



## TO STUDY THE SATISFACTION LEVEL OF THE LABOURS TOWARDS THE WELFARE FACILITIES

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### ABSTRACT

*Welfare facilities plays an crucial role in the life of the labours as it helps in their well-being at the workplace and also in improving the standard of living of the workers. Welfare facilities refers to the extra benefits, amenities, and services other than their wages provided to the labours. The purpose of this research is to study the satisfaction level of the labours towards the welfare facilities, to identify the facilities provided by the company and to suggest for the suitable improvement in the existing welfare measures and also to implement new facilities. The target population for this study is the labours of the Shri Mahila Griha Udyog Lijjat Papad at Valod. The data has been collected though the questionnaire method. The study reveals that the labours was satisfied with some of the welfare facilities by which they enjoy the free working environment and feel the joy of work and rest of the measures needs to be improved.*

**KEYWORDS:** *Welfare facilities, Labours and Satisfaction*

### INTRODUCTION

Labour welfare is a comprehensive term including various benefits and facilities offered to labours and employees by the employer. Through such generous fringe benefits the employer makes the life worth living for workers. The welfare amenities are extended in addition to normal wages and other economic rewards available to labours as per the legal provision. Labour's welfare helps to improves the moral and mental conditions of the workers by providing facilities like games, cultural activities and recreation etc and it also helps labours to feel happy and become enthusiastic. India has commenced various laws towards the welfare of the labours namely, Factories Act,1948, Maternity Benefits Act,1961 and The Payment of Bonus Act, 1965. The facilities provided by the most of the organisation to their workers are drinking facilities, canteen, clean and hygiene toilets, maternity benefits, restrooms, crèches, first aid, and various health benefits.



## REVIEW OF LITERATURE

Authors	Literature Review
Srinivas KT	The study is made an attempt to identify welfare facilities and labour's satisfaction level about welfare facilities adopted at Bosch limited, Bangalore. To achieve the aforesaid objective data is gathered from 100 labours of the organization with random sampling technique. It is found that most of the respondents are aware about the legislative and non - legislative labour welfare facilities provided at the Company, welfare facilities like medical, canteen, working environment, safety measures etc., are provided by the company. And most of the labours are satisfied with the welfare facilities adopted by the company towards the labour's welfare[1].
S.C.Vetrivel	Welfare to labours is one of the essential activities of the top management through Human Resource Department. It has multi-dimensional benefit to the organization like, labours retention in the organization for a longer period, fulfilling the legal requirements of the state and effective management of the Human resource. Labours often expect some facilities in the work place and career development for the work they perform. In this paper the total sample size of 110 labour has been taken and stratified random sampling method is used for this study which comes under probability sampling technique. The survey was conducted to analyze the factors influencing labour welfare at a product manufacturing company[2].
D.Paul Dhinakaran and Dr. M. Rajarajan	The main aim of the study is to analyse the labour's satisfaction towards labour welfare measures in TNSTC. The primary data collected through interview schedule the researcher had discussion with the respondent. The researcher has collected the



	<p>data from the sample size of 150 labours and the Census sampling technique has been adopted for the study. A Study on Labour Satisfaction towards Labour Welfare in TNSTC reveals that the workers are satisfied with the welfare measure provided to them. Welfare includes anything that is done for the comfort and improvement of labours and is provided over and above the wages[3].</p>
Dr. Usha Tiwari	<p>The objective of this study is to understand the various labour welfare measures adopted by organisation and to find out the levels of satisfaction among labours with respective to various welfare measures. For the data collection method the primary source has been adopted with the help of questionnaire. The sample size for this study is 60 respondents. The scoring was analysed on five point scale and score was simplified in percentage. The study conclude that the labour welfare facilities provided by the company to labours are satisfied and it is commendable, but still of scope is there for further improvement. So that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals[4].</p>
Dhani Shanker Chaubey & Babita Rawat	<p>The aim of this research is to examine the impact of labour welfare measures on job satisfaction. This study will help the management to know that Labour welfare measures play a significant role in influencing the level of job satisfaction of labours. So it is some kind of investment for the success and the progress of the organization. For this study, the research design chosen is descriptive in nature and the sampling technique chosen is convenient sampling. The universe of the study includes Small Scale Industries (SSIs) within the Dehradun. A sample of 153 respondents was collected from the universe. The collected data after being coded were analyzed using Statistical Package for Social sciences Research (SPSS) and various</p>



	statistical tests were applied based on hypotheses and matching variables. Results indicated that there is a significant impact of labour welfare measures on job satisfaction[5].
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## OBJECTIVE OF THE RESEARCH

- To identify the welfare measures provided by Lijjat Papad to the labours.
- To study the Labour satisfaction level towards the provision of welfare facilities in Lijjat Papad.
- To suggest the suitable improvement for the effective welfare facilities.

## RESEARCH METHODOLOGY

In this study the descriptive research design has been used. For the collection of the data both primary as well as secondary method has been used. In case of data collection the questionnaire method is used and in secondary method different websites is used. The population for this study is the 100 workers of the Shri Mahila Griha Udyog Lijjat Papad. The research technique for this study is non-probability sampling under which convenience sampling technique is used.

## DATA ANALYSIS & INTERPRETATION

Sr.No.	Parameters	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1.	How do you rate Drinking water facility?	15%	38%	36%	9%	2%
2.	How do you rate Washroom facility?	43%	28%	9%	13%	7%
3.	Rate the canteen facility provided by the organisation?	15%	48%	29%	8%	---
4.	How do you rate Medical Benefits provided by company for you and your family?	31%	27%	35%	5%	2%
5.	Rate the Increment policy?	16%	35%	28%	18%	3%
6.	Rate the Bonus policy?	18%	18%	35%	25%	4%
7.	Rate the Restroom facility?	19%	31%	26%	13%	11%
8.	How do you rate Crèches facility?	17%	32%	31%	14%	6%
9.	Rate overall satisfaction level towards the welfare measures?	20%	31%	24%	15%	10%



## INTERPRETATION-

From the above table it is interpreted that 38% are highly satisfied and then after highly satisfied people are 15% and last 2% people are highly dissatisfied with the drinking water facility given by a company. 43% then after take place satisfied that is 28%. The third one is dissatisfied that is 13% out of 100%. Neutral and highly dissatisfied are respectively fourth and fifth. Major people's opinion is satisfied (48%) after that neutral (29%) 2<sup>nd</sup>, 3<sup>rd</sup> highly satisfied (15%), dissatisfied and highly dissatisfied stand 4<sup>th</sup> & 5<sup>th</sup> respectively with the given facility. The major people are neutral about the given benefits secondly highly satisfied about the medical benefits 27% people are satisfied about the policy and very few people are highly dissatisfied about the medical benefits. employees were satisfied with the bonus policy of the firm, after that 28% employees were said they take side from neutral, thirdly takes place of dissatisfaction that is 18%. 4<sup>th</sup> stage arrived highly satisfied people and very few people are highly dissatisfied about the increment policy of the firm. Majority 35%. After that second majority people are stand with the dissatisfied of bonus policy. After that 2<sup>nd</sup> stand 3<sup>rd</sup> stand two opinion that is highly satisfied and satisfied with 18%. Also a small amount of people are highly dissatisfied about the bonus policy of the firm. Majority 31%, after that the second stand with the neutral that is 26%. After that people opinion that 19% people are highly satisfied with the facility given by firm. 4<sup>th</sup> and 5<sup>th</sup> stand dissatisfaction and highly dissatisfaction respectively that is 13% and 11%. the majority of people are satisfied about the crèches facility given by organization that is 32%, after that neutral in 2<sup>nd</sup> position with 31%. Third number stands with highly satisfied with the facility that is 17% after that fourth and fifth stand, dissatisfaction and highly dissatisfaction respectively. majority of people are satisfied with the welfare measurement programme done in firm that is 31%, after that neutral opinion is 24% that is second highest rank as per above table. Third, fourth and fifth stands as highly satisfied dissatisfied and highly dissatisfied respectively that is 20%, 15%, 10% people are said that.



Sr.No.	Parameters	Positive Response	Negative Response
1.	Do you think welfare activities of the organisation give a feeling of safety and improves your performance?	68%	32%
2.	Do you want to implement the existing welfare facilities of the organisation?	50%	50%

## CONCLUSION

Some welfare facilities provided by the company is sophisticated through which the workers get motivated and also increase their morale. The majority of the workers of the Lijjat Papad is satisfied (51%) and (25%) of the population is dissatisfied with overall facilities. And among (68%) of the labours are satisfied and also gives them feeling of safety and also upgrade their performance. The half of the population of the Lijjat Papad wants implementation in the existing welfare measures which are provided by the company so that it helps to retain the existing workers as well as to attract new workers towards the company.

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