

## **A Study On “Employee Welfare” In Human Resource Department With Special Reference To Multi Specialist Hospitals In Coimbatore City**

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Employee welfare is a term which includes various services, benefits and facilities offered to employees by the employers. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Employee Welfare is an important factor of industrial relations, the extra dimension, giving satisfaction to the worker in a way which even a good wage cannot. With the growth of industrialization and mechanization, it has acquired added importance.

Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families.

- To increase the standard of living of the. Working class.
- To make the management feel the employees are satisfied.
- To reduce the labour problems in the organization.
- To recognize human values.

I conclude to create cordial atmosphere and smooth relationship between employer and employees it is essential to satisfy the need of the former. It will definitely improve the efficiency of the employees.

### **INTRODUCTION:**

Employee welfare is a term which includes various services, benefits and facilities offered to employees by the employers. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages.

The basic features of labor welfare measures are as follows:

- Labor welfare includes various facilities, services and amenities provided to workers for improving their health, efficiency, economic betterment and social status.
- Welfare measures are in addition to regular wages and other economic benefits available to workers due to legal provisions and collective bargaining
- Labor welfare schemes are flexible and ever-changing. New welfare measures are added to the existing ones from time to time.
- Welfare measures may be introduced by the employers, government, employees or by any social or charitable agency.
- The purpose of labor welfare is to bring about the development of the whole personality of the workers to make a better workforce.

The very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labor force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living.

The important benefits of welfare measures can be summarized as follows:

- They provide better physical and mental health to workers and thus promote a healthy work environment
- Facilities like housing schemes, medical benefits, and education and recreation facilities for workers families help in raising their standards of living. This makes workers to pay more attention towards work and thus increases their productivity.
- Employers get stable labor force by providing welfare facilities. Workers take active interest in their jobs and work with a feeling of involvement and participation.

- Employee welfare measures increase the productivity of organization and promote healthy industrial relations thereby maintaining industrial peace.
- The social evils prevalent among the labors such as substance abuse, etc are reduced to a greater extent by the welfare policies.

### **NEED OF THE STUDY**

- To find out whether the present welfare facilities given to the employee is satisfactory and is it affecting their performance in the organization
- The study will help them to find out if they are fulfilling the needs of employees and if they are following the legal provisions

### **OBJECTIVES OF THE STUDY:**

The objectives of this study with regards to the Human Resource department are

- To know the demographic profile of the employees
- To know the extent to which the employees are satisfied with the welfare measures.
- To know whether the employees are satisfied with their job.
- To know whether the employees are satisfied with the organisation, considering the expectation they had before joining the organization.
- To know whether the employees are fully aware of the welfare facilities.

### **LIMITATIONS OF THE STUDY:**

- Since the availability of time was limited it was not possible to collect information from all the departments.
- Some employees hesitated to reveal the information.
- Some were not interested
- Due to the busy schedule of the employees they were not able to provide the full details.

### **TYPE OF RESEARCH**

The research of my project is descriptive study. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied.

**Here the population and the sample size is same that is 100**

### **SAMPLING DESIGN**

The Sampling Method used is Non Probability Sampling Method, where every population does not have an equal chance of getting selected and it is a Convenience sampling technique where respondent for the study is selected on the convenience of researcher.

### **DATA PROCESSING**

The research consists of both primary data and secondary data for data collection.

### **SOURCES OF DATA**

#### ➤ **PRIMARY DATA**

Primary data refers to the first data collection from the primary source. The methods of collection of primary data are;

- ❖ Direct personal investigation In the study, direct personal investigation method is used.

#### ➤ **SECONDARY DATA**

Secondary data are the one which are not originally collected but rather obtained from published and unpublished sources, which includes;

- Organizational records
- Website

## METHOD OF DATA COLLECTION

A well structured questionnaire was prepared and circulated to all the members of Multi Specialist Hospitals working in Human Resource Department. Based on their response the following tools were applied for analysis.

- Simple Percentage Analysis
- Chi-square
- Correlation
- Rank Correlation

## CHI SQUARE

- To identify the association between experience and current job satisfaction

## CORRELATION

- Correlation between experience and income level

## RANK CORRELATION

- Rank correlation between drinking water and canteen facilities

## CHI SQUARE

### NULL HYPOTHESIS:

HO: THERE IS NO ASSOCIATION BETWEEN EXPERIENCE AND JOB SATISFACTION

### ALTERNATIVE HYPOTHESIS:

H1: THERE IS ASSOCIATION BETWEEN EXPERIENCE AND JOB SATISFACTION

### LEVEL OF SIGNIFICANCE:

0.05

### TEST STATISTICS

$$\chi^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

Where,

O<sub>i</sub> – Observed Frequency

E<sub>i</sub> – Expected Frequency

O	E	(O-E) <sup>2</sup> /E
2	5.33	2.08
31	28.70	0.18
5	5.33	0.02
3	1.64	1.12
0	0	0
4	3.51	.068
18	18.9	0.042
4	3.51	0.068
1	1.08	.0059
0	0	0
7	4.16	1.93
21	22.4	0.0875
4	4.16	.006
0	1.28	1.28
0	0	0
<b>TOTAL</b>	<b>100</b>	<b>6.89</b>

Calculated value	6.89
Table value	15.507

**INFERENCE**

Since the calculated value is less than the table value, we accept the null hypothesis and assume that there is no association between experience and job satisfaction.

**CORRELATION**

**Correlation** refers to any of a broad class of statistical relationships involving dependence.

**CORRELATION BETWEEN EXPERIENCE AND INCOME LEVEL**

**Ho: null hypothesis= there is no relationship between experience and income level**

**Hi: alternative hypothesis : there is relationship**

**between experience and income level**

**LEVEL OF SIGNIFICANCE : 0.01 %**

**TEST STATISTICS:**

**CORRELATION**

		EXPERIENCE	INCOME LEVEL
EXPERIENCE	Pearson Correlation	1	.207*
	Sig. (2-tailed)		.039
	N	100	100
INCOME LEVEL	Pearson Correlation	.207*	1
	Sig. (2-tailed)	.039	
	N	100	100

\*. Correlation is significant at the 0.05 level (2-tailed).

**INFERENCE**

Since the p value is less than 0.01, we reject the null hypothesis at 1 % level of significance and infer that there is relationship between the experience and income .

**RANK CORRELATION**

**RANK CORRELATION BETWEEN DRINKING WATER AND CANTEEN FACILITIES**

Correlations				
			DRINKING WATER	CANTEEN
Spearman's rho	DRINKING WATER	Correlation Coefficient	1.000	.037
		Sig. (2-tailed)	.	.714
		N	100	100
	CANTEEN	Correlation Coefficient	.037	1.000
		Sig. (2-tailed)	.714	.
		N	100	100

**INFERENCE**

Since both canteen and drinking water facilities are in positive figures we can infer that there is positive correlation that is when there is an improvement in drinking water facilities canteen facilities also improves.

**FINDINGS**

- **71% of the respondents are Female while 29 % are male.**
- 50% of the respondents are under the age group of 25.
- 41 % has an experience of less than a year.
- 58% are undergraduates.
- 61% of the respondents draw a salary of less than 15,000.
- **70% of the respondents are satisfied with their current job.**
- 62% of the respondents are satisfied with the freedom provided to them to perform the job.
- 52 % of the respondents are satisfied with the cooperative nature of the co workers.

- 54 % are satisfied with the training facilities provided to enhance their skills.
- 49 % are neutral regarding the consideration given by the management for the employees suggestions.
- 61% are satisfied with the way of communicating the policies and strategies to them.
- 60 % of the respondents are satisfied with their work life balance.
- 40 % of the respondents are neutral regarding the performance appraisal.
- 48 % of the respondents are satisfied with the security inside the organisation.
- 47 % of the respondents are satisfied with the leave policy.
- **79 % of the respondents are fully aware of the welfare facilities.**
- 37 % of the respondents have a very good knowledge regarding the employee welfare laws.
- 44 % of the respondents rate the overall welfare measures to be very good.
- **73% of the respondents are satisfied with the expectation they had while joining the organisation**
- There is association between gender and over all welfare measures.
- There is no association between experience and job satisfaction.

## SUGGESTIONS

In order to overcome the above stated problems and to improve the welfare measures derived by the employees following suggestions have been offered by the researcher.

- Since majority of the employees are female, **crèche facilities** can be provided.
- The company should take necessary steps to **retain the experienced employees**
- Job satisfaction of the employees should be improved by making the job more challenging and **providing adequate monetary and non monetary incentives**
- Steps should also be taken to improve relationships among the employees so that there is proper cooperation and coordination among them.
- Training programmes should be improved and it should cater (provide) with the job requirements.
- **Better consideration** should be given for **employees' ideas and suggestions**. They should be rewarded for their ideas and suggestions
- Management should ensure that the employees enjoy a proper work life balance by altering the timings or making it more flexible
- **Performance appraisal methods should be made more transparent** so that there are no chances of dissatisfaction.
- Awareness should be created among the employees regarding the various employee laws.

## CONCLUSION

Performance of the employees does not depend only on ability and skill of an individual employee. Apart from ability and capability of individual employees factor like welfare measures, morale, job satisfaction ect. Contributes significantly towards the improved performance of the individual employee. As human resources have been considered as the vital resource, the maintained and developed of this resource will offer the number of benefits for the business enterprises.

The employees who are satisfied with the job will show more amount of commitment towards organization which will result in increase efficiency of both individual as a whole.

Even though more of the employees are fully aware of the welfare facilities only few have rate the facilities to be very good. Therefore we can conclude that the employees are not highly satisfied with the welfare measures

Among the employees only some of them are fully aware of the welfare measures, therefore the awareness about the facilities are not very good.

Therefore I conclude to create cordial atmosphere and smooth relationship between employer and employees it is essential to satisfy the need of the former. It will definitely improve the efficiency of the employees.



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