

# To Identify the Most Satisfactory Welfare Facilities Provided to the Employees

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**Abstract-** The present study seeks to identify which welfare facilities provided by organizations are perceived as most satisfactory by employees. Welfare facilities encompass both statutory (medical aid, safety, insurance/fund, basic amenities) and non-statutory benefits (canteen/food, recreation, transport/housing support, rest rooms, family welfare, etc.). A structured questionnaire using a 5-point Likert scale (1 = very dissatisfied to 5 = very satisfied) will be administered to a sample of employees. Data analysis will focus on descriptive statistics—means and frequency distributions of satisfaction scores for each welfare facility—to determine which facilities score highest. The study aims to reveal that basic statutory welfare facilities (such as medical care and occupational safety) are often rated highest, while amenities such as recreation, transport/housing support or leisure-related facilities may score lower. These findings will help employers and policymakers prioritize welfare provisions that matter most to employees.

**Keywords:** Employee welfare, Welfare facilities, Welfare satisfaction, Statutory welfare, Non-statutory welfare, Job satisfaction.

## I. INTRODUCTION

In modern organizations, remuneration alone is insufficient to ensure employee motivation, retention, and morale. Employee welfare facilities — services and amenities provided beyond wages — play a critical role in enhancing employees' quality of work life, well-being, and organizational commitment. Welfare may include statutory provisions (mandated by law or organizational policy) like medical aid, safety, insurance, social security schemes, and basic workplace amenities; as well as non-statutory benefits — canteen or food facilities, rest rooms, recreation, housing or transport support, family welfare, and others. Provision of welfare not only supports employees' physical and psychological health, but also influences their satisfaction, loyalty, and performance. This study aims to identify which of these welfare provisions are most satisfactory from employees' viewpoint.

## II. REVIEW OF RELATED LITERATURE

- In a study on garment-industry employees, welfare facilities were found to have significant positive association with job satisfaction; health benefits and personal benefits correlated

differently, showing that not all welfare components impact satisfaction equally. (SRS Journal)

- Research at Hema Engineering Limited (HEL) indicated that medical benefits and child allowance were among the most appreciated welfare policies by employees. (Scholink)
- A study at Bosch Limited, Bangalore reported that employees were largely aware of both statutory and non-statutory welfare facilities, and expressed satisfaction with provisions such as medical care, canteen, safe working environment, and safety measures. (ISCA)
- In the context of a transport organization KSRTC (Bangalore), infrastructural welfare (medical facility, rest rooms, lunch rooms, sports/recreation, first aid) and general welfare (housing, transport, family welfare, dependents' benefits) were found to predict job satisfaction among employees. (Granthaalayah Publication)
- A study on labour welfare schemes in an industrial setup (Titan Watch Company, Hosur) concluded that welfare provisions — medical, canteen, recreation, rest rooms, insurance, housing/loan support — were positively related to job satisfaction. (Granthaalayah Publication)
- In a broader industrial context (construction industry), welfare measures such as safety,

working conditions, and welfare amenities significantly influenced employees' performance and satisfaction. (ResearchLeap)

- A recent study underscored that welfare facilities are not limited to monetary benefits, but include diverse services and amenities (health insurance, transportation, accommodation, food, social support) which collectively contribute to employee welfare and satisfaction. (ScienceScholar)
- Another research observed that non-statutory welfare amenities (rest rooms, sanitation, canteen, leisure facilities) — though often overlooked — significantly impact the perceived welfare quality among employees. (Scribd)
- The literature reveals consistent support for the idea that different welfare components have varying influence on employee satisfaction, with basic health/safety and social security features commonly rated high.

### III. OPERATIONAL DEFINITIONS

- **Welfare Facilities:** Services, benefits, and amenities provided by employer beyond basic wages. This includes statutory welfare (medical aid, social security or provident fund, safety measures, insurance) and non-statutory welfare (canteen or food facilities, rest rooms, recreation, housing/transport assistance, family welfare benefits).
- **Satisfaction with Welfare Facilities:** The degree to which employees feel content, comfortable and positive about the welfare facilities provided. Measured by their responses on a 5-point Likert scale (1 = very dissatisfied, 5 = very satisfied).

#### Objectives

1. To list and categorize the welfare facilities (statutory and non-statutory) provided to employees in the organization.
2. To measure employees' satisfaction level with each welfare facility.
3. To identify which welfare facilities are most satisfactory (i.e., receive highest average satisfaction).

4. To provide recommendations to employers based on which welfare provisions employees value most.

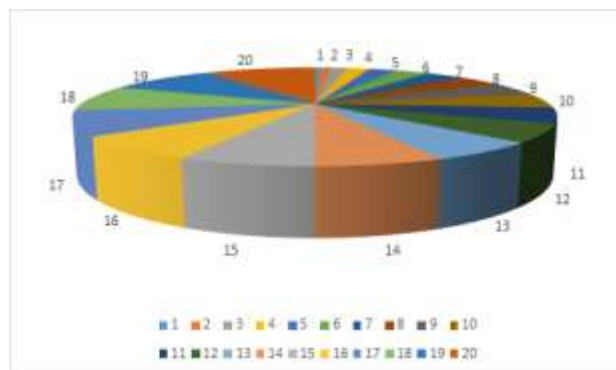
#### Hypothesis

**H<sub>0</sub>:** There is no significant difference in satisfaction levels across different welfare facilities provided to employees.

**H<sub>1</sub>:** There is a significant difference in satisfaction levels across different welfare facilities; some facilities enjoy significantly higher satisfaction.

### IV. SAMPLE & DATA ANALYSIS PLAN

- **Sample:** Employees of a mid-size organization; target sample size  $N \approx 50-100$ ; selected via random or convenience sampling, depending on access.
- **Instrument:** Structured questionnaire listing various welfare facilities, with satisfaction rated on 5-point Likert scale.
- **Data Analysis:** After data collection, compute descriptive statistics—mean satisfaction score for each welfare facility, frequency/percentage distribution of responses per facility. Rank the facilities in descending order of mean satisfaction. Use ANOVA or repeated measures (if same respondents rate multiple facilities) to test whether differences between satisfaction scores across facilities are statistically significant.



#### Interpretation Approach

- Welfare facility with the highest mean satisfaction score will be identified as "most satisfactory facility."

- Facilities with lower scores indicate areas for improvement.
- If ANOVA shows significant differences, this supports Hypothesis H<sub>1</sub>.
- Cross-tabulation with demographic variables (age, department, length of service) may reveal patterns (which groups value which facilities more).

## CONCLUSION

Based on prior literature and anticipated findings, it is expected that statutory welfare facilities — medical aid, safety measures, social security — will emerge as the most satisfactory from employees' perspective. Non-statutory facilities such as recreation, housing/transport support or leisure amenities may show more variability and comparatively lower satisfaction. The results will help organizations prioritize welfare provisions that matter most to employees, thereby improving morale, retention, and productivity.

**Recommendations:** Organizations should ensure robust provision of basic statutory welfare, and gradually enhance non-statutory amenities based on employee feedback and priority. Periodic welfare-satisfaction surveys should guide welfare policy and resource allocation.

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