

A STUDY ON EFFECTIVENESS OF EMPLOYEE WELFARE MEASURES IN SOFTWARE COMPANY WITH SPECIAL REFERENCE TO CHENNAI

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Master of Business Administration

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SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE

Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI – 600 119.



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SCHOOL OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of ASHWINI.S (40410026) who has done the Project work entitled **A STUDY ON EFFECTIVENESS OF EMPLOYEE WELFARE MEASURES AT SOFTWARE COMPANIES WITH SPECIAL REFERENCE TO CHENNAI** under my supervision from January 2022 to march 2022.

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Submitted for Viva voice examination held on

Internal examiner

External examiner

DECLARATION

I **ASHWINI S 40410026** hereby declare that the Project Report entitled "**A STUDY ON EFFECTIVENESS OF EMPLOYEES WELFARE IN SOFTWARE COMPANIES WITH SPECIAL REFERENCE TO CHENNAI**" done by me under the guidance of **Dr. THINESH KUMAR**, MBA, MPhil, PhD. Assistant Professor, School of Business Administration is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

PLACE:

DATE:

ASHWINI.S

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ASHWINI

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ABSTRACT

Corporate social responsibility studies prove that an employee is increasingly a key stakeholder for companies. Firms are starting to think about their workforce as a real opportunity to manage and improve their human and economic capital. Employee welfare and benefit schemes are particularly important in this perspective and top companies are investing significantly in this direction. On the basis of an empirical cross-analysis, conducted on a questionnaire addressed to its own employees, by one of the world's biggest multinational groups, and in which the level of satisfaction of benefits and welfare schemes is investigated, significant results emerged: the utility of benefits is marginally higher in women than in men; an evident direct linear relationship exists between job standing and benefit satisfaction, with the exception of factory workers; seniority and age variance of employees do not imply different marginal utility in benefits. Furthermore, the implementation of some limited cost benefits would generate higher marginal utility in employees than of other, more expensive and exclusive, benefits. The primary objective of the study is to measure the levels of satisfaction of employees with regards to welfare facilities and to suggest some measures for improving welfare measures in organization. The fundamental purpose of employee's welfare is to enrich the life of employees and to remain them joyful and conducted that helps to development of organization. Every organization should provide statutory and non-statutory welfare measures but some organization provides some more welfare facilities to the employees and their of work life. If people don't want to work, it is impossible for every organization to attain its goals. The welfare measures are more important for every employee, without welfare measures employee cannot work effectively in the Organisation.

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INTRODUCTION

1:1 INTRODUCTION

Employee welfare and safety at the workplace is one of the important measures of life at work place. Organizations ensure that employees are exposed to a risk level which do not affect their physical, emotional and mental health. Also, the organizations do not entertain any activity in its premises that will disturb the work life of the employees. Employees are trained appropriately about the work and about all precautionary measures that will prevent accidents at the work place. In addition to these, all the organizations have rigorous checking process that avoid intrusion of outsiders into the office premises. It is sincerely thought that the welfare notion will help the organizations to maintain harmonious industrial relations and more lasting industrial peace to tackle effectively the social problems and attain human welfare. The concept of 'Employee welfare' is flexible and differs widely with times, regions, industry, country, social values and customs, the degree of industrialization, the general social economic development of people and political ideologies prevailing at particular moments. In general, the term labour, worker, workman or employee are all used to refer to the wage-earning human agents in various industries and organizations. The term welfare refers to an act of seeking physical, mental, moral and emotional well-being of an individual. However, the Committee on Labour Welfare (1969) defined the phrase to mean, "Such facilities and amenities as adequate canteens, rest and recreation facilities, sanitary and medical facilities arrangements for travel to and from and for accommodation of workers employed at a distance from their homes, and such other services, amenities and facilities including social security measures as contribute to conditions under which workers are employed. Organizations provide welfare facilities to their employees to keep their motivation levels high. The employee welfare schemes can be classified into two categories viz. statutory and non-statutory welfare schemes. The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety.

1:2 Types of Employees

Welfare Employee welfare can be categorized as statutory or non-statutory, meaning as required by the law or by the will of the management respectively. Welfare activities

can also be classified as either intra-mural (inside the workplace) or extra-mural (outside the workplace).

The intramural facilities known as facilities provided inside the firm. In these facilities include all type of activity related to marinating of industry, safety measures like fencing and covering of machines, proper layout structure of the plant and machinery, sufficient lighting etc. the provision of some facilities is compulsory in all industrial establishment and organization to all over the world

- Healthiness and medical facilities
- Drinking water facilities
- Canteen
- Crèches
- Facilities for storing and drying clothing

The extra mutual facilities is known as the offered to the employee's outside the workplace. In this include transport facilities, health and medical services, market, consumers etc. It may be started that the welfare activities may be provided by the employer, the government etc. The extra- mural facilities are very important for the general welfare and up liftmen of the workers.

- Housing and quarter
- Recreational & Sports facilities
- Transport facilities
- Educational Facilities

. 1:3 The following are the features of employee welfare:

- Employee welfare is a comprehensive term including various services, facilities and amenities provided to employees for their betterment.
- Welfare measures are in addition to regular wages and other economic benefits available to employees under legal provisions and collective bargaining.
- Welfare measures may be both voluntary and statutory.

- Employee welfare is an essential part of social welfare. It involves adjustment of an employee's work life and family life to the community or social life.
- The basic purpose of employee welfare is to improve the lot of the working class and thereby make a worker a good employee and a happy citizen.

1:5 Statutory facilities:

Organization provides welfare facilities to hold the employee motivation level high. These facilities have to take by every employer as per the various labour enactments. This facility may be related to working conditions, house of works, industrial safety. other facilities provided to the worker make their work easy, smooth and they can enjoy their work.

1.6 Voluntary:

Voluntary welfare includes all those activities which employees undertake for their employees on voluntary basis. they included such activities conducive to welfare of the worker which are undertaken by the employers on their own free will. The activities under this category ultimately lead to increase in the efficiency of worker.

CHAPTER-2

REVIEW OF LITERATURE

- **Michael (2001)** in his book, “Human Resource Management and Human Relations” said that the provision of intra-mural and extra-mural welfare facilities help in improving the quality of work life of employee’s thereby good human relations will develop among different cadres of employees.
- **Aswat Appa (2010)** in his book, “Human Resource Management” discussed the various types of benefits and services provided to employees in terms of payment for time not worked, insurance benefits, compensation benefits, pension plans etc. He also discussed the ways to administer the benefits and services in a better way.
- **Dr. M Surat Kumari (2014)** studied on impact of employee welfare facilities on job satisfaction. Objectives of this study are to boost up employee morale and to protect from health and safety and provide facilities to protect them. The study concluded that employees are satisfied with the facilities and improvement of the facilities is raising the standard of employee’s performance.
- **Lenah Morori, Dr. Ogoti Evans, and Dr. Munyai Jennifer (2018)** studied the influence of employee welfare facilities on their performance in this study discussed about the relationship between employee welfare practices and employee performance. The study concluded that if the employee welfare facilities are continuously enhanced, so the performance of employees is improved.
- **K. PRABHA KUMARI R. KANNAN (2018)** studied on statutory labour welfare measure. Objective of this Significant relationship between Age & Welfare facilities. The study conclude on labour welfare measures aims find out the various welfare schemes provided by the organization. The staff and workers want more co-operations with the management.
- **Ramya. J, Bhavani Shree, Aravalli, Dr. Lakshmi (2016)** studied on Employee Welfare Facilities and Its Impact on Employee Satisfaction .Objective of this study are to find that workers were fulfilled by the

approach of employee welfare procedures taken for the workers, Operating environment has satisfactory airing but the employee's sense there must be adequate arrangements for fresh air wherever possible .This study concluded that the Employee satisfaction involves taking measures to encourage staff to stay within the organization.

- **Dr. P. C. Sai Babu Goil Gurunadhan (2016)** studied on employee satisfaction labour welfare measure. Objective of this study Awareness level of the respondents on Labour welfare measures and their Level of Satisfaction. This study concluded that the employees in the sampling units do have a strong perception and satisfaction levels towards the labour welfare measures being implemented in their organizations.
- **Johri Mehrotra Sanjeev (2014)** from examination they inferred that wilful welfare measure ought to be given to worker. They contemplate the level of attention to worker about different welfare measures.
- **Bharti P Paul & Ashok Kumar (2013)** expressed to distinguish where any connection exists between welfare arrangements and worker's fulfilment. His investigation likewise surveys on welfare arrangements and worker's fulfilment
- **Manzine and Gwandure9 (2015)** Studied that idea of representative's welfare has utilized numerous, association as procedure of demon animating profitability of worker. It is contended, that welfare, administrations, can utilized to secure the, representative power by, giving, appropriate human states work.
- **Michael Armstrong (2012)** wellbeing assets gave to workers in points of interest. He sorted that arrangement of welfare benefits in let of individual administrations, amass administrations help in enhancing worker's relations.
- **Subhashish Patnaik (2011)** voiced, that, wellbeing, pleasantries, arranged, by the connotation. It reasoned over every 1, of the rules ought to be taken, through the administration. Numerous laborers aren't content with flask offices. Games exercises, a diversions office isn't generally enough for laborers.

- **Subramanya (1994)** characterizes government managed savings as a certification by the entire group to every one of its individuals, of the support of their way of life, or possibly of middle of the road living conditions, by methods for redistribution of pay, in view of national solidarity. At the end of the day, the idea of government disability in widest ought to be comprehended to, mean, the, help given to, the person
- **Rajkumar**, expressed that specialists are moderately unpreserved, which require consistent welfare offices for his or her upward movement and introduction in this field. In India benefit locale is most essential division which makes extra administration, needs welfare methodology for their improvement. The welfare measures help to energize and protect laborers most extreme of welfare focuses are plan of purified among HR and impacted through showing welfare measures.
- **K. Loga Sakthi and Rajagopal** expressed that the laborers of the business have the advantage of occupation fulfillment as well as various welfare administrations determined by the firm. The works build up their most extreme keep up for their upgrade of the organization. The individual division deals with full human asset inside the venture.
- **Poonam Salariat and Aumil Salariat** expressed that auto division enterprise offer welfare offices to their specialists to hold their motivation ranges hoisted. Welfare offering may moreover wide be classified into classes (1) intramural exercises (2) extracurricular exercises. Presently a day's most associations supply their laborers an altruistic welfare and trivial focuses. Underneath these examinations welfare measures outfitted to staff, pride and cognizance with respect to the welfare.
- **Prabakar** expressed that the laborers are to a great degree content with intramural offices given by the association in a couple of districts like outside offices there might be expect of expansion change in these offices outfitted to HR and furthermore in a few areas like non statutory focuses, there might be require to make improvement

CHAPTER-3

RESEARCH METHODOLOGY

3:1Need for Study:

Measuring the effectiveness of welfare measures on employee morale in an organization benefits the management by providing information through a survey of employee morale in order to make sound decisions, solving employee problems and increase the efficiency.

3:2OBJECTIVES:

- To know the effectiveness of various employees' welfare measures provided in the organization
- To find out the levels of satisfaction among employees with respective to various welfare measures providing to them.
- To identify remedial measures to improve the employee welfare.

3:4 Statement of the Problem

To know the existing working conditions, industrial safety and welfare measures, medical benefits, interrelationship between superior and subordinate etc.,

3:5 RESEARCH METHODOLOGY

Research methodology is the specific procedures or techniques used to identify, select, process, and analyse information a topic. In a research paper, the methodology section allows the reader to critically evaluate a study's overall validity and reliability.

3:5:1RESEARCH DESIGN:

As the researcher has no control over the variables, descriptive study was used to formulate the objectives of the study, to define the population, to select the methods of data collection, analysis of the data and results. The major purpose of descriptive type is description of the state of affairs as it exists at present.

3:5:2Types Of Research

Quantitative Research

As the name suggests, quantitative refers to the numbers where data is collected based on numbers, and a summary is taken from these numbers. Graphs help to quantify the results in quantitative research.

Qualitative Research

Qualitative refers to the non- numerical elements in the research. When the information or data cannot be grasped in terms of numbers, qualitative research comes for the rescue. Though not reliable as much as quantitative, qualitative research helps to form a better summary in terms of theories in the data. Based on the nature of the research,

Descriptive Research

Facts are considered in descriptive methods and surveys and case studies are done to clarify the facts. These help to determine and explain with examples, the facts, and they are not rejected. Many variables can be used in descriptive research to explain the facts

Analytical Research

Analytical research uses the facts that have been confirmed already to form the basis for the research and critical evaluation of the material is carried out in this method. Analytical methods make use of quantitative methods as well

3:6SOURCES OF DATA

The data required for the study have been collected from both the primary and secondary sources.

- The primary data have been collected directly from Farmers by using questionnaire.
- The secondary data have been collected from the published, books, magazines and websites.

3:7 STRUCTURE OF QUESTIONNAIRE

Questionnaire was divided into two sections.

- First part was designed to know the general information about farmers
- Second part contained the respondent opinion about farmers problems while taking loan in Canara bank.

HYPOTHESIS TESTING

H0 – Null hypothesis (there is no significant relationship between the variables).

H1 – Alternative hypothesis (there is significant relationship between the variables).

After analysing the data, hypothesis testing is done. It will result in either accepting or rejecting the hypothesis.

INFERENCE

After telling the hypothesis, the researcher comes out with his conclusion. The explanation of theory can also be considered as inference.

PREPATION OF REPORT AND PRESENTATION OF REPORT

Finally, the researcher has to prepare a final report along with conclusion and suggestion.

3:8 LIMITATION

The present study is subject to some limitations, which caused the obstacle to researcher in pursuing this study they are:

- It is restricted to CHENNAI district only

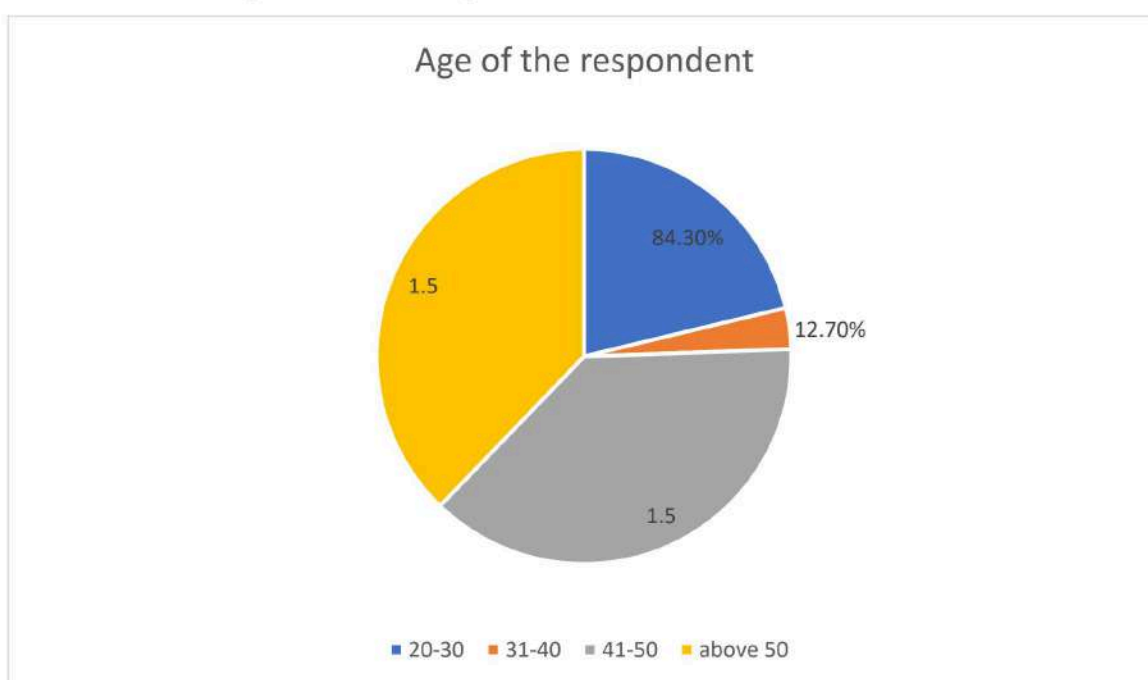
CHAPTER-4

4:1 Percentage analysis

Table-4:1:1 Age of respondent

AGE%	No of respondent	Percentage of respondent
20-30	86	84.3%
31-40	14	12.7%
41-50	2	1.5%
Above 50	1	1.5%
Total	103	100%

Chart-4:1:2 Age of the respondent



INTERPRETATION: From the above table, 84.30% are belongs to 20-30 age.13.7% are belongs to 31-40 age. 1.5% are belongs to 41-50 age. 1.5% are belongs to above 50 ages.

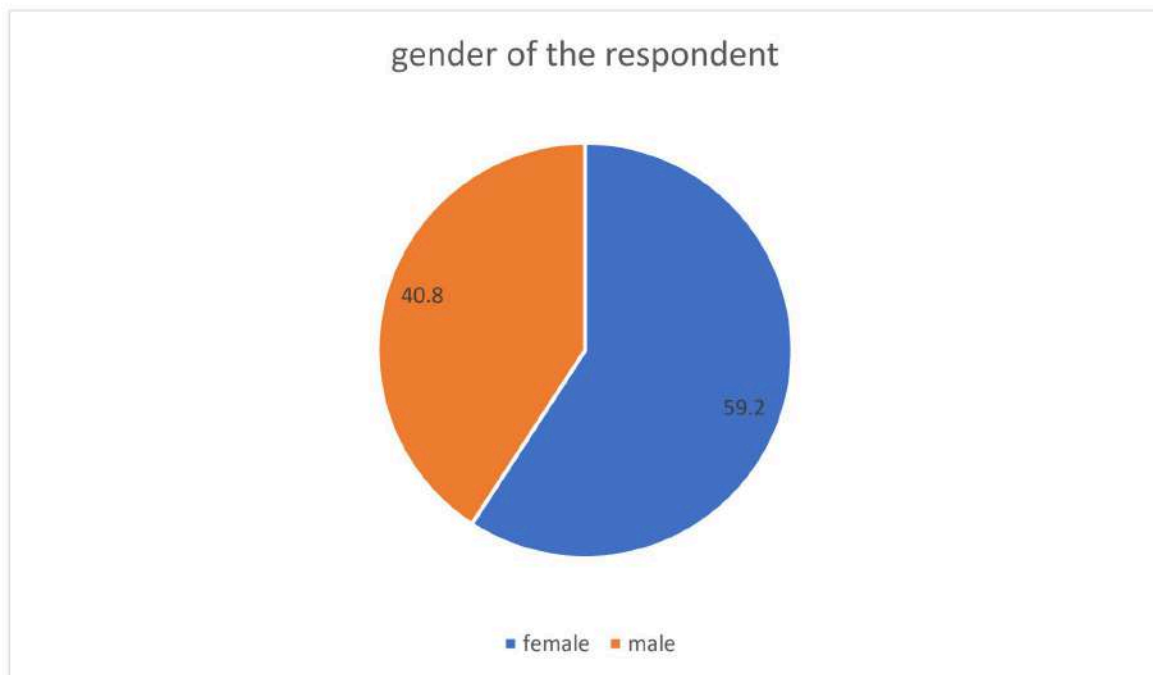
INFERENCE: Majority of the 84.30% are belongs to 20-30 age.

Table-4:1:2

Gender of the respondent

particular	No of respondent	Percentage of respondent
female	61	59.2
male	42	40.8
Total	103	100

Chart-4:1:2 Gender of the respondent



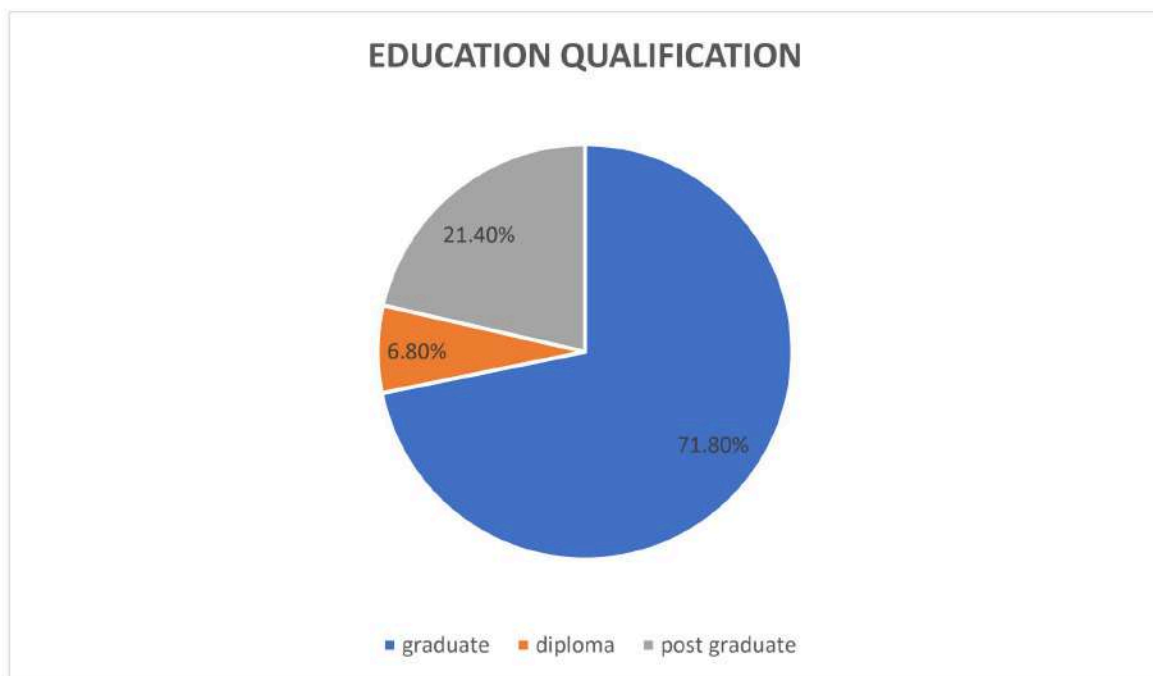
INTERPRETATION: From the above table, 59.2% are belongs to female, 40.8% are belongs to male.

INFERENCE: Majority of 59.2% are belongs to female.

Table: 4:1:3 Education qualification

Particular	No of respondent	Percentage of respondent
Graduate	74	71.8%
Diploma	7	6.8%
Post graduate	22	21.4%
Total	103	100%

CHART: 4:1:3 Education qualification



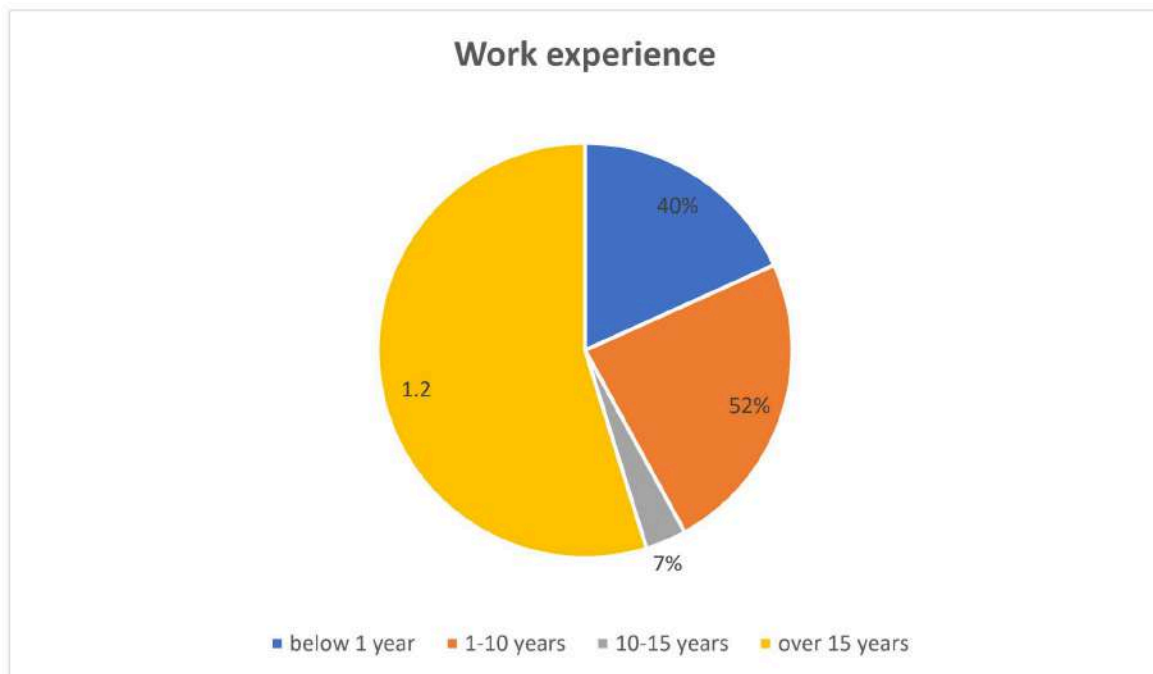
INTERPRETATION: From the above table, 71.80% of the respondent are belongs to graduate. 6.8% are belongs to diploma. 21.4% are belongs to post graduate.

INFERENCE: Majority of the 71.80% respondent are belongs to graduate.

Table: 4:1:4 Work experience

Particular	No of respondent	Percentage of respondent
Below 1 year	41	40%
1-10 years	53	52%
10-15 years	8	7%
Over 15 years	1	1%
Total	103	100%

Chart: 4:1:4 Work experience



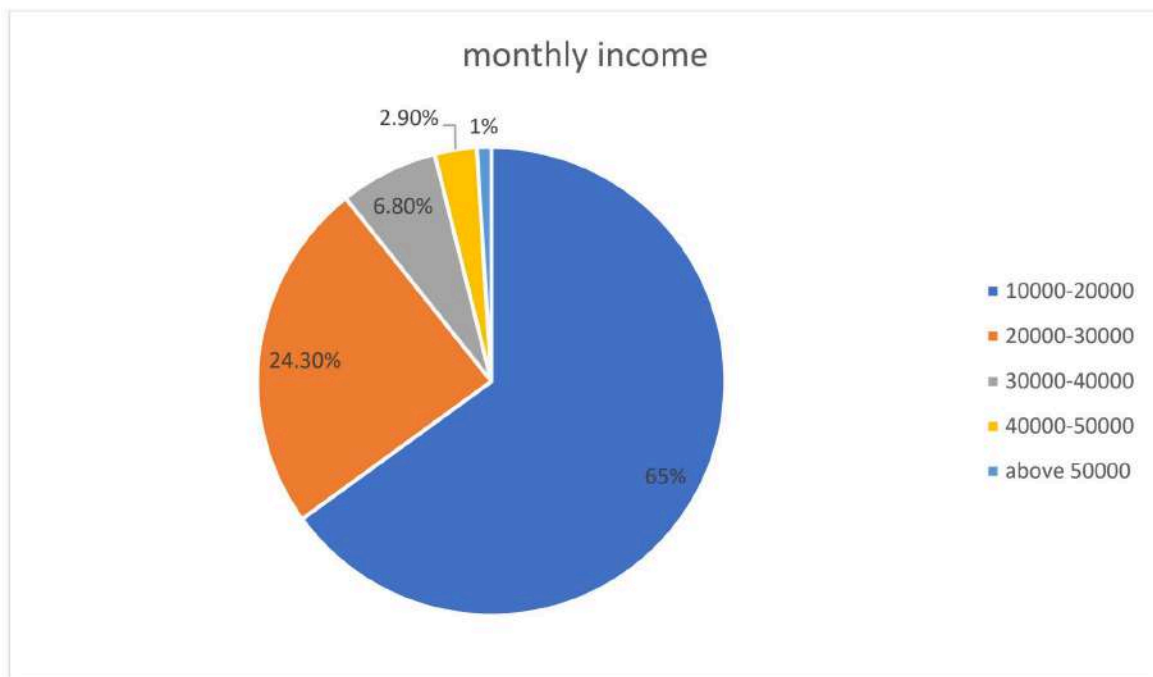
INTERPRETATION: From the above table 40% are respondent as below 1 years. 52% are belongs to 1-10 years. 7.8% are belongs to 10-15 years. 1% are belongs to over 15 years.

INFERENCE: Majority are respondent as 1-10 years.

Table 4:1:5 Monthly income

particular	No of respondent	Percentage of respondent
10000-20000	67	65%
20000-30000	25	24.3%
30000-40000	7	6.8%
40000-50000	3	2.9%
Above 50000	1	1%
Total	103	100%

Chart 4:1:5 monthly income



INTERPRETATION: From the above table, 65% are belongs to 10000-20000, 24.3% are belongs to 20000-30000. 6.8% are belongs to 30000-40000. 2.9% are belongs to 40000-50000. 1% are belongs to above 50000.

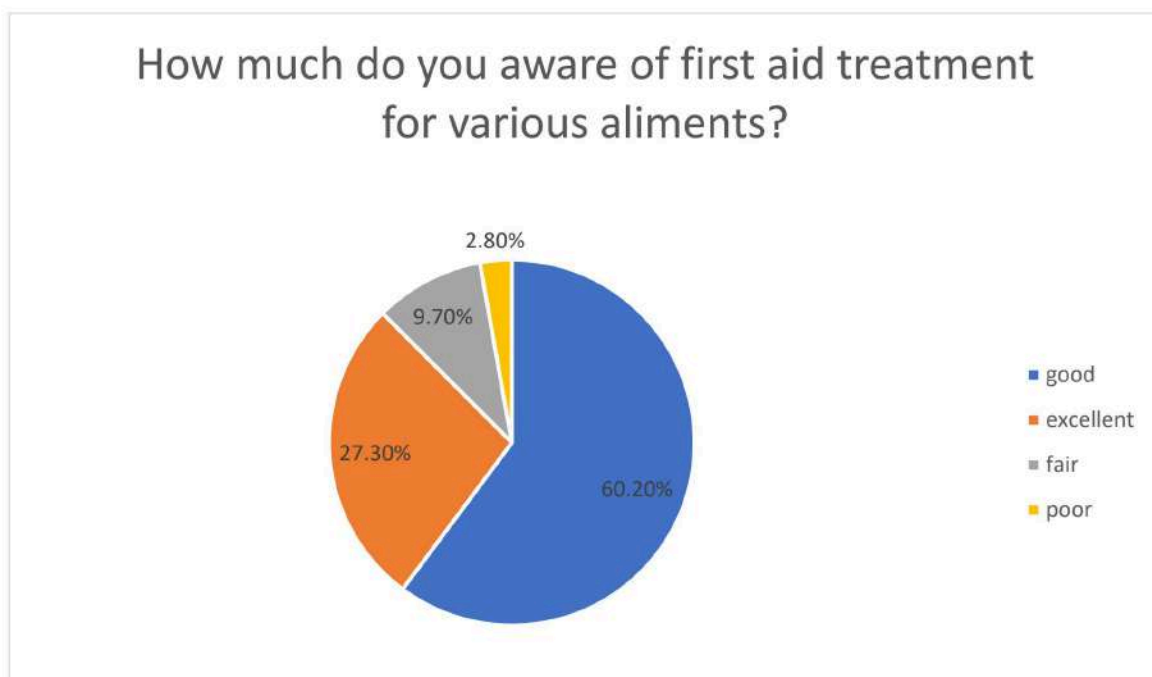
INFERENCE: Majority are belonging to 10000-20000.

Table 4:1:6

How much do you aware of first aid treatment for various aliments?

particular	No of respondent	Percentage of respondent
Good	62	60.2%
Excellent	28	27.3%
Fair	10	9.7%
Poor	3	2.8%
total	103	100%

Chart 4:1:6 How much do you aware of first aid treatment for various aliments?



INTERPRETATION: From the above table, 60.20% are respondent as good. 27.30% are respondent as excellent. 9.70% are respondent as fair. 2.80% are respondent as poor.

INFERENCE: Majority of 60.20% are respondent as good.

TABLE : 4:1:7 How satisfied are you with present leave policy of your organization.

Particular	No of respondent	Percentage of respondent
High	41	39.8%
Medium	52	50.5%
Low	10	9.7%
total	103	100%

Chart: 4:1:7 How satisfied are you with present leave policy of your organization.



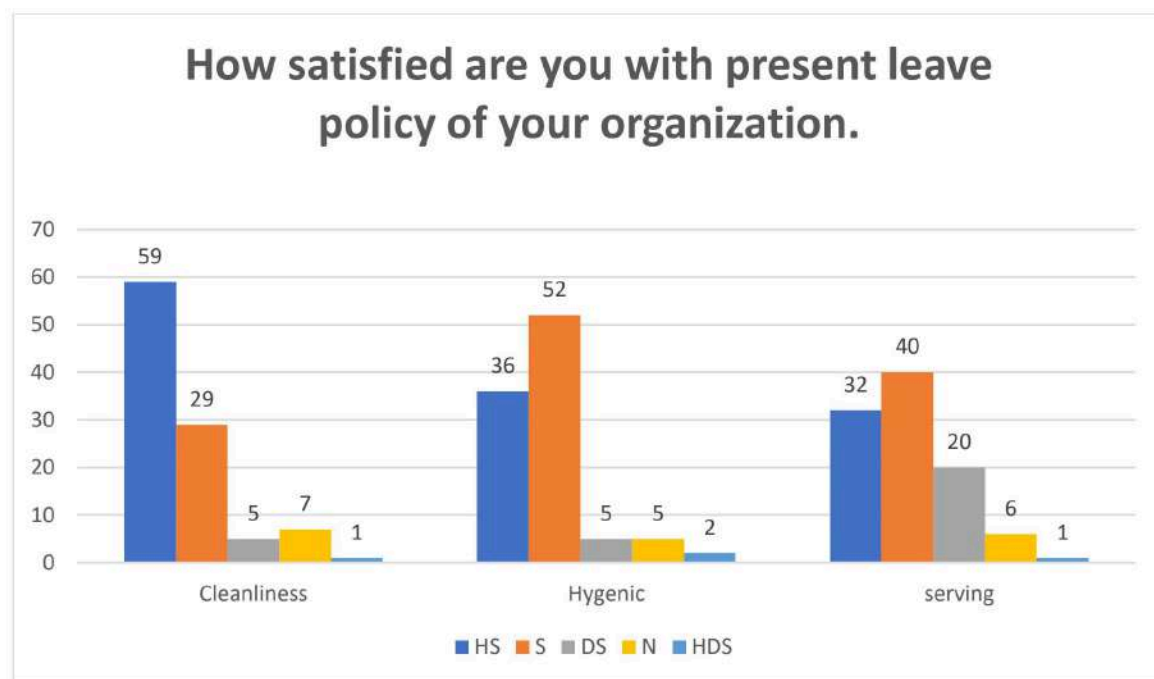
INTERPRETATION: From the above table 50.5% are respondent as medium. 39.8% are respondent as high. 9.70% are respondent as low.

INFERENCE: Majority of 50.5% are respondent as medium.

TABLE 4:1:8 Please give the ratings to canteen facility provided by the organization.

particular	HS	S	DS	N	HDS
Cleanliness	59	29	5	7	1
Hygenic	36	52	5	5	2
serving	32	40	20	6	1

Chart 4:1:8 How satisfied are you with present leave policy of your organization.



Interpretation: From the above table, it is interrupted that,

- 59% are respondent as highly satisfied. 29% are respondent as satisfied. 5% are respondent as dissatisfied. 7% are respondent as neutral. 1% are respondent as highly dissatisfied for cleanliness.
- 36% are respondent as highly satisfied. 52% are respondent as satisfied. 5% are respondent as dissatisfied . 5% are respondent as neutral. 2% are respondent as highly dissatisfied.
- 32% are respondent as highly satisfied. 40% are respondent as satisfied. 20% are respondent as dissatisfied. 6% are respodent as neutral. 1% are respondent as highly dissatisfied for serving.

TABLE: 4:1:9 How many safety training programs attended by you in the current year

Particular	No of respondent	Percentage of respondent
1	39	37.9
2	40	38.8
Nil	24	23.3
total	103	100

CHART : 4:1:9 How many safety training programs attended by you in the current year



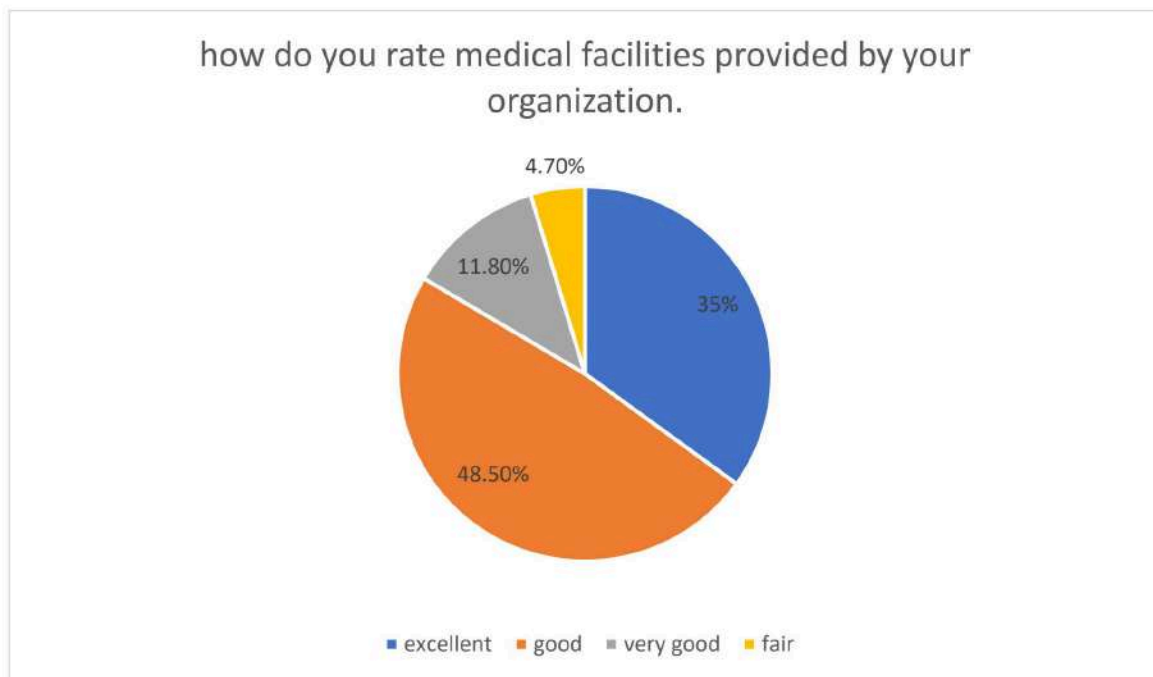
INTERPRETATION: From the above table, 37.9 are respondent as 1. 38.8 are respondent as 2. 23.3 are respondent as nil.

INFERENCE: Majority of the 38.8 are respondent as 2

Table: 4:1:10 how do you rate medical facilities provided by your organization.

Particular	No of respondent	Percentage of respondent
excellent	36	35%
good	50	48.5%
Very good	12	11.8%
fair	5	4.7%
Total	103	100

Chart: 4:1:10 how do you rate medical facilities provided by your organization.



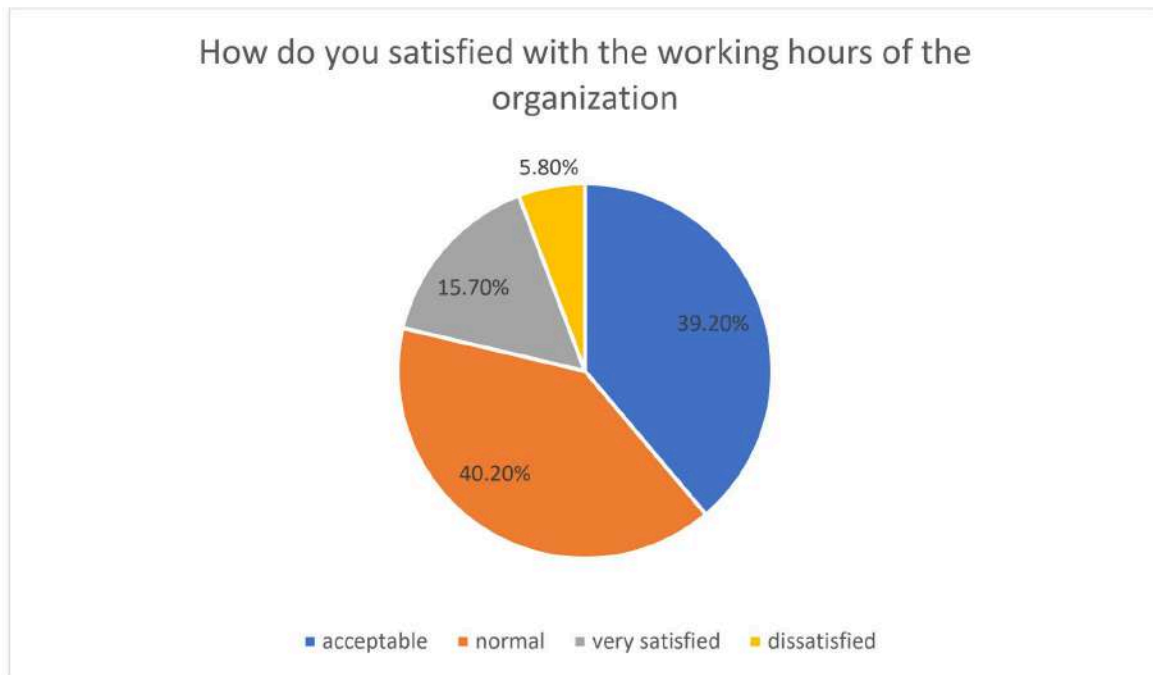
INTERPRETATION: From the above table, 48.50% are respondent as good. 35% are respondent as excellent. 11.8% are respondent as very good. 4.70% are respondent as fair

INFERENCE: Majority of 48.50% are respondent as good.

Table: 4:1:11 How do you satisfied with the working hours of the organization.

particular	No of respondent	Percentage
Acceptable	40	39.2%
Normal	41	40.2%
Very satisfied	16	15.7%
dissatisfied	6	5.8%
total	103	100%

Chart: 4:1:11 How do you satisfied with the working hours of the organization



INTERPRETATION: From the above table, 39.2% are respondent as acceptable, 40.2% are respondent as normal. 15.70% are respondent as very satisfied. 5.80% are respondent as dissatisfied.

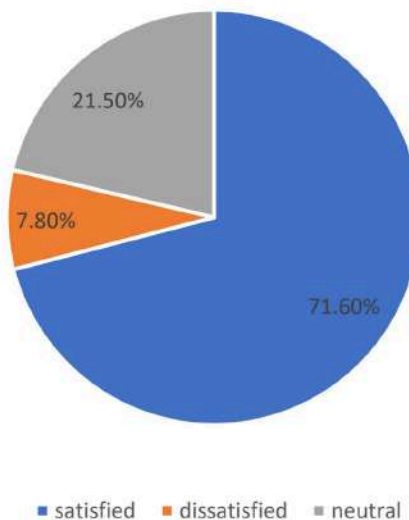
INFERENCE: Majority of 40.2% are belongs to normal

TABLE: 4:1:12 Are you satisfied with the withdrawal facilities in the employee provident fund scheme.

particular	No of respondent	Percentage of respondent
Satisfied	73	71.6%
Dissatisfied	8	7.8%
neutral	22	21.5%
total	103	100%

Chart: 4:1:13 Are you satisfied with the withdrawal facilities in the employee provident fund scheme

Are you satisfied with the withdrawal facilities in the employee provident fund scheme.



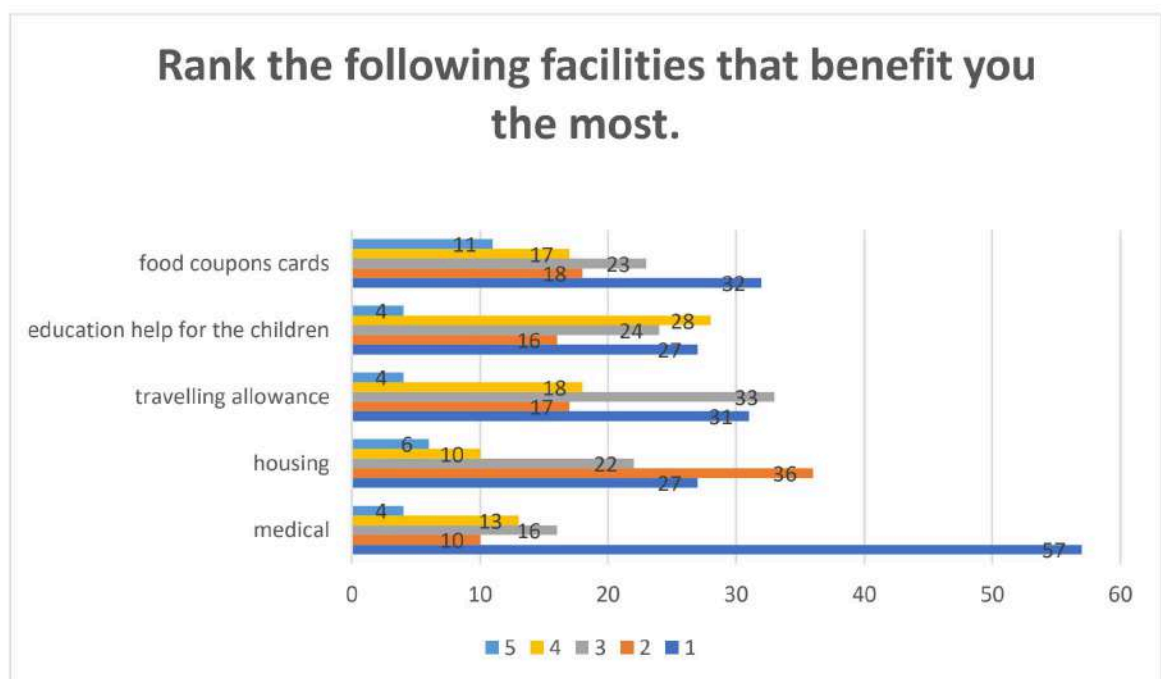
INTERPRETATION: From the above table, 71.60% are respondent as satisfied. 21.50% are respondent as neutral. 7.80% are respondent as dissatisfied.

INFERENCE: Majority of 71.60% are respondent as satisfied.

Table: 4:1:13 Rank the following facilities that benefit you the most.

Particular	1	2	3	4	5
Medical	57	10	16	13	4
Housing	27	36	22	10	6
Travelling allowance	31	17	33	18	4
Education help for the children	27	16	24	28	4
Food coupons cards	32	18	23	17	11

CHART:4:1:14 Rank the following facilities that benefit you the most.



INTERPRETATION: From the above table, it is interrupted that

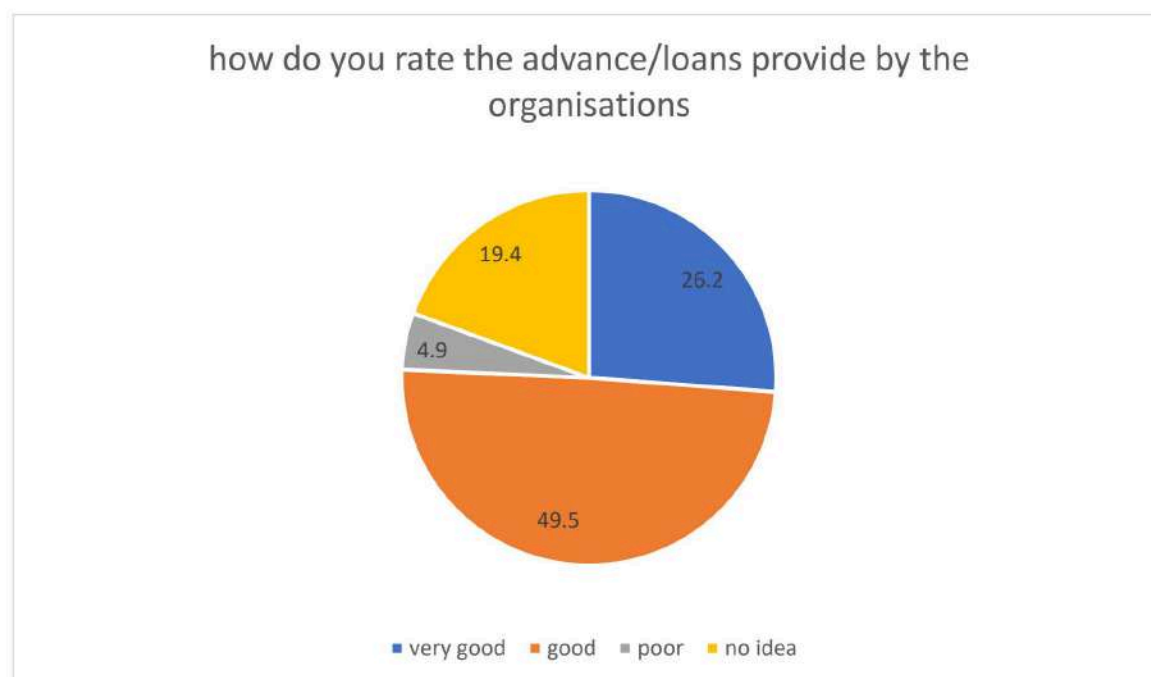
- 11% are respondent as rank 5. 17% are respondent as rank 4. 23%are are respondent as rank 3. 18% are respondent as rank 2. 32% are respondent as rank 1 for food coupons cards.

- 4% are respondent as rank 5. 28% are respondent as rank 4. 24% are respondent as rank 3. 16% are respondent as rank2. 27% are respondent as rank 1 for education help for children.
- 4% are respondent as for rank 5. 18% are respondent as rank 4. 33% are respondent as rank3. 17% are respondent as rank 2. 31% are respondent as rank1 for travelling allowance.
- 6% are respondent as rank 5. 10% are respondent as rank 4. 22% are respondent as rank 3. 36% are respondent as rank 2. 27% are respondent as rank 1 for housing
- 4% are respondent as rank5. 13% are respondent as rank 4. 16% are respondent as rank 3. 10% are respondent as rank 2. 57% are respondent as rank 1 for medical.

TABLE: 4:1:16 how do you rate the advance/loans provide by the organisations

particular	No of respondent	Percentage of respondent
Very good	27	26.2
Good	51	49.5
Poor	5	4.9
No idea	20	19.4
total	103	100

CHART : 4:1:16 how do you rate the advance/loans provide by the organisations



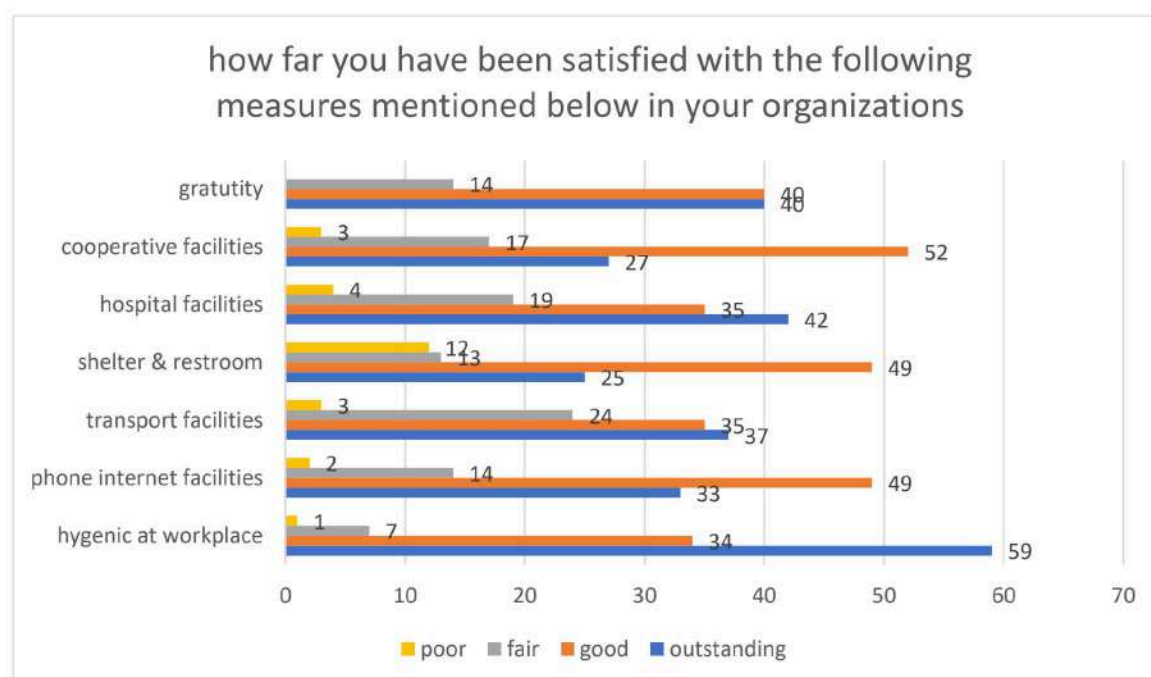
INTERPRETATION: From the above table 49.5% respondents as good. 26.2% are respondent as very good. 19.4% are respondents as no idea. 4.9% respondent as poor.

INFERENCE: Majority of 49.5% respondents as good.

TABLE: 4:1:17 how far you have been satisfied with the following measures mentioned below in your organizations.

particular	outstanding	Good	fair	poor
Hygienic at workplace	59	34	7	1
Phone internet facilities	33	49	14	2
Transport facilities	37	35	24	3
Shelters & restroom	25	49	13	12
Hospital facilities	42	35	19	4
Cooperative stores	27	52	17	3
gratuity	40	40	14	5

CHART: 4:1:17 how far you have been satisfied with the following measures mentioned below in your organizations



INTERPRETATION: From the above table, it is interrupted that,

14% are respondent as fair. 40% are respondent as good. 40% are respondent as outstanding for gratuity.

3% are respondent as poor. 17% are respondent as fair. 52% are respondent as good. 27% are respondent as outstanding for cooperative facilities.

4% are respondent as poor. 19% are respondent as fair. 35% are respondent as good. 42% are respondent as outstanding for hospital facilities.

12% are respondent as poor. 13% are respondent as fair. 49% are respondent as good. 25% are respondent as outstanding for restrooms and shelters.

3% are respondent as poor. 24% are respondent as fair. 35% are respondent as good. 37% are respondent as outstanding for transport facilities.

2% are respondent as poor. 14% are respondent as fair. 49% are respondent as good. 33% are respondent as outstanding for phone internet facilities

1% are respondent as poor. 7% are respondent as fair. 34% are respondent as good. 59% are respondent as outstanding for hygienic at workplace.

TABLE: 4:1:18 'Welfare facilities provided will motivate work to work sincerely'-how far you agree with this statement?

particular	No of respondent	Percentage of respondent
Agree	62	60.8%
Strongly agree	35	34.3%
disagree	4	3.9%
Strongly disagree	2	2%

CHART: 4:1:18 'Welfare facilities provided will motivate work to work sincerely'-how far you agree with this statement?



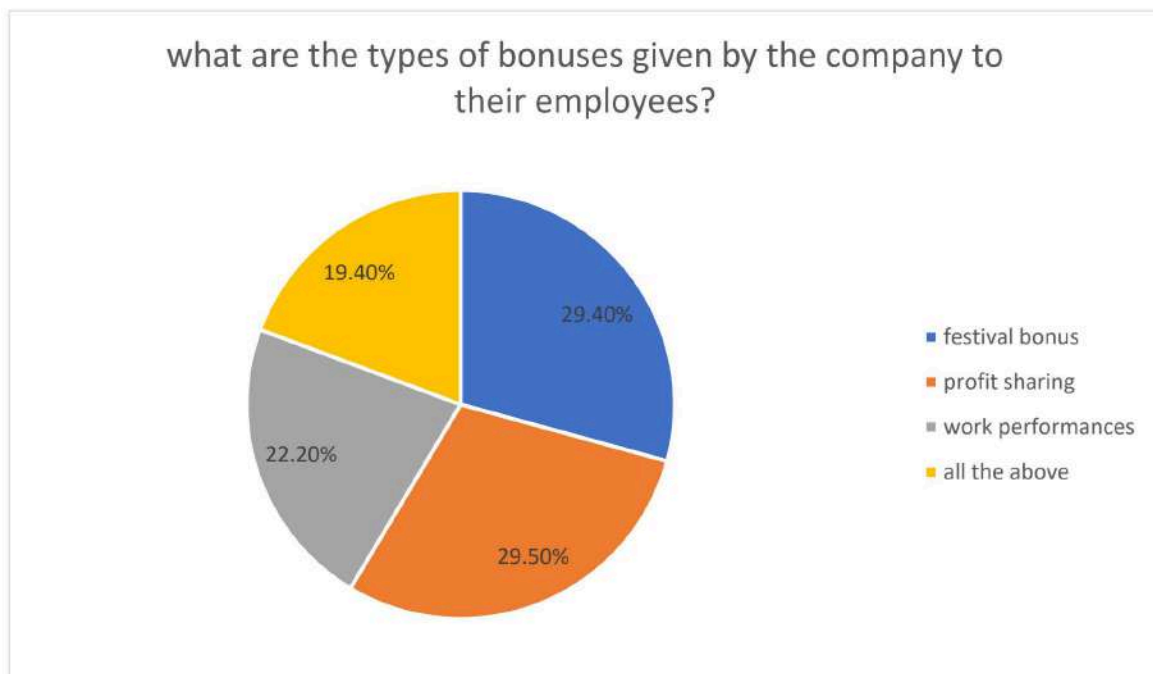
INTERPRETATION: From the above table 60.80% are respondent as agree. 34.30% are respondent as strongly agree. 3.90% are respondent as disagree. 2% are respondent as strongly disagree.

INFERENCE: Majority of 60.80% are respondent as agree.

TABLE: 4:1:19 what are the types of bonuses given by the company to their employees?

particulars	No of respondent	Percentage of respondent
Festival bonus	30	29.4%
Profit sharing bonus	30	29.5%
Work performance bonus	23	22.2%
All the above	20	19.4%
total	103	100%

CHART: 4:1:19 what are the types of bonuses given by the company to their employees?



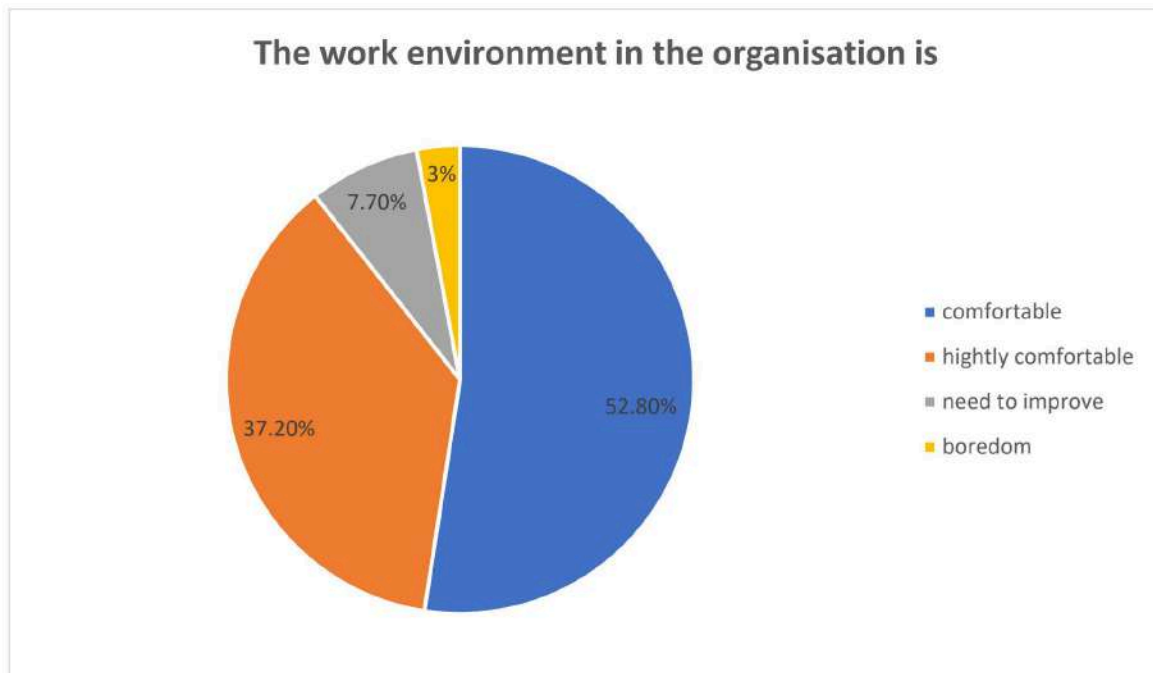
INTERPRETATION: From the above table, 29.50% are respondent as profit sharing. 29.40% are respondent as festival bonus. 22.20% are respondent as work performances.

INFERENCE: Majority of 29.50% are respondent as profit sharing.

TABLE: 4:1:20 The work environment in the organisation is

Particular	No of respondent	Percentage of respondent
Comfortable	54	52.8%
Highly comfortable	38	37.2%
Need to improve	8	7.7%
boredom	3	3%
total	103	100%

CHART: 4:1:20 The work environment in the organisation is



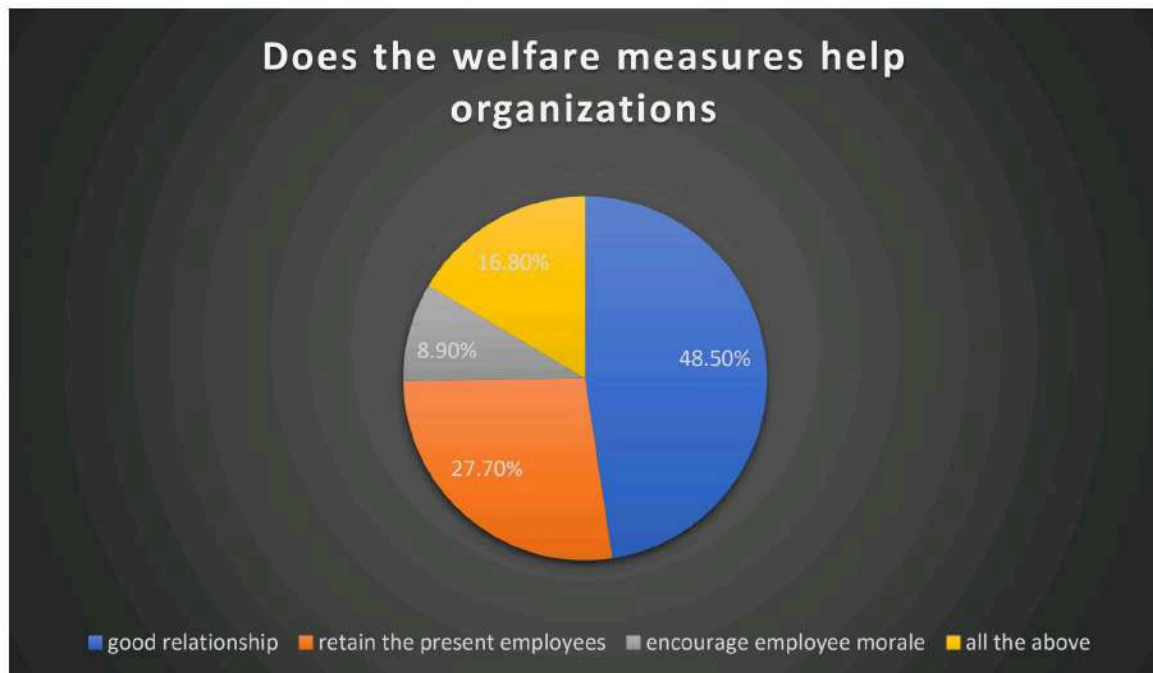
INTERPRETATION: From the above table, 52.80% are respondent as comfortable. 37.20% are respondent as highly comfortable. 7.70% are respondent as need to improve. 3% are respondent as boredom.

INFERENCE: Majority of 52.80% are respondent as comfortable.

TABLE: 4:1:21 Does the welfare measures help organizations

particular	No of respondent	Percentage of respondent
Good relationship	49	48.5
Retain the present employees	28	27.7
Encourage employee morale	9	8.9
All the above	17	16.8

CHART: 4:1:21 Does the welfare measures help organizations



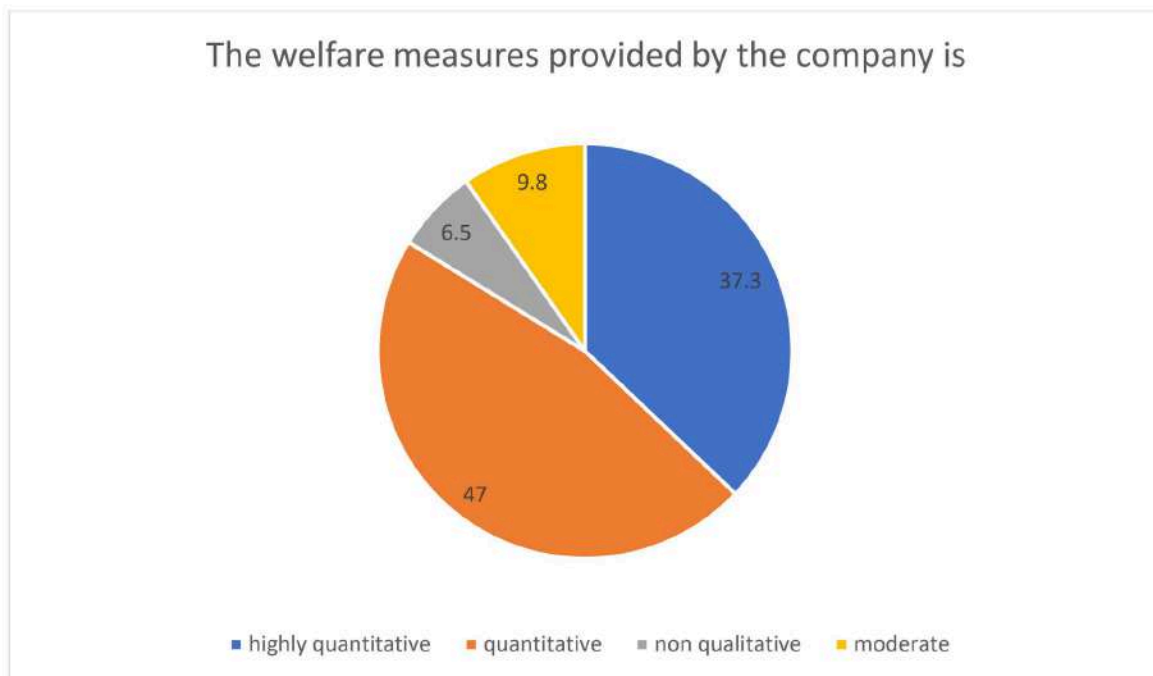
INTERPRETATION: From the above table, 48.50% are respondent as good relationship. 27.70% are respondent as retain the present employees. 16.80% are respondents are all the above. 8.90% are respondent as encourage employee morale.

INFERENCE: Majority of 48.50% are respondent as good.

TABLE 4:1:22 The welfare measures provided by the company is

particular	No of respondent	Percentage of respondent
Highly quantitative	38	37.3
quantitative	48	47
Non qualitative	7	6.5
moderate	10	9.8
total	103	100

CHART 4:1:22 The welfare measures provided by the company is



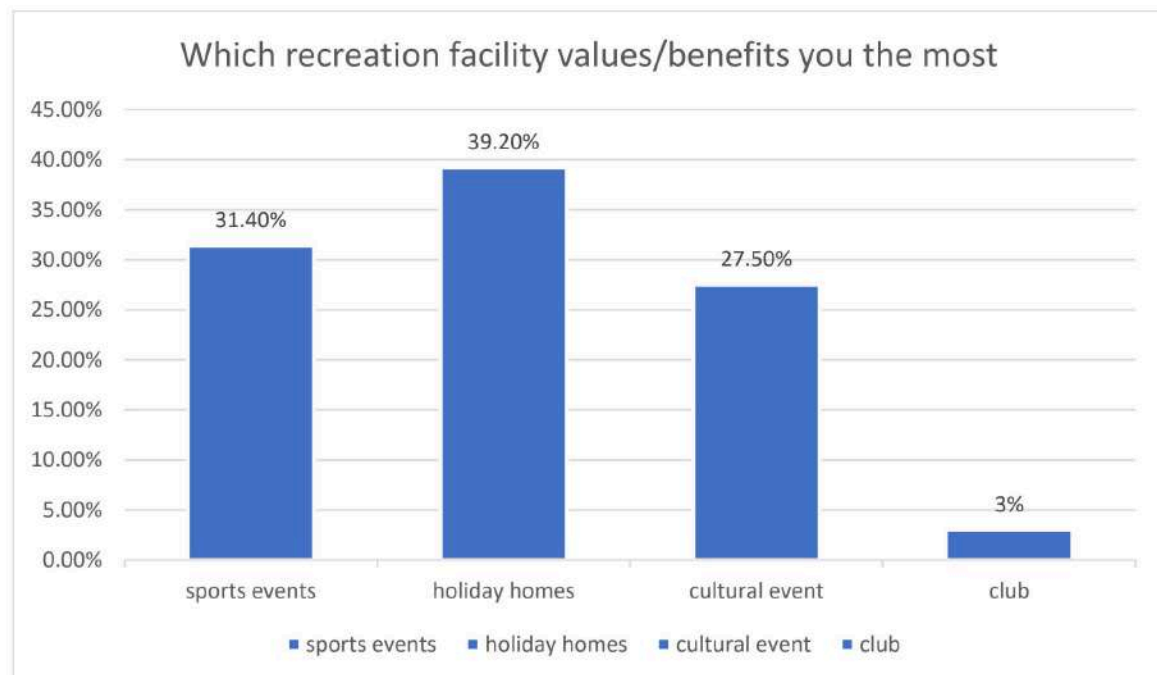
INTERPRETATION: From the above, 37.3% are respondent as highly quantitative. 47% are respondent as quantitative. 9.8% are respondent as moderate. 6.5% are respondent as non-qualitative.

INFERENCE: Majority of 47% are respondent as highly quantitative.

TABLE 4:1:23 Which recreation facility values/benefits you the most

Particular	No of respondent	Percentage of respondent
Sports events	32	31.4%
Holiday homes	40	39.2%
Cultural events	28	27.5%
club	3	3%
total	103	100

CHART 4:1:23 Which recreation facility values/benefits you the most



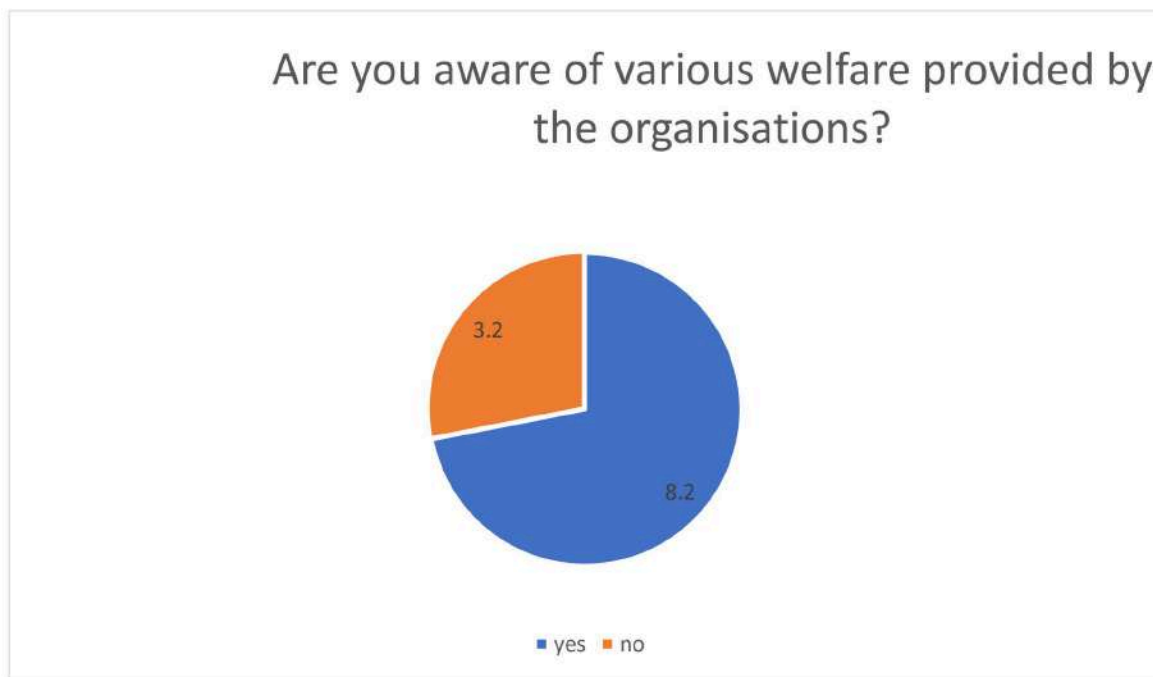
INTERPRETATION: From the above table, 39.20% are respondent as holiday homes. 31.40% are respondent as sports events. 29.50% are respondent as cultural event. 3% are respondent as club

INFERENCE: Majority of 39.20% are respondent as holiday.

TABLE 4:1:24 Are you aware of various welfare provided by the organisations?

Particular	No of respondent	Percentage of respondent
Yes	89	88
No	14	13.7
Total	103	100

CHART 4:1:24 Are you aware of various welfare provided by the organisations?



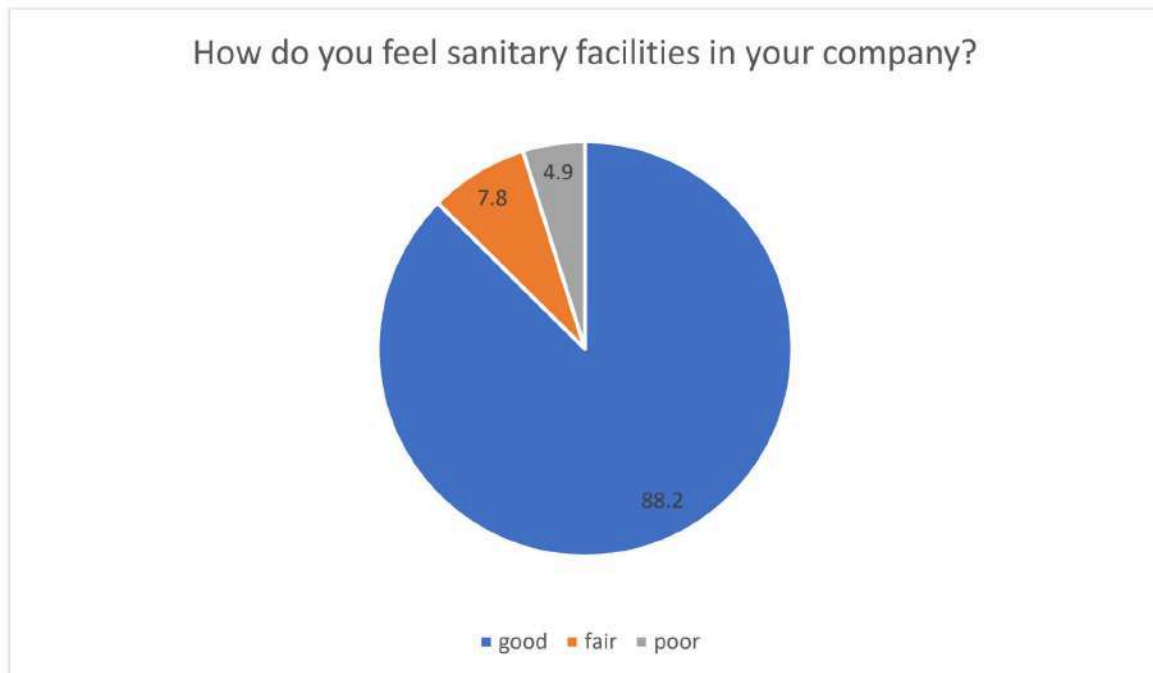
INTERPRETATION: From the above table, 88.2% are respondent as Yes. 13.7% are respondent as No.

INFERENCE: Majority of 88.2% are respondent as Yes.

TABLE: 4:1:24 How do you feel sanitary facilities in your company?

particular	No of respondent	Percentage of respondent
Good	90	88.2
Fair	8	7.8
poor	5	4.9
total	103	100

CHART 4:1:24 How do you feel sanitary facilities in your company?



INTERPRETATION: From the above table, 88.2% are respondents as good. 7.8% are respondents as fair. 4.9% are respondents as poor.

INFERENCE: Majority of 88.2% are respondents as good.

CHI SQUARE

**Table 4:2:1
HYPHOTHESIS**

NULL HYPHOTHESIS(H0): There is no significant difference between gender of the respondent with how do you satisfied with the working hours of the organization.

ALTERNATIVE HYPHOTHESIS(H1): there is significant difference between gender of the respondents with how do you satisfied with the working hours of the organization.

Crosstabs

Case Processing Summary

		Cases		Missing		Total	
		Valid	Percent	N	Percent	N	Percent
Gender	*	103	100.0%	0	0.0%	103	100.0%
how_do_you_satisfied_with_the_working_hours_of_the_organization							

Gender

*

how_do_you_satisfied_with_the_working_hours_of_the_organization

Crosstabulation

			how_do_you_satisfied_with_the_working_hours_of_the_organization			
			acceptable	normal	very satisfied	dissatisfied
Gender	Male	Count	40	21	0	0
		Expected Count	23.7	24.9	9.5	3.0
	Female	Count	0	21	16	5

	Expected Count	16.3	17.1	6.5	2.0	
Total	Count	40	42	16	5	103
	Expected Count	40.0	42.0	16.0	5.0	103.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	59.520 ^a	3	.000
Likelihood Ratio	81.039	3	.000
Linear-by-Linear Association	55.644	1	.000
N of Valid Cases	103		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 2.04.

INTERPRETATION:

Since p value 0.01 is less than 0.05. Null hypothesis is rejected and alternative hypothesis is accepted. Hence, is a significant association between gender of the response with reference reason for how do you satisfied with the working hours of the organization.

ANOVA

Table 4:2:2

ONE-WAY

NULL HYPOTHESIS(H0): There is no significant difference between age of the respondent with the withdrawal facilities in the employee provident fund.

ALTERNATIVE HYPOTHESIS(H1): There is a significant difference between age of the respondent with the withdrawal facilities in the employee provident fund.

Descriptives

Age

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Satisfied	74	1.00	.000	.000	1.00	1.00	1	1
Dissatisfied	7	1.00	.000	.000	1.00	1.00	1	1
neutral	22	1.95	.722	.154	1.63	2.27	1	4
Total	103	1.20	.512	.050	1.10	1.30	1	4

ANOVA

Age

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	15.764	2	7.882	71.951	.000
Within Groups	10.955	100	.110		
Total	26.718	102			

Age

Duncan^{a,b}

the_withdrawal_facilities_in_the_employee_provident_fund		Subset for alpha = 0.05	
	N	1	2
satisfied	74	1.00	
dissatisfied	7	1.00	
neutral	22		1.95
Sig.		1.000	1.000

Means for groups in homogeneous subsets are displayed.

INTERPRETATION:

Since p value 0.01 is less than 0.05. Null hypothesis is rejected and alternative hypothesis is accepted. Hence, is a significant association between age of the response with the withdrawal facilities in the employee provident fund.

CHAPTER -5

FINDINGS, SUGGESTIONS AND CONCLUSION

5:1 FINDINGS

- Majority of 84.3% are respondent are belonging to 20-30 age.
- Majority of 71.8% are respondent are belonging to graduate.
- Majority of 52% are response as 1-2 years
- Majority of 95% are response as 10000-20000
- Majority of 60.2% are response as good
- Majority of 50.5% are response as medium
- Majority of 38.8% are response as 2
- Majority of 48.5% are response as good
- Majority of 40.2% are response as normal
- Majority of 71.6% are response as satisfied
- Majority of 49.5% are response as good
- Majority of 60.8% are response as agree
- Majority of 29.7% are response as festival bonus
- Majority of 52.9% are response as comfortable
- Majority of 48.5% are response as good relationship
- Majority of 47.1 are response as qualitative.
- Majority of 39.2% are response as holiday homes
- Majority of 87.3% are response as yes.
- Majority of 88.2% are response as good
- Since p value 0.01 is less than 0.05. Null hypothesis is rejected and alternative hypothesis is accepted. Hence, is a significant association between gender of the response with reference reason for how do you satisfied with the working hours of the organization.
- Since p value 0.01 is less than 0.05. Null hypothesis is rejected and alternative hypothesis is accepted. Hence, is a significant association between age of the response with the withdrawal facilities in the employee provident fund.

5:2 SUGGESTIONS

- The management, needs to, enhance the quality, and, satisfactory things of, the nourishment which, is, a standout amongst the most, imperative essential civilities and, it fulfils the, workers.
- The number, of spittoons gave at the work, put isn't adequate, and, so the organization needs to build the quantity of spittoons, which keeps, the earth clean.
- Rest room, office must be, adequately given
- The management can, give better quality and assortment of nourishment in the container,
- The Management should mastermind more projects to enhance the worker's mindfulness about the welfare measures working conditions and standardized savings plans
- Satisfactory number of emergency treatment machines must be given.

CONCLUSIONS:

The study indicates that employees' welfare measures are responsible to maintain employees in the organization. The employees have provided effective welfare facilities. All respondents are agreeing with the different welfare facilities provided by the organization. The motivation, career development, grievance handling, medical facilities, education are important factors that effects on employee's productivity at workplace. It has been concluded that all employees are satisfied and agree with their provided welfare facilities by organization which in turn would be build the confidence, self-esteem and also increase the productivity of employees.

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APPENDIX

1. NAME:

2. Age

- 20-30
- 31-40
- 41-50
- Above 50

3. Educational qualification

- Graduate
- Diploma
- Post graduate

4. Work experience

- Below 1 year
- 1-2 years
- 10-15 years
- Over 15 years

5. Monthly income

- 10000-20000
- 20000-30000
- 30000-40000
- 40000-50000
- Above 50000

6. How much do you aware of first aid treatment for various ailments?

- Good
- Excellent
- Fair
- Poor

7. How satisfied are you with present leave policy of your organization?

- High
- Medium
- Low

8. Please give the ratings to canteen facility provided by the organization.

Particulars	HS	S	DS	N	HDS
Cleanliness					
Hygienic					
serving					

9. How many safety training programs attended by you in the current year?

- 1
- 2
- Nil

10. How do you rate medical facilities provided by your organizations?

- Excellent
- Good
- Very good
- Fair

11. How do you satisfy with the working hours of the organizations?

- Acceptable
- Normal
- Very satisfied
- Dissatisfied

12. Are you satisfied with the withdrawal facilities in the employee provident fund scheme?

- Satisfied
- Dissatisfied
- Neutral

13. Rank the following facilities that benefit you the most

particular	1	2	3	4	5
Medical					
Housing					
Travelling allowance					

Education help for the children					
Food coupon cards					

14. How do you rate the advance/loans provide by the organizations?

- Very good
- Good
- Poor
- No idea

15. How far you have been satisfied with the following measures mentioned below in your organizations

particulars	outstanding	Good	fair	poor
Hygienic				
Phone internet facilities				
Transport facilities				
Shelters & restrooms				
Hospital facilities				
Cooperative stores				
gratuity				

16. 'Welfare facilities provided will motivate work to work sincerely'- how far you agree with this statement?

- Agree
- Strongly agree
- Disagree
- Strongly disagree

17. What are the types of bonuses given by the company to their employees?

- Festival bonus
- Profit sharing bonus
- Work performances bonus
- All the above

18. The work environment in the organisation is

- Comfortable
- Highly comfortable
- Need to improve
- Boredom

19. Do the welfare measures help organizations?

- Good relationship
- Retain the present employees
- Encourage employee morale
- All the above

20. The welfare measures provided by the company is

- Highly quantitative
- Qualitative
- Non qualitative
- Moderate

21. Which recreation facility values/benefits you the most

- Sports events
- Holiday homes
- Cultural event
- Club

22. Are you aware of various welfare provided by the organizations?

- Yes
- No

23. How do you feel sanitary facilities in your company?

- Good
- Fair
- Poor

24. Suggestion:

A STUDY ON EFFECTIVENESS OF EMPLOYEES WELFARE MEASURES AT SOFTWARE COMPANIES WITH SPECIAL REFERENCES IN CHENNAI

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ABSTRACT

Corporate social responsibility studies prove that an employee is increasingly a key stakeholder for companies. Firms are starting to think about their workforce as a real opportunity to manage and improve their human and economic capital. Employee welfare and benefit schemes are particularly important in this perspective and top companies are investing significantly in this direction. On the basis of an empirical cross-analysis, conducted on a questionnaire addressed to its own employees, by one of the world's biggest multinational groups, and in which the level of satisfaction of benefits and welfare schemes is investigated, significant results emerged: the utility of benefits is marginally higher in women than in men; an evident direct linear relationship exists between job standing and benefit satisfaction, with the exception of factory workers; seniority and age variance of employees do not imply different marginal utility in benefits.

1 INTRODUCTION

Employee welfare and safety at the workplace is one of the important measures of life at work place.

The intramural facilities known as facilities provided inside the firm. In these facilities include all type of activity related to maintaining of industry, safety measures like fencing and covering of machines,

Organizations ensure that employees are exposed to a risk level which do not affect their physical, emotional and mental health. Also, the organizations do not entertain any activity in its premises that will disturb the work life of the employees. Employees are trained appropriately about the work and about all precautionary measures that will prevent accidents at the work place. In addition to these, all the organizations have rigorous checking process that avoid intrusion of outsiders into the office premises. It is sincerely thought that the welfare notion will help the organizations to maintain harmonious industrial relations and more lasting industrial peace to tackle effectively the social problems and attain human welfare.

Types of Employees

Welfare Employee welfare can be categorized as statutory or non-statutory, meaning as required by the law or by the will of the management respectively. Welfare activities can also be classified as either intra-mural (inside the workplace) or extra-mural (outside the workplace).

proper layout structure of the plant and machinery, sufficient lighting etc. the provision of some facilities is compulsory in all industrial establishment and organization to all over the world

The extra mutual facilities is known as the offered to the employee's outside the workplace. in this include transport facilities, health and medical services, market, consumers etc. it may be started that the welfare activities may be provided by the employer, the government etc. The extra- mural facilities are very important for the general welfare and up liftmen of the workers

REVIEW OF LITERATURE

- **Michael (2001)** in his book, "Human Resource Management and Human Relations" said that the provision of intra-mural and extra-mural welfare facilities help in improving the quality of work life of employee's thereby good human relations will develop among different cadres of employees.
- .
- **Lenah Morori, Dr. Ogoti Evans, and Dr. Munyai Jennifer (2018)** studied the influence of employee welfare facilities on their performance in this study discussed about the relationship between employee welfare practices and employee performance. The study concluded that if the employee welfare facilities are continuously enhanced, so the performance of employees is improved.
- **K. PRABHA KUMARI R. KANNAN (2018)** studied on statutory labour welfare

- **Aswat Appa (2010)** in his book, "Human Resource Management" discussed the various types of benefits and services provided to employees in terms of payment for time not worked, insurance benefits, compensation benefits, pension plans etc. He also discussed the ways to administer the benefits and services in a better way.
 - **Dr. M Surat Kumari (2014)** studied on impact of employee welfare facilities on job satisfaction. Objectives of this study are to boost up employee morale and to protect from health and safety and provide facilities to protect them. The study concluded that employees are satisfied with the facilities and improvement of the facilities is raising the standard of employee's performance
- measure. Objective of this Significant relationship between Age & Welfare facilities. The study conclude on labour welfare measures aims find out the various welfare schemes provided by the organization. The staff and workers want more co-operations with the management.

Need for Study:

Measuring the effectiveness of welfare measures on employee morale in an organization benefits the management by providing information through a survey of employee morale in order to make sound decisions, solving employee problems and increase the efficiency.

OBJECTIVES:

- To know the effectiveness of various employees' welfare measures provided in the organization
- To find out the levels of satisfaction among employees with respective to various welfare measures providing to them.
- To identify remedial measures to improve the employee welfare

RESEARCH METHODOLOGY

Research methodology is the specific procedures or techniques used to identify, select, process, and analyse information a topic. In a research paper, the methodology section allows

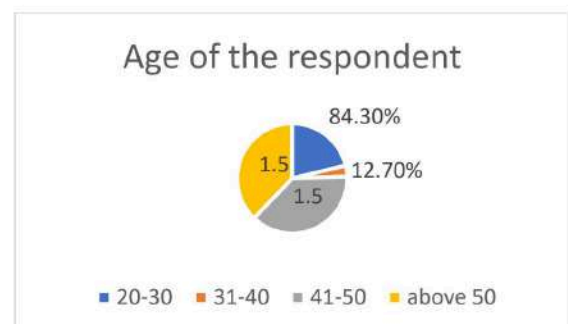
the reader to critically evaluate a study's overall validity and reliability.

Statement of the Problem

To know the existing working conditions, industrial safety and welfare measures, medical benefits, interrelationship between superior and subordinate etc.,

Percentage analysis

AGE%	No of respondent	Percentage of respondent
20-30	86	84.3%
31-40	14	12.7%
41-50	2	1.5%
above 50	1	1.5%
Total	103	100%



Please give the ratings to canteen facility provided by the organization.

particular	HS	S	DS	N	HD S
Cleanlines	59	29	5	7	1
Hygenic	36	52	5	5	2
serving	32	40	20	6	1

CHI SQUARE HYPHOTHESIS

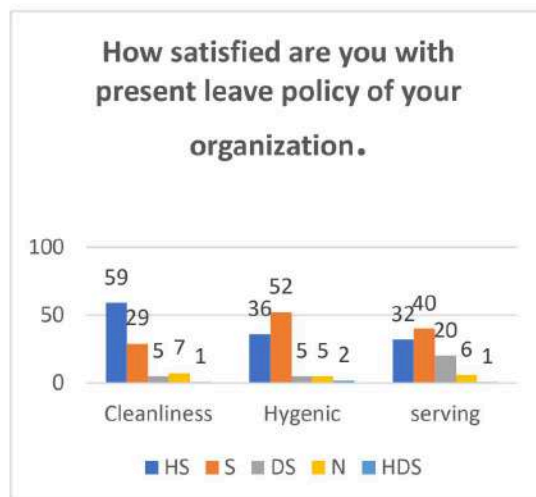
NULL HYPHOTHESIS(H0): There is no significant difference between gender of the respondent with how do you satisfied with the working hours of the organization.

ALTERNATIVE HYPHOTHESIS(H1): there is significant difference between gender of the respondents with how do you satisfied with the working hours of the organization.

ANOVA

ONE-WAY

NULL HYPOTHESIS(H0): There is no significant difference between age of the respondent with the withdrawal facilities in the employee provident fund.



Chi-Square Tests

	Value	df	Asymptotic Significance (sided)
Pearson Chi-Square	59.520 ^a	3	.000
Likelihood Ratio	81.039	3	.000
Linear-by-Linear Association	55.644	1	.000
N of Valid Cases	103		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 2.04.

ALTERNATIVE

HYPOTHESIS(H1): There is a significant difference between age of the respondent with the withdrawal facilities in the employee provident fund.

ANOVA

Age

	Sum of Squares	df	Mean Square
Between Groups	15.764	2	7.882
Within Groups	10.955	100	.110
Total	26.718	102	

FINDINGS

- Majority of 84.3% are respondent are belonging to 20-30 age.
- Majority of 71.8% are respondent are belonging to graduate.
- Majority of 52% are response as 1-2 years
- Majority of 95% are response as 10000-20000
- Majority of 60.2% are response as good
- Majority of 50.5% are response as medium
- Majority of 38.8% are response as 2
- Majority of 48.5% are response as good
- Majority of 40.2% are response as normal
- Majority of 71.6% are response as satisfied
- Majority of 49.5% are response as good
- Majority of 60.8% are response as agree
- Majority of 29.7% are response as festival bonus
- Majority of 52.9% are response as comfortable
- Majority of 48.5% are response as good relationship
- Majority of 47.1 are response as qualitative.
- Majority of 39.2% are response as holiday homes
- Majority of 87.3% are response as yes.
- Majority of 88.2% are response as good
- Since p value 0.01 is less than 0.05. Null hypothesis is rejected and alternative hypothesis is accepted. Hence, is a significant association between gender of the response with reference reason for how do you satisfied with the working hours of the organization.
- Since p value 0.01 is less than 0.05. Null hypothesis is rejected and alternative hypothesis is accepted. Hence, is a significant association between age of the response with the withdrawal facilities in the employee provident fund.

5:2 SUGGESTIONS

- The management, needs to, enhance the quality, and, satisfactory things of, the nourishment which, is, a standout amongst the most,

imperative essential civilities and, it fulfils the, workers.

- The number, of spittoons gave at the work, put isn't adequate, and, so the organization needs to build the quantity of spittoons, which keeps, the earth clean.
- Rest room, office must be, adequately given
- The management can, give better quality and assortment of nourishment in the container,
- The Management should mastermind more projects to enhance the worker's mindfulness about the welfare measures working conditions and standardized savings plans
- Satisfactory number of emergency treatment machines must be given.

CONCLUSIONS:

The study indicates that employees' welfare measures are responsible to maintain employees in the organization. The employees have provided effective welfare facilities. All respondents are agreeing with the different welfare facilities provided by the organization. The motivation, carrier development, grievance handling, medical facilities, education

are important factors that effects on employee's productivity at workplace. It has been concluded that all employees are satisfied and agree with their provided welfare facilities by organization which in turn would be build the confidence, self-esteem and also increase the productivity of employees.

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