

# A Study of Employee Satisfaction towards Welfare Facilities at Unnati Associates

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## To Cite this Article

Dr. Meeta Meshram, Prof. Dinkar Hajare “The Employee Satisfaction Level of Welfare Facilities at Unnati Associates” Journal of Science and Technology. Vol. 06, Special Issue 01, August 2021, pp420-424

## Article Info

Received: 15.07.2021

Revised: 24.07.2021

Accepted: 10.08.2021

Published: 16.08.2021

**Abstract:** Today for the growth of the organization employee satisfaction is considered as one of the main aspects. Organizations have to ensure that employee satisfaction is high among the workers, which is important for Customer satisfaction and productivity. Satisfaction states the level of happiness of employees in their job and working environment. It is one of the major component of measuring the organizational success. This study observes the level of between employee satisfaction and facilities provided by the organizational to attain success. In this paper various variables responsible directly and indirectly for employee satisfaction has been discussed. This research paper also deals with different policies of improving employee satisfaction. Employee satisfaction become extremely necessary as it plays an important role key in the growth of the organization. The was collected through questioner which were open ended and multiple choice questions.

**Keywords** – Employee satisfaction, welfare facilities, motivation.

## I. Introduction:

Welfare facility are the essential part of good working conditions. During the working daily. Welfare consist of all the things which gives the comforters and helps to improve the employees working responsibility and speed as well. Welfare helps to Keep motivating and satisfactory and also to retain the employees for longer duration, so the organization can achieve its goal easily. “Employee welfare is a term that includes the various services, benefits and facilities like washing, toilet, rest room, lockers, clean to eat and drink during the break, changing rooms, vacation trip, various programs and so on offered to employees & by the employers to satisfy the employee and to keep motive high to work here with the happy mindset. Employee welfare facilities in the organization effects on the employees behavior, because employee is not satisfied with all the facilities provided by the organization the it is also effect on the productivity. If there is good welfare facility the employees will get satisfy then employee will work maximum with happy mindset, so the productivity will get increase and there will be growth of the organization. In the other hand if employee will get disappoint then it all affects negatively on the same factor and there will be no growth of the organization. while getting work done through the employees the management required good facilities to all employees. The management should provide the good facilities to all the employees so

the employees will get satisfied and work harder with more efficiency and more effectively. Welfare is a broad concept referring to state of living of an individual or a group, in a desirable relationship with the total environment

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ecological economic and social. It aim at social development by such means as social action. The labour welfare measures arrange into two classes which is constitutional and non-constitutional welfare measures. The constitutional measures are measure that has to be provided by the organization as consistence to the laws such as, canteen, drinking water, sufficient lighting, rest rooms, etc. non-constitutional welfare measure could include medicinal services, flexible, etc. it differs from business to business. Employees satisfaction involves taking measures to encourage staff to stay within the organization for the most amount of time. Welfare maximum times includes facilities provided for the employees which are considered over and above the wages.

Welfare helps in keeping the morale and motivation of the employees high so as to retain and maintain the efficiency of the employees for longer duration, which helps the organization to achieve its goals. "Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees & by the employers. By providing such welfare facilities to the employees the employers help in making the lives of employees smooth and worth.

### II. Literature Review

Resma and Basaraju (2013) states that employees welfare facilities are provided by the organization which includes various services, benefits provided to employees. It also throws light on the statutory welfare facilities which are given by Donimalai Iron Mine, Bellary,

Logasakthi and Rajagopal (2013) it states that when management provides all the welfare facilities to the employees the performance level of the employees increases. The employees improve the performance in turn helps organization to improve the productivity.

Dr Usha Tiwari (2014) states that the welfare facilities provided by the organization to the employees are satisfactory , but there is some scope of improvement to increase the productivity . It also states that is welfare facilities also help in increasing the performance of the employees, employee development and organizational growth.

Logasakthi and Rajagopal (2013) states that in many organization personal department only takes care of all the functioning of the human resources management. The organization provides maximum facilities to the employees which motivates the employees to improve their performance. When employees are having job satisfaction the productivity increases in terms of quality and quantity.

### III. Methodology

#### Need of the study:

To attract, motivate and retain good employees towards the organization, organization need to define what employees really want from employment relationship. Employee need is to consider total reward which is everything an employee perceives resulting from working for the company. Many studies contend that benefits are the most useful mean to attract, motivate and retain employees towards the organization. Companies offering more voluntary benefits have better chance of attracting qualified people and retaining them for the growth of the organization. On the other hand retention is key challenge in firm lacking such welfare benefits and where work tends to get routine and there is no opportunity for personal growth and development. The most common reason that employee turnover take place includes monotonous work schedule, stress at workplace, lack of career growth, training and development opportunities etc. but if employer provide various welfare facilities regarding health, safety, training and development, then, there will be employment satisfaction and retention in organization.

#### Objective of the study:

To study the welfare policies provided by Unnati Associates.

To understand satisfaction level of employee with the welfare facilities of Unnati Associates.

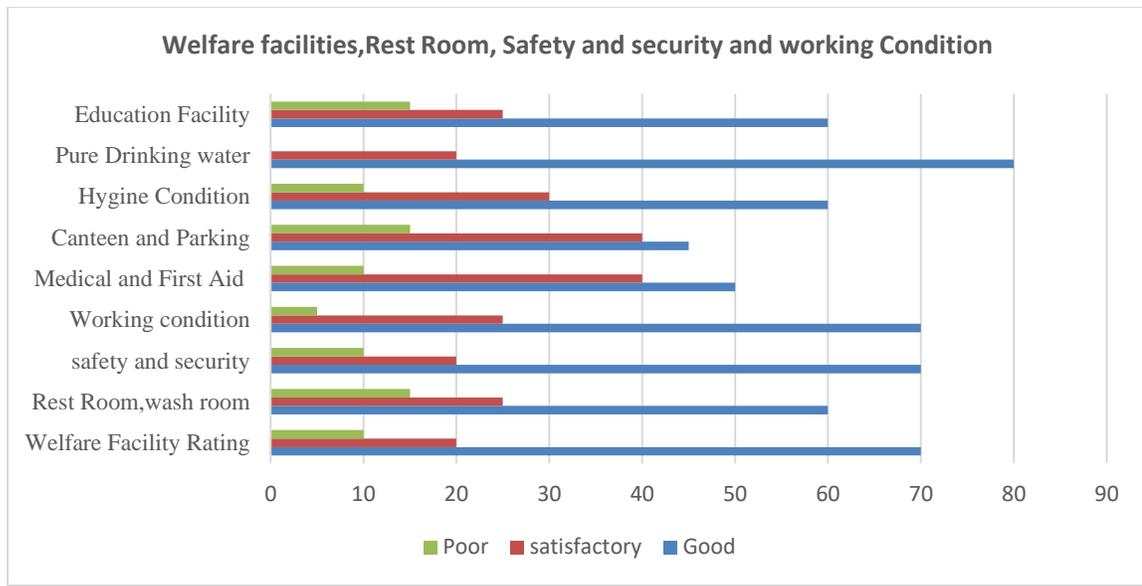
**Limitation of the study:**

The present study is restricted to Unnati Associates Limited, Pune. Data is analyzed based on the information provided by employees of the Unnati Associates Limited, Pune. Organization were reluctant to disclose some of their information.

**Data Collection and sampling-**

The Researcher has used Descriptive Research Design in this paper. Primary Data was collected through questionnaire and discussion, secondary data is collected from journals, books, and websites. Random sampling was used by the researcher. Sample size taken for the study is 50 from the population 80.

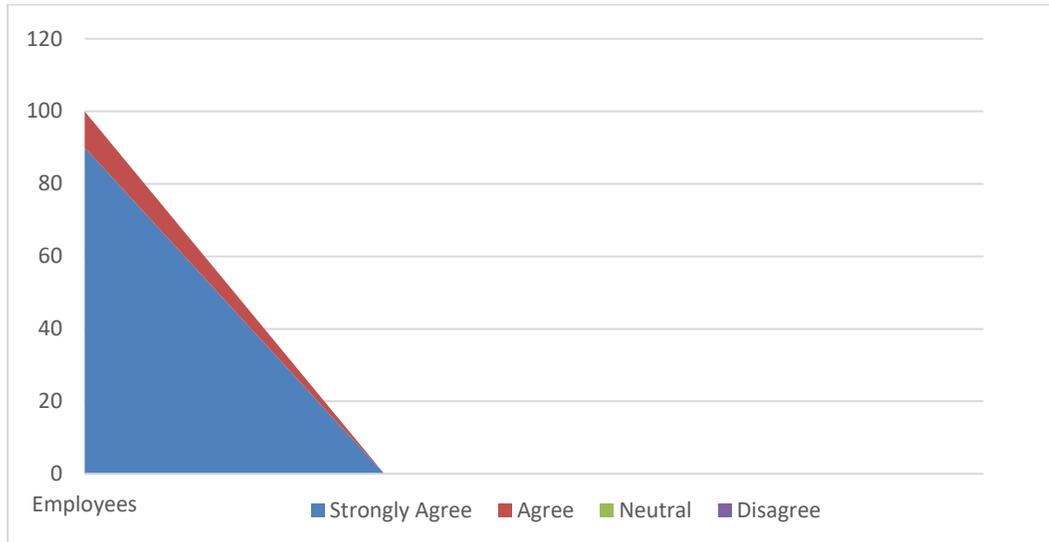
**Chart 1: Welfare facilities, Rest Room, Safety and security and working Condition Representation:**



Source: Primary Data

This chart represents that maximum employees are satisfied with the facility of Pure drinking water as it represents 80%. Also the organization has employee’s satisfaction level at better working condition, safety and security and welfare facility provided at the organization which represents 70 %. Hygiene and restroom and wash room have still scope to improve, as the satisfaction level of employees is not seen above 60 %. Canteen and Parking facility is rated poor and has a chance of improvement as it is rated below 50 %.

**Chart 2: Employee Welfare facilities implemented helps to increase Motivation and Productivity:**



Source: Primary Data

The chart Represents that 80% employees in the organization strongly agree that the welfare facilities provided by the organization work as a motivational factor and improves the performance level of the employees where as and 20 % agree that it helps them as a motivator and improves the performance level.

### III. Conclusion:

The main purpose of this study was to examine the satisfaction of employees towards welfare facilities in organization. This study also was to examine the welfare facilities provided to employees were satisfactory or not such as medical facilities, education facilities, other facilities. The bottom study was to observed that some employees seem happier and satisfactory. And some not. Through the analysis of organization, it can be concluded that employees are male, younger, mostly married with high level of education. In total general factors affecting employee's satisfaction in organization which are: education facility, Pure drinking water , hygiene condition ,canteen and Parking ,Medical and first aid, working condition ,safety and security, rest room and wash room from that the factors which that a major impact on employees satisfaction in the organization were Medical facilities, Working conditions, and education facilities.

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