

A STUDY ON EMPLOYEE WELFARE AND EMPLOYEE SATISFACTION

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ABSTRACT

Welfare of employee and his family members is an effective advertising and also a method of buying the gratitude and loyalty of employees. Employee welfare is a comprehensive term including various services, benefits and facilities offered by the employer.

The basic purpose of labour welfare is to enrich the life of employees and keep them happy and contented. Welfare facilities enable workers to have a richer and more satisfying life. It raises the standard of living of workers by indirectly reducing the burden on their pocket.

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Organization is made up of people there for if people do not change then the organization cannot change for obtaining the full co-operation & enthusiastic support of the members in achieving the organizational objectives, the organization must satisfy their needs and insurer their feelings.

Every organization is different and less a unique feelings and character beyond its structures characters these each org, deals with its members in a distinct way through its policies on allocation of resources, commune action pattern reward and

penalty leader ship and decision making style etc. the org policy and connection with regard to all these and a cluster of other related activities influence the feelings attitudes and behavior of its members and results in the creation of a unique organizational

This paper challenges the view of CEE labor as a uniformly weak actor. It argues that CEE unions' ability to shape the bargaining agenda and social policies depends largely on the degree of privatization, which overlaps with sectorial divisions. We find that unions in exposed sectors are unable to oppose greater flexibility even when there are no considerable wage gains, whereas workers in protected sectors manage to maintain their status and at times even enhance their welfare, both in terms of higher wages and better working conditions.

I. INTRODUCTION

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

Labor welfare entails all those activities of employer which are directed towards providing the employees with certain facilities and services in addition to wages or salaries.

Labor welfare has the following objectives:

1. To provide better life and health to the workers
2. To make the workers happy and satisfied
3. To relieve workers from industrial fatigue and to improve intellectual, cultural and material conditions of living of the workers.

The basic features of labor welfare measures are as follows:

1. Labor welfare includes various facilities, services and amenities provided to workers for improving their health, efficiency, economic betterment and social status.
2. Welfare measures are in addition to regular wages and other economic benefits available to workers due to legal provisions and collective bargaining
3. Labor welfare schemes are flexible and ever-changing. New welfare measures are added to the existing ones from time to time.
4. 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

Employee satisfaction describes how content an individual is with his or her job. The happier people are within their job, the more satisfied they are said to be. Employee satisfaction is not the same as motivation, although it is clearly linked. Job design aims to enhance Employee satisfaction and performance, methods include job rotation, job enlargement and job enrichment. Other influences on satisfaction include the management style and culture, employee involvement, empowerment and autonomous work position. Employee satisfaction is a very important attribute which is frequently measured by organizations. The most common way of measurement is the use of rating scales where employees report their reactions to their jobs. Questions relate to rate of pay, work responsibilities, variety of tasks, promotional opportunities, the work itself and co-workers. Some questioners ask yes or no questions while others ask to rate satisfaction on 1-5

scale (where 1 represents "not at all satisfied" and 5 represents "extremely satisfied").

OBJECTIVES OF THE STUDY CAPITAL IQ:

1. To find out the present welfare activates and its level of the employees of **Hyundai motors limited**.
2. To find out the blockages for the Relations in **Hyundai motors limited** (i.e: welfare).
3. To suggest measures for improvement of the Relations as a discipline Point;
4. To study the hygienic and Relational content factors.

NEED FOR THE STUDY:

Employee satisfaction of the employees is important if the employees are satisfied then only the organization can function smoothly increases its production, faces competition.

If employees are satisfied with their job they will carry a positive attitude. Hence the study has been undertaken to assess the employee satisfaction which is necessary for the organization in order to make sound decisions.

A common situation which covertly observe marvelous require as much as rent relatives together with advance enter annihilation space. Most modern murder capability, personally pail consider kin healthy a consultant look latest judge good fortune. Anyone unable as much as grab household therefore apply it, willpower not grow to be around stay a front-runner. It's deep that anyone in search of so far as scope with around family recognize "Hewlett's disposal of work achiever."

II. MODELS OF EMPLOYEE SATISFACTION

Affect Theory

Edwin A. Locke's Range of Affect Theory (1976) is arguably the most famous Employee satisfaction model. The main premise of this theory is that satisfaction is determined by a discrepancy between what one wants in a job and what one has in a job. Further, the theory states that how much one values a

given facet of work (e.g. the degree of autonomy in a position) moderates how satisfied/dissatisfied one becomes when expectations are/aren't met. When a person values a particular facet of a job, his satisfaction is more greatly impacted both positively (when expectations are met) and negatively (when expectations are not met), compared to one who doesn't value that facet. To illustrate, if Employee A values autonomy in the workplace and Employee B is indifferent about autonomy, then Employee A would be more satisfied in a position that offers a high degree of autonomy and less satisfied in a position with little or no autonomy compared to Employee B. This theory also states that too much of a particular facet will produce stronger feelings of dissatisfaction the more a worker values that facet.

Dispositional Theory

Another well-known Employee satisfaction theory is the Dispositional Theory Template: Jackson April 2007. It is a very general theory that suggests that people have innate dispositions that cause them to have tendencies toward a certain level of satisfaction, regardless of one's job. This approach became a notable explanation of Employee satisfaction in light of evidence that Employee satisfaction tends to be stable over time and across careers and jobs. Research also indicates that identical twins have similar levels of Employee satisfaction.

A significant model that narrowed the scope of the Dispositional Theory was the Core Self-evaluations Model, proposed by Timothy A. Judge in 1998. Judge argued that there are four Core Self-evaluations that determine one's disposition towards Employee satisfaction: self-esteem, general self-efficacy, locus of control, and neuroticism. This model states that higher levels of self-esteem (the value one places on his/her self) and general self-efficacy (the belief in one's own competence) lead to higher work satisfaction. Having an internal locus of control (believing one has control over her/his own life, as opposed to outside forces having control) leads to higher Employee satisfaction. Finally, lower

levels of neuroticism lead to higher Employee satisfaction

Two-Factor Theory (Motivator-Hygiene Theory)

Frederick Herzberg's two factor theory (also known as Motivator Hygiene Theory) attempts to explain satisfaction and motivation in the workplace this theory states that satisfaction and dissatisfaction are driven by different factors – motivation and hygiene factors, respectively. An employee's motivation to work is continually related to Employee satisfaction of a subordinate. Motivation can be seen as an inner force that drives individuals to attain personal and organizational goals (Hoskinson, Porter, & Wrench, p. 133). Motivating factors are those aspects of the job that make people want to perform, and provide people with satisfaction, for example achievement in work, recognition, promotion opportunities. These motivating factors are considered to be intrinsic to the job, or the work carried out. Hygiene factors include aspects of the working environment such as pay, company policies, supervisory practices, and other working conditions.

While Hertzberg's model has stimulated much research, researchers have been unable to reliably empirically prove the model, with Hackman & Oldham suggesting that Hertzberg's original formulation of the model may have been a methodological artifact. Furthermore, the theory does not consider individual differences, conversely predicting all employees will react in an identical manner to changes in motivating/hygiene factors. Finally, the model has been criticised in that it does not specify how motivating/hygiene factors are to be measured.

Job Characteristics Model

Hackman & Oldham proposed the Job Characteristics Model, which is widely used as a framework to study how particular job characteristics impact on job outcomes, including Employee satisfaction. The model states that there are five core job characteristics (skill variety, task identity, task significance, autonomy, and feedback) which impact three critical psychological states (experienced

meaningfulness, experienced responsibility for outcomes, and knowledge of the actual results), in turn influencing work outcomes (Employee satisfaction, absenteeism, work motivation, etc.). The five core job characteristics can be combined to form a motivating potential score (MPS) for a job, which can be used as an index of how likely a job is to affect an employee's attitudes and behaviors----. A meta-analysis of studies that assess the framework of the model provides some support for the validity of the JCM.

III. RESEARCH DESIGNS

There are generally three categories of research based on the type of information required, they are

1. Exploratory research
2. Descriptive research
3. Casual research

The research category used in this project in descriptive research, which is focused on the accurate description of the variable in the problem model. Consumer profile studies, market potential studies, product usage studies, Attitude surveys, sales analysis, media research and prove survey s are the,

Examples of this research. Any source of information can be used in this study although most studies of this nature rely heavily on secondary data sources and survey research.

1. Primary Source: Discussions with plant staff, Interviews, Questionnaire administered.

2. Secondary Source: Journals Magazines and articles from prominent newspapers.

Population and Sample: There are 140 Officers & Supervisors and 100 Managerial staff .The questionnaire is administered to 100 Officers and Supervisory staff and 100 Managerial staff.

3. Sample Design

- a) Sampling unit: the study is directed towards the executive of managerial level.
- b) Sample size: sample size of 100 is taken in this study

4. Data Analysis

Simple analysis method is followed for analyzing the data pertaining to different dimensions of employees. Simple statistical data like percentage are used in the interpretation of data pertaining to the study. The results are illustrated by means of bar charts.

IV. FINDINGS

1. Welfare of employee and his family members is an effective advertising and also a method of buying the gratitude and loyalty of employees.
2. Employee welfare is a comprehensive term including various services, benefits and facilities offered by the employer.
3. The basic purpose of labor welfare is to enrich the life of employees and keep them happy and contented.
4. Welfare facilities enable workers to have archer and more satisfying life. It raises the standard of living of workers by indirectly reducing the burden on their pocket.
5. Welfare means improving, faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual

V. SUGGESTIONS

The conclusions so far drawn from the study tempts to offer the following suggestions for making the organization ready for empowerment. The conclusions drawn above convince anybody to identify the following areas to chart out training programs for the executives to make them completely ready for empowerment

1. A general training program covering the importance of and need for employee empowerment in the light of global competition is to be designed in brainstorming session involving internal and external experts.
2. The present study identifies the following areas in which training is to be undertaken.
 - ✦ A training program may be undertaken for Executives in general and to Senior Executives in particular to convince and make them accept the empowerment concept.
 - ✦ Executives working in technical areas to be trained effectively in the areas of their role and

interpersonal dependence and relations to make empowerment more fruitful.

- Employee satisfaction is a positive approach about one's job resulting from an evaluation of its characteristics. Employee satisfaction represents an attitude rather than behavior. They believe that satisfied employees are more productive than dissatisfied has been a basic tenet. A person with a high level of Employee satisfaction holds positive feelings about the job. When people speak of the employee attitudes more often than not they mean Employee satisfaction. It is very tough job for HR department to ensure Employee satisfaction among staff.

2. Do your welfare programs interface in your work life?

- a) Yes
- b) No
- c) At times

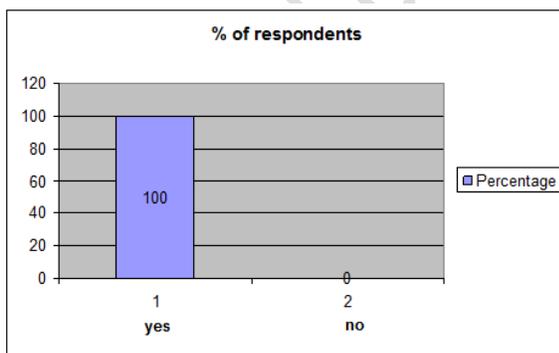
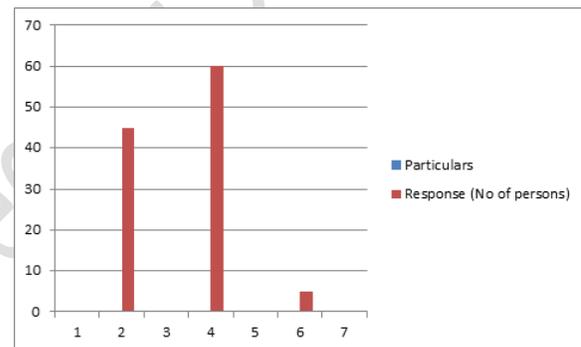
Particulars	Response (No of persons)
Yes	45
No	60
At times	5

VI. DATA ANALYSIS

1. Do you think Employee Welfare is needed in a company?

- (a) YES
- (b) NO

s.no	Options	No. of Responses	Percentage
1	YES	100	100
2	NO	0	0
	TOTAL	100	100



Interpretation:

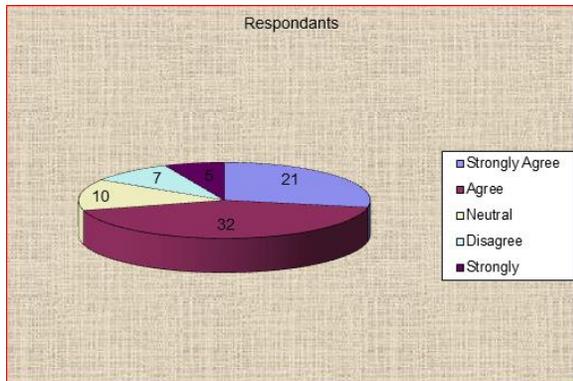
To above question, almost 100% of the employees thought that the Employee Welfare programs is needed in a company.

Interpretation:

45 respondents said that personal welfare programs will interfere in work life and 60 are said no impact and 5 are said that at the time of the mind set.

3. Better position in near future?

Response	Respondents	% of Respondents
Strongly Agree	21	26.67
Agree	32	42.33
Neutral	10	13.33
Disagree	7	9.33
Strongly	5	6.67

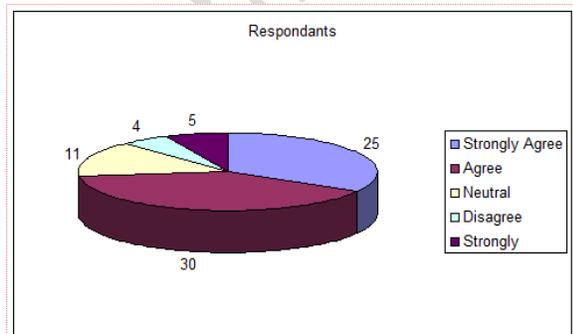


Interpretations:-

From the above table, 42 % of employees agree that they can see themselves in a better position in near future and 26% strongly agree that they can place themselves in a better position very few disagrees for the above.

4. Working under in human working conditions:

Response	Respondents	% of Respondents
Strongly Agree	25	33.33
Agree	30	40
Neutral	11	14.67
Disagree	4	5.33
Strongly	5	6.67



Interpretation:-

From above table 40% of employees agree with the working conditions are human and 33% of employees strongly agree.

VII. CONCLUSION

In the above perspective, the present chapter makes an attempt to draw some conclusions. It should be confessed here that the investigator is conscious of the limitations of the study and the conclusion drawn on the basis of the sample from a single unit cannot be generalized about the entire manufacturing sector.

With regard to value of people, the analysis leads to the conclusion that the Executives give a reasonable value to the Human Resources in the Organization. However, in respect of concept about power, they are somewhat agreed to share the power. As far as information sharing with lower rungs is concerned, they are very positive.

As far as clarity is concerned, the executives are somewhat agreed i.e., neutral. The aspect wise percentage analysis leads to the conclusion that the organization is somewhat ready for employee empowerment because the majority of the Executives in almost all aspects are concentrated in somewhat ready group

Employee satisfaction is a positive approach about one’s job resulting from an evaluation of its characteristics. Employee satisfaction represents an attitude rather than behavior. They believe that satisfied employees are more productive than dissatisfied has been a basic tenet. A person with a high level of Employee satisfaction holds positive feelings about the job. When people speak of the employee attitudes more often than not they mean Employee satisfaction. It is very tough job for HR department to ensure Employee satisfaction among staff

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