents are income are above 30000.

CHI-SQUARE

Relationship between Gender of the respondents and their work life balance

H 0 (Null hypothesis) = There is no significant relationship between educational gender of respondents and their opinion on work life balance of an employee.

H 1 (Alternate hypothesis) = There is significant relationship between educational gender of respondents and their opinion on work life balance of an employee.

Crosstabs
[DataSet4]

gender * Work life balance In your Organization Crosstabulation

			Work life balance In your Organization					
			1	2	3	4	5	
gender	a) 1	Count	11	13	6	0	0	
		Expected Count	12.7	8.4	7.8	.9	.3	
	b) 2	Count	33	16	21	3	1	
		Expected Count	31.3	20.6	19.2	2.1	.7	
Total		Count	44	29	27	3	1	
		Expected Count	44.0	29.0	27.0	3.0	1.0	

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.125 ^a	4	.190
Likelihood Ratio	6.979	4	.137
N of Valid Cases	104		

a. 4 cells (40.0%) have expected count less than 5. The minimum expected count is .29.

At 5% level of significance, the table value is .119.

$H_0 > H_1$; H_0 is accepted.

Interpretation:

Hence there is no significant association between “Gender of the Respondents” and “Employees work life balance”

V. FINDINGS

- The majority of 41.34% of the respondents fall between 20-25 years age category.
- The majority of 71.2% of the respondents are female.
- The majority of 52.9% of the respondents are postgraduate.
- The majority of 33.7% of the respondents income is between 31000-40000.

- The majority of 42.3% of the respondents are satisfied about their work life balance.
- The majority of 41.3% of the respondents are highly satisfied with offered canteen facilities.
- The majority of 46.1% of the respondents are highly satisfied with implementation of new technology.
- The majority of 43.6% of the respondents are highly satisfied with provided safety measures.
- The majority of 41.2% of the respondents are highly satisfied with medical facilities
- The majority of 41.6% of the respondents are highly satisfied with offered vocational training.
- The majority of 39.6% of the respondents are highly satisfied with offered salary package.
- The majority of 43% of the respondents are highly satisfied with offered maternity/ paternity benefits.
- The majority of 43.6% of the respondents are highly satisfied with entertainment activities.

VI. SUGGESTIONS AND RECOMMENDATIONS

- Providing well-being based employee benefits such as gym memberships, access to apps, discounted healthcare.
- Appoint health and wellbeing leaders.
- Ensuring your workplace is safe. Holding wellbeing workshops
- Realize the Importance of Work-Life Balance
- Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration.

VII. CONCLUSION

A successful human resource management contributes to a powerful labour welfare and smooth relations. This helps an industry to grow successfully in accomplishing its goals and further enter into society in an endeavor to uplift the community and humanity. The final outcome of this study exhibits employees were more satisfied with their job. It is suggested that management should maintain the same level of amenities and relationship in future also. Certain actions to be taken to enhance the level of awareness of welfare schemes. Successful implementation of these suggestions will enhance the value of service to the employees, thereby management and employees can feel pleasant.

VIII. REFERENCE

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