

# A Study on Satisfaction Level of The Employees Welfare Facilities In Meenakshi Hospital, Thanjavur

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**Abstract-** The present study was under taken with such a task in mind and it aims at unearthing the strengths and weakness of the welfare measures in MEENAKSHI HOSPITAL, THANJAVUR that is prevalent in the hospital that sponsored this project work. The assessment of how successful employees have been at meeting their individual goals, therefore, becomes a critical part of Human Resource Management. The leads us to the topic of “SATISFACTION LEVEL OF EMPLOYEE WELFARE FACILITIES”. The data was collected by administering questionnaire and by adopting direct personal contact method. The persons met are all employees of the concern. Collections of data were analyzed and tabulated in a sequential manner and the interpretations are given along with the tabulation. The conclusion and suggestions are also given in this report for the improvement of this system in the hospital

## I. INTRODUCTION

The (group that decides or promotes something) on labour welfare (1969) is defined as “such services, facilities, and (water container/small store), rest room and recreation facilities, sanitary and medical facilities, arrangements for travel to and from work and for the change (to help someone) place to live and sleep of workers. Employers are distance from their homes and such other services, (nice things to have) and facilities including social security measures as add/give to improve the conditions under which workers are employed”.

### TYPES OF WELFARE FACILITIES:

Welfare facilities into two broad groups namely,

- WELFARE MEASURES INSIDE THE WORK PLACE AND
- WELFARE MEASURES OUTSIDE THE WORK PLACE.

### WELFARE MEASURES INSIDE THE WORK PLACE:

Conditions of the work condition, conveniences, workers health services, women and child welfare, money-

based services, workers recreation, labour management participation, workers education and others.

### WELFARE MEASURES OUTSIDE THE WORK PLACE.

Housing, water (keeping things clean and disease free), waste disposal, roads, lighting, parks, recreations, play ground, schools: nursery, first (or most important), secondary, and high school, markets, co-operatives people (who use a product or services) and credit (communities of people), bank, transport, communication: post, telegraph and telephone, health and medical services, recreation: games, clubs, craft centres and cultural programmes, watch and ward, security, community leadership development.

## II. OBJECTIVES OF THE STUDY

- To study the socio-(related to information about people) (features/qualities/traits) of the people who responded.
- To find out the employee happiness (from meeting a need or researching a goal) on medical, job security and welfare facilities given by the hospital.
- To find out whether the workers are happy (because of a need that was met or a goal that was researched) with the payments facilities and complaints handling methods.

## III. SCOPE OF THE STUDY

The main purpose of the study is to know the hit/effect of welfare facilities on medical, health, safety, job happiness (from meeting a need or researching a goal) and also to know about the happiness level of the employees. From the result of the survey the HR department can take the corrective action to increase the satisfaction of the employees and in that way increase working well and getting a lot done.

### LIMITATIONS OF THE STUDY:

- An long or big study could not be carried out due to shortage of time

- The person who respondent's bias cannot be eliminated fully.
- Some of the questions in the list of questions were not responded since the employee found it too sensitive to be answered.

#### IV. RESEARCH METHODOLOGY

Research is a carefully investigation or especially through search for new facts in any branch knowledge. A study on satisfaction level of employee welfare facilities in meenakshi hospital, thanjavur. This part explain the methodology used in this study. The methodology includes data and sources of data, sample size, area of the study and framework of analysis. The study is based on primary and secondary data. Primary data have been collected from 100 respondents through a questionnaire covering different groups of peoples in thanjavur city. The secondary data have been collected from various books, magazine, journals, news papers and websites.

##### PRIMARY DATA:

Primary data is considered as the fresh hand information collected from the respondent. The primary data is collected by questionnaire.

The questionnaire is considered as heart of survey operation.

##### SECONDARY DATA:

The secondary data are collected from the company records, journal and magazines

##### RESEARCH HYPOTHESIS:

1.  $H_0$  there is no significant relationship between the gender and satisfaction level towards job security.
2.  $H_0$  there is no significant relationship between the income level and the satisfaction level towards job security.
3.  $H_0$  there is no significant relationship between the experience and the satisfaction level towards the job security

##### TOOLS USED FOR ANALYSIS:

This part of study is mainly focused on verifying main objectives of the study. Research used SIMPLE PERCENTAGE ANALYSIS, CHI-SQUARE,

CORRELATION, REGRESSION AND ONE WAY ANOVA as statistical tool for analysis of data.

##### (i) CHI SQUARE TEST:

##### HYPOTHESIS 1:

RELATIONSHIP BETWEEN THE GENDER AND SATISFACTION LEVEL TOWARDS JOB SECURITY:

##### STATISTICAL INFERENCE:

$$C.V=2.34$$

$$T.V=9.488$$

$$C.V < T.V$$

NOT SIGNIFICANT

##### HO (NULL HYPOTHESIS):

There is no significant relationship between gender of the respondents and satisfaction level towards job security.

##### HA (ALTERNATIVE HYPOTHESIS):

There is a significant relationship between gender of the respondents and satisfaction level towards job security.

$$\text{DEGREES OF FREEDOM} = (r-1)(c-1)$$

$$= (5-1)(2-1)$$

$$= (4) (1)$$

$$=4$$

4 at 5% Level of Significance.

$$C.V < T.V$$

Hence, the Null Hypothesis is accepted, Alternative Hypothesis is rejected.

##### RESULT:

There is no significant relationship between the gender and satisfaction level towards job security.

##### (ii) ANOVA:

##### NULL HYPOTHESIS:

There is no significant ANOVA between gender and the satisfaction level towards job security.

##### CONCLUSION:

Calculate F value is 36.58 and F critical value 3.89 so calculate value is more than the table value so null is rejected.

### (iii) CORRELATION:

Calculation value is 0.366 and so I concluded that there is no significant correlation between rate statement and welfare facilities for progress of the hospital.

## V. FINDINGS AND SUGGESTIONS

### FINDINGS

- 62% of the respondents belong to female.
- 56% of the respondents belong to the age 20-30
- 44% of the respondents belong to the monthly income.
- 34% of the respondents belong to the 0-1 year and 3-5 years experience.
- 58% of the respondents are satisfied about the medical facilities provide in the hospital.
- 62% of the respondents are satisfied about the maternity leave facilities provide in the hospital.
- 52% of the respondents are satisfied about the sick leave facilities provide in the hospital.
- 68% of the respondents are not provided transport facilities for employees.
- 56% of the respondents are satisfied about the job security provide in the hospital.
- 86% of the respondents are satisfied about the tack care of employees working in night shift.
- 50% of the respondents are satisfied about the safety measures for employee safety.
- 38% of the respondents are satisfied about the infrastructure facilities provided by the hospital.
- 44% of the respondents are satisfied about the salary and compensation benefit provide by the hospital.
- 54% of the respondents are satisfied about the ESI and PF benefit provide by the hospital.
- 42% of the respondents are satisfied about the festival gift benefit provide by the hospital.
- 62% of the respondents are getting a regular increment.
- 64% of the respondents are doest get a loan facilities.
- 40% of the respondents are moderate about the recreation facilities provide by the hospital.
- 36% of the respondents are moderate about the employee participation in the decision making process.
- 32% of the respondents are satisfied about the working hours of the hospital.

- 34% of the respondents are satisfied about the performance appraisal made by the hospital.
- 38% of the respondents are satisfied about the grievances handling in this hospital.
- 54% of the respondents are satisfied about the motivation, training and development, and orientation, induction program provide by the hospital.
- 60% of the respondents are satisfied about the overall satisfaction level of the welfare facilities.
- 62% of the respondents are don't need more facilities in this hospital.

### SUGGESTIONS

- It can be humbly suggested that, Job security can be provide for workers.
- It can be suggested that, the loan facilities can be provided for workers.
- It can be suggested that, the hospital can be provide employees participation to the decision making process.
- It can be suggested that, the hospital can be correct method using for grievances handling.
- It can be suggested that, the hospital management to extend the sick and maternity leave facilities.
- It can be suggested that, the hospital can be provide crèches facilities for employees.
- It can be suggested that, the hospital can be provide 10% increasing to new employees salary
- Training programmes though effective, it should be conducted with more fruitful objectives.
- The hospital should come forward to do further improvement in the infrastructure and my taking more care on the safety measures.
- The hospital should treat the employees' equally and should not show any partiality between the employees

## VI. CONCLUSION

Employees welfare is one of the methods to motivate the employees and also is main mission and objectives of the company. It is one the ways to increase performances of the employees. The study conducted at employees level at MEENAKSHI HOSPITAL, THANJAVUR established that the employee welfare affected by various determinants.

This study highlights the factor which highly affects the satisfaction level among employees like job security, loan facilities, decision making process, grievances handling

process, leave facilities, crèches facilities and etc., the finding of the study would enable the management to enhance the appropriate determinates of employees welfare and hence increase the satisfaction level among the employees.

This research conducted in MEENAKSHI HOSPITAL, THANJAVUR will provide a frame work for evolving future decisions regarding low to increase satisfaction level of the employees with respect to the welfare measures.

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