

**A STUDY ON EMPLOYEE WELFARE MEASURES AND JOB SATISFACTION AT THINKSMART
INFO SOLUTIONS, BENGALURU**

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ABSTRACT

Employee Welfare is a term including various services, benefits and facilities offered to the employees by the employer. There is no dearth of opportunities for a proficient person to work in an organization for a longer period there are several organizational that are searching for efficient person to work in an organization by providing good welfare measures. The basic purpose of employee welfare is to enrich the life of employees and keep them happy and contented. Employee welfare measures motivate the employees for the better performance, it also improves the human relationship and thereby it increases the job satisfaction of the employees. Job satisfaction is a multifaceted concept. It is integral component of organisational climate, and it is important element in the management of employee relationship. Therefore, the research objective is to study the relationship between employee welfare measures on job satisfaction.

Keywords: Employee Welfare, Job satisfaction, Organization

INTRODUCTION

Employee welfare refers to benefits, conveniences, and facilities provided to staff members to improve their quality of life. And regular pay and other financial advantages, employees also have the right welfare benefits under the law and collective bargaining agreements. Welfare refers to anything provided as compensation once done for a person's comfort and improvement. Welfare contributes to maintaining a high level of motivation and morale among workers, allowing for longer-term retention. The welfare measures might take any form and always must be monetary. Monitoring working conditions, encouraging workplace harmony through making of a health infrastructure, fostering positive workplace relations, and providing insurance for workers families against illness, accidents, and unemployment are all parts of employee welfare. The phrase labour welfare describes all the initiatives seized by a company to provide its employees with extra services and benefits on top of wages and benefits.

An individual level of enjoyment at work refers to a person's level of employee satisfaction. A person's job satisfaction rises as their level of happiness at work rises, it is regarded. Employee happiness and motivation despite appearing to be connected, they are not the same thing. Job rotation, job enlargement, and job enrichment are strategies used in work design to boost employee satisfaction and performance. Employee engagement, empowerment, and autonomy are additional factors at work that affect satisfaction. Employer happiness is a crucial quality that companies frequently assess. Employers typically utilize rating scales that employees use to respond to questions about their occupations to evaluate performance.

II. REVIEW OF LITERATURE

1. (Retno Sari Murtiningsih-2019 conducted a study on The Impact of Compensation, Training, and Development and Organizational Culture on Job Satisfaction and Retention It investigated the amount of employee awareness, utilization, and satisfaction with the welfare facilities supplied by the plant and its management. A private cement mill in rural India was chosen for the study's subject. The study's sample included officers in the personal department (management) and 97 randomly selected workers from a total of 100, including 50 employees who were paid monthly and 50 who were paid daily. The sample was given a schedule to fill out to get their opinion on welfare.

2. S.G.D.K. Bandara, F.N. Abdeen, Vijitha Disaratna and B.A.K.S. Perera-2020 conducted a study on Employee welfare and job satisfaction in the Sri Lankan hotel industry Six aspects of working conditions studied were wages, job security, benefits, promotional prospects, physical atmosphere at work, and social relationship with immediate bosses. The researcher found that the accumulative effects of these adverse working conditions have rendered work unpleasant for the respondents.

Further it was found that if these working conditions show any marked improvement particularly in wages, then the respondent's satisfaction with their job is likely to improve considerably.

3. Yu Wei, Haoxi Nan, Guiwu Wei-2020 conducted a study on the impact of employee welfare on innovation performance: Evidence from China's manufacturing corporations to determine the distinctions in the way that instructors and apprentices view their respective roles in the workplace. Job specialization, the number of years of full-time employment, and the year spent taking part in the apprentice programmed. He discovered that the degree of work ethics between instructors and trainees varied significantly.

4. Racha Saleh, Tarik Atan -2021 conducted a study on The Involvement of Sustainable Talent Management Practices on Employee's Job Satisfaction: Organisational culture can have a mediating effect. The study's goal was to determine the relationship between sustainable talent management practises and employee job satisfaction in the higher education sector in North Lebanon. To further this relationship, the study considered the organisational culture's mediating role. The study's key terms were sustainable talent management, talent management practises, organisational culture, higher education sector, and job satisfaction. Talent attraction has a favourable and considerable effect on employees' job happiness, according to descriptive statistics and the hypothesis utilised.

5. Jufrizen Jufrizen, Ega Sandra Kandhit-2021 conducted a study on the effect of organizational justice on employee performance by job satisfaction as an intervening variable Groups offer three different kinds of welfare amenities, it was noted. He claims that the first category of welfare facilities relates to the provision of free or reduced-price canteens, day care centers, and medical services, while the second category of welfare facilities relates to cooperative retail outlets, co-operative credit institutions, and financial aid for schooling. Community centers, welfare centers, etc. offer the third category of welfare amenities.

2.1 OBJECTIVES

- To comprehend and describe the numerous welfare initiatives at Think Smart Info Solutions.
- To investigate the factors that fuel workplace motivation in employees.
- To identify the shortcomings extent of the review welfare policies.
- To assess how satisfied the company's representatives are with the welfare services it offers.

2.2 HYPOTHESIS

H0: There is no significant relationship between Think Smart Info Solutions Bangalore employees' job happiness and welfare policies.

H1: There is no significant relationship between Think Smart Info Solutions Bangalore employees job happiness and welfare policies.

III. DATA AND METHODOLOGY

Research design: The specification of the research design, sample design, questionnaire design, data collecting, and statistical tools used for data analysis are all included in the methodology utilized to carry out the study. The research is of a descriptive character.

Source of data: Both primary and secondary data are collected for the research.

Sample Size: The sample size for analysing the data is 100 respondents.

Sampling techniques: The convenience sampling is the type of sampling used in the research. Convenience sampling is a type of non-probability sampling that involves taking the sample at a convenient time. taken from the population's most approachable or contactable individuals. This type of sample is also known as availability sampling or grab sampling.

Statistical tool: Regression

Analysis tool: correlation and regression are the tools used for the research.

IV. DATA ANALYSIS AND FINDINGS

ANALYSIS:1

Linear Regression

Table 5.2(1): Showing Linear Regression Analysis.

Model Fit Measures									
					Overall Model Test				
Model	R	R ²	Adjusted R ²	F	df1	df2	p		
1	0.371	0.138	0.129	16.1	1	101	< .001		

Omnibus ANOVA Test									
		Sum Squares	df	Mean Square	F	P			
28. How well are you satisfied by physical working environment provided by your company?		9.61	1	9.614	16.1	< .001			
Residuals		60.23	101	0.596					
Note. Type 3 sum of squares									

Model Coefficients - 28. How well are you satisfied by physical working environment provided by your company?									
95% Confidence Interval									
Predictor	Estimate	SE	Lower	Upper	t	p	Stand. Estimate		
Intercept	1.200	0.2044	0.794	1.605	5.87	< .001			
28.How well are you satisfied by physical working environment provided by your company	0.365	0.0909	0.185	0.545	4.02	< .001	0.371		

Data Summary					
Cook's Distance					
			Range		
Mean	Median	SD	Min	Max	
0.0103	0.00734	0.0118	4.205	0.0475	

Assumption Checks

Normality Test (Shapiro-Wilk)	
Statistic	p
0.946	< .001

Based on the provided linear regression results, here's the interpretation:

Model Fit Measures:

- R: The correlation coefficient between the predictors and the response variable is 0.371. It indicates a moderate positive relationship.
- R²: The coefficient of determination is 0.138, which means that approximately 13.8% of the variability in the response variable can be explained by the predictors in the model.
- Adjusted R²: The adjusted R² accounts for the number of predictors and sample size. It is 0.129, suggesting that the predictors in the model explain about 12.9% of the variability in the response variable after adjusting for these factors.
- F: The F-statistic of 16.1 with 1 and 101 degrees of freedom is associated with a p-value of < .001, indicating that the overall model is statistically significant.

Model Specific Results:

- The omnibus ANOVA test examines the overall significance of the predictors in the model. The sum of squares for the predictor variable "How well are you satisfied by physical working environment provided by your company?" is 9.61, and the associated F-statistic is 16.1, with a p-value of < .001. This result indicates that this predictor variable is significantly related to the response variable.
- The coefficients table provides information about the individual predictor variables. The intercept has an estimated value of 1.200, indicating the expected value of the response variable when all predictors are zero.
- The predictor variable "How well are you satisfied by physical working environment provided by your company?" has an estimated coefficient of 0.365, suggesting that a one-unit increase in this predictor is associated with a 0.365-unit increase in the response variable. Both coefficients have p-values < .001, indicating their statistical significance.

Assumption Checks:

- Normality Test (Shapiro-Wilk): The p-value of < .001 suggests that the residuals in the model are not normally distributed. Violations of normality assumptions may affect the reliability of the regression results.
- Q-Q Plot: The Q-Q plot can help assess the normality assumption. However, without the plot itself, it is not possible to make a specific interpretation.
- Residuals Plots: The provided information does not specify the nature of the residual's plots, so their interpretation cannot be provided.

In summary, the linear regression analysis indicates that the predictor variable "How well are you satisfied by physical working environment provided by your company?" has a significant positive relationship with the response variable. However, it's important to note the violation of the normality assumption and the potential impact on the reliability of the regression results.

FINDINGS

- Out of 100 employees, it was discovered that 52% were men and 48% were women.
- 100 employees, or 28%, range in age from 18 to 25 years, 51% from 26 to 33 years, 17% from 34 to 41 years, and 4% from 42 to 49 years.
- 8% of people have an SSLC, 51% have a graduate degree, 32% have a postgraduate degree, and 9% come from other backgrounds.
- 14% make less than 15,000, 28% make between 15,000 and 25,000, 37% make between 25,000 and 35,000, 14% make between 35,000 and 45,000, and 7% make more than 45,000 per year.
- According to research, 33% of employees at Think Smart Info Solutions are satisfied with the welfare services offered.
- About 32% of workers believe that welfare programs improve connections inside the organization.

- According to data, 50% of employees develop more loyalty to the company because of welfare initiatives.
- 45% of employees report more team spirit because of the company's wellness initiatives.
- More than 50% of employees find the lavatory facilities to be good.
- It was shown that 44% of employees reported being neutral about the medical facilities offered, while 38% of employees expressed satisfaction.
- There are no educational resources offered to employees' families.
- According to data, 81% of workers believed first aid facilities were occasionally available.
- The company's transport services are rated favourably by 44% of the workforce.
- 63% of employees are satisfied with the labour welfare fund provided by the company.
- It has been shown that 58% of employees are satisfied with the recreation facilities offered by the business, and 15% are extremely satisfied.
- Approximately 40% of employees are very satisfied with the company's welfare initiatives.
- The company offers a canteen facility to its employees.
- According to the data, 65% of employees have access to accommodation within the company.
- Employee needs are satisfied by welfare measures Always voting was done by 24% of the workforce.
- 34% of workers claim that welfare programs aid in resolving issues they confront.
- The company's current welfare programs are highly rated by 44% of the workforce.
- There are programs related to employee wellbeing initiatives, however only 33% of employees are aware of them.
- Only 38% of employees receive the necessary training that the organization provides for its personnel.
- According to data, 32% of employees are very content with their jobs, and 24% of employees are satisfied with how current welfare policies affect their current job satisfaction.
- 71% of workers are happy with the pay scale that the organization offers.
- It was shown that 66% of workers are happy with the relationship between compensation and performance.
- About 51% of workers are content with the flexibility of the work schedule.
- According to data, 28% of workers are happy with their physical workspace.
- The corporation offers leave privileges in accordance with legislative requirements.
- Only 17% of the workforce expresses satisfaction with the company's offered attendance pattern.
- About 45% of workers are happy with their boss, and 34% of them can exploit modern technology at work.
- More than 65% of workers receive praise from their manager.
- 56% of workers are pleased with the company's overtime compensation.
- About 52% of workers are happy with the ESI that the employer offers.
- 59% of workers have no opinion of the company's provident fund program.
- All the company's employees are pleased with the wage advance option.
- 54% of workers are pleased with the pension the company offers.
- According to the data, 74% of employees are interested in the company's fringe benefits.
- According to research, 55% of employees are happy with their comprehension of the company's objective.
- About 32% of workers rate their overall job satisfaction as being very high.

V. CONCLUSION

It is concluded that workplace welfare programs are one of the factors that influence employees' decision to remain with a company and contribute to its success. It is also crucial to have a workforce that is happy in their jobs because happy workers are more motivated and productive, which improves organizational performance and makes a company more competitive.

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