

**A STUDY ON EMPLOYEE WELFARE MEASURE IN
DELTA ENTERPRISE PRIVATE LIMITED IN
TRICHY**

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ABSTRACT

The present paper is made an endeavor to recognize the worker welfare measures embraced industry. Employee welfare implies anything accomplished for the solace and change of the representatives far beyond the wages paid which is not a need of the business. The fundamental motivation behind employee welfare is to enhance the life of representatives and keep them glad. Employees spend at least half their time at work or getting to it, or leaving it. They know that they contribute to the organization when they are reasonably free from worry and they feel that when they are in trouble/ problems, they are due to get something back from the organization. People are entitled to be treated as full human beings with personal needs, hopes and anxieties.

Key words: welfare, wages, organization, improvement, Delta Enterprise

I. INTRODUCTION

Employee welfare may be viewed as a total concept, as a social concept and as a relative concept. The total concept is desirable state of existence involving the physical, mental, moral and emotional well-being. These four elements together constitute the structure of welfare, on which its totally is based, the social concept of welfare implies the welfare of man, his family and his community.

Employee welfare implies the setting of the minimum desirable standards and provisions of facilities like health, food, housing, medical assistance, education, job security, recreation such facilities enable the workers and his family to lead good work social life. Employee welfare also operates to neutralize the harmful of large scale industrialization.

II. DELTA ENTERPRISE

In operation from past four decades, DELTA ENTERPRISE is a manufacturing boilers and has built a vast clientele since its inception. Based in trichy, we are equipped with world class infrastructure and all our boilers operations are completely computerized covering the wide range of supply chain. We offer trucking solutions and logistics services to our clients at leading market prices. Our services are extended to industries like Construction, Manufacturing, Retail, Pharmaceutical and Consumer Durables. Our clientele includes BHL, DEE DEE ENTERPRISE , DELTA POWER ENTERPRISE, Sun Flag Steel, Dalmia Cement etc. Our team of experienced personnel undertakes each activity with full responsibility and commitment and offer effective

manufacturing boilers to our clients. We are a customer centric organization and we adhere to customer satisfaction and deem in building long term relations with our clients. We own a large fleet of trucks and we carry our client's goods in the safest ways

The professionals, Southern Packers and Movers have been serving the customers in handling, packing and transferring household, car and industrial goods, since the past 18 successful years.

We have our own experienced and professional team of packers and Supervisors. By virtue of futuristic vision and world class infrastructure, we are also part of the manufacturing industry for the past 18 years serving our beloved customers

III. OBJECTIVES OF STUDY

Primary Objectives

- ❖ TO find the employee welfare measures In the DELTA ENTERPRISE PRIVATE LIMITED

Secondary Objectives

- ❖ TO find out safety tools provided by the management
- ❖ To the employee
- ❖ TO know the satisfaction about the medical facilities Provided to the employee
- ❖ TO know the satisfaction about the canteen facilities Provided by the employee
- ❖ TO study about the preventive measures taken for the

Accident by the management

IV. REVIEW OF LITERATURE

1. Ashraf Shikdar & Biman Das (2003) concluded "Worker internal customer satisfaction "

Improved significantly as a consequence of the provision of the assigned and participative standards with performance feedback in a repetitive industrial production task. The maximum improvement in worker satisfaction was found for the participative standard and feedback condition. Only this condition had a significant positive effect on worker job attitudes. Monetary incentive, when provided with an assigned or participative standard with feedback, added no incremental worker satisfaction or job attitudes gain. The participative standard with feedback condition emerges as the optimum strategy for improving worker satisfaction and job attitudes in a repetitive industrial production task.

2. Angelia Herrin (2004) "Performance reviews of employees "

The management literature is full of advice for executives who want to deliver effective performance reviews of employees, however, employees are not using review sessions to talk about what they want and need. In this article, the author discusses the need for employee satisfaction in their workplace. To carry out the employees' concerns with regards to their job, they must have the skills to voice it out during performance reviews. They must understand that workplace satisfaction is a two-way street in this article, the author also stresses out the role of managers in making the employees understand that declaration of dissatisfaction will not get much reaction rather proposals to help solve a problem will get an immediate response. To do such, the author listed some of the best approaches in carrying out the employees' concerns during meetings.

3. Matt Wagenheim & Stephen Anderson (2008) “Relationship between internal customer satisfaction orientation

The study was to explore the relationship between front-line internal customer satisfaction and customer orientation. Data for this study were collected through the use of a survey instrument completed by 146 front-line employees of a regional theme park in the southeast United States. Simple Linear Regression analysis was used to test the relationships under review. Results of this study showed that employees who are more satisfied with the relationship they enjoy with co-workers have a higher customer orientation. Significant relationships were not found between any other dimension of job satisfaction (including overall job satisfaction) and employee customer orientation. In addition, no significant relationship was found between any demographic characteristics reviewed and customer orientation. The results of this study suggest that employees of recreation-related organizations respond differently to job satisfactions as they relate to customer orientation rather than employees of other business types. Results of this study may help theme park managers better facilitate customer orientation through improved relationships between front-line employees.

4. Kurt Matzler & Birgit Renzl (2006) “important of Internal customer satisfaction

Internal customer satisfaction is considered as one of the most important drivers of quality, customer satisfaction and productivity. In this study we investigate an important driver of employee satisfaction. We argue that interpersonal trust (trust in management and trust in peers) strongly influences employee satisfaction and, as a consequence, employee loyalty. To test the relationships between these constructs we measured trust in management and trust in peers, satisfaction and loyalty of employees of an Austrian company in the energy sector.

5. Paul E. Madlock (2008) “supervisor communicator competence and leadership style for internal customer”

The influence of supervisor communicator competence and leadership style on employee job and communication satisfaction. Participants were 220 individuals (116 men and 104 women) working full-time for a variety of companies in the Midwest.

The findings indicated a strong relationship between supervisors' communicator competence and their task and relational leadership styles, with supervisor communicator competence being a stronger predictor of employee job and communication satisfaction. More specifically, the findings indicated that supervisor communicator competence accounted for 68% of the variance in subordinate communication satisfaction and nearly 18% of the variance in subordinate job satisfaction.

More important, these findings provide an association between communication, leadership, and employee job and communication satisfaction.

6. CHRIS SILVA (2006) focuses on a decrease in the “INTERNAL CUSTOMER SATISFACTION”

The work towards their benefit levels. In the 2006 Rewards of Work survey of Segal Co., there is a decrease in employee satisfaction with all types of benefits which include retirement benefits, health care, benefit administration satisfaction and benefit level Satisfaction.

7. ASHRAF SHIKDAR & BIMAN DAS (2003) concluded Worker “INTERNAL CUSTOMER SATISFACTION”

Improved significantly as a consequence of the provision of the assigned and participative standards with performance feedback in a repetitive industrial production task. The maximum improvement in worker satisfaction was found for the participative standard and feedback condition. Only this condition had a significant positive effect on worker job attitudes. Monetary incentive, when provided with an assigned or participative standard with feedback, added no incremental worker satisfaction or job attitudes gain. The participative standard with feedback condition emerges as the optimum strategy for improving worker satisfaction and job attitudes in a repetitive industrial production task.

V. RESEARCH METHODOLOGY

5.1 Research Meaning

Research as “ the manipulation of things, concepts of symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practice of an art”.

5.2 Research design

A. Descriptive design

Descriptive is used for frequencies, averages, and other statistical calculations. Survey research is the systematic gathering of information from the respondents for the purpose of understanding and/or predicting some aspect of the behavior of the population of interest.

B. Data collection:

Collection of data is first step in statistics. The data collection process follows the formulation for research design including the sample plan. The data can be secondary or primary.

1) Collection of primary data:

It means the first hand information. Primary data were collected through questionnaire method.

2) Collection of secondary data:

It means data that is already available i.e., they refer to data, which has already been collected and analyzed by someone else. This includes information from various books, internet, websites etc.

- **Sampling unit**

The sample unit has been collected from the employees of DELTA ENTERPRISE Pvt Ltd.

- **Sampling size**

The sample size taken to conduct the research is 120 respondents.

- **Sampling method**

Simple random sampling technique is used.

- **Simple random sampling**

A probability sampling technique in which each element in the population has a known and equal probability of selection. Every element is selected independently of every other element and the sample is drawn by a random procedure from a sampling frame.

• **Tools used for this analysis:**

- a) Percentage analysis
- b) Chi – square

C. Percentage analysis

Percentage method refers to a specified kind which is used in making comparison between two or more series of data. Percentages are based on descriptive relationship. It compares the relative items. Since the percentage reduces everything to a common base and thereby allow meaning comparison.

$$\text{Percentage} = \frac{\text{Number of respondents} \times 100}{\text{Total no of respondents}}$$

D. Chi – square test

Chi – square test is based on chi- square distribution and as a parametric test it is used for comparing sample variance to a theoretical population variance.

As a non – parametric test chi – square can be used as a test of goodness of fit and test of independence. In the goodness of fit it is used to test how well assumed theoretical distribution fit to the observed data. In case of independence, it is used to test whether or not the two attributes are associated.

$$\frac{(O-E)^2}{E}$$

O=Observe frequency E=Expected frequency

Table No. 1.1 Working hours of the organization

S.No	Particulars	No of respondents	Percentage of respondents
1	Highly Satisfied	50	41
2	Satisfied	40	33
3	Average	20	17
4	Dissatisfied	10	9
5	Highly dissatisfied	0	0
	Total	120	100

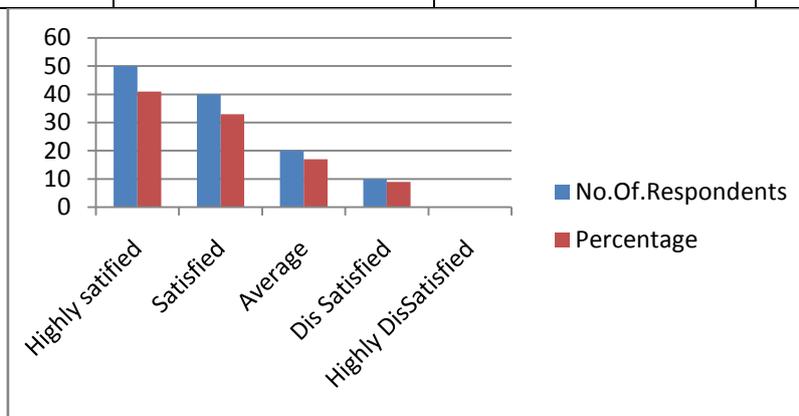


Chart1.1: Working hours of the organization

Interpretation

From the above table shows the working hours of the organization. From that 41% of the respondent are Highly satisfied, 33% of the respondent are Satisfied, 17% of the respondent are average in that

Table 1.2 Overtime allowance offered

S.No	Particulars	No of respondents	Percentage of respondents
1	Highly Satisfied	70	57
2	Satisfied	30	25
3	Average	20	18
4	Dissatisfied	0	0
5	Highly dissatisfied	0	0
	Total	120	100

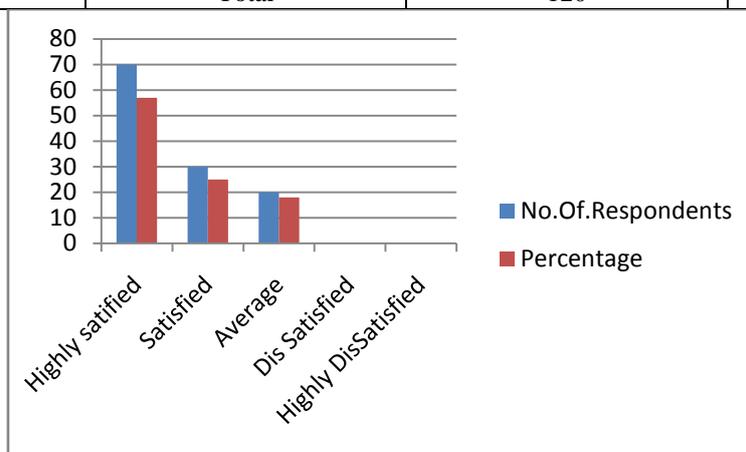


Chart1.2: Overtime allowance offered

Interpretation

From the above table shows the offering overtime allowance. From that 57% of the respondent are Highly satisfied, 25% of the respondent are Satisfied, 18% of the respondent are average in that. None of the respondents are Dis Satisfied in that organization.

Table 1.3 About Regular Increment

S.No	Particulars	No of respondents	Percentage of respondents
1	YES	110	91
2	No	10	9
	Total	120	100

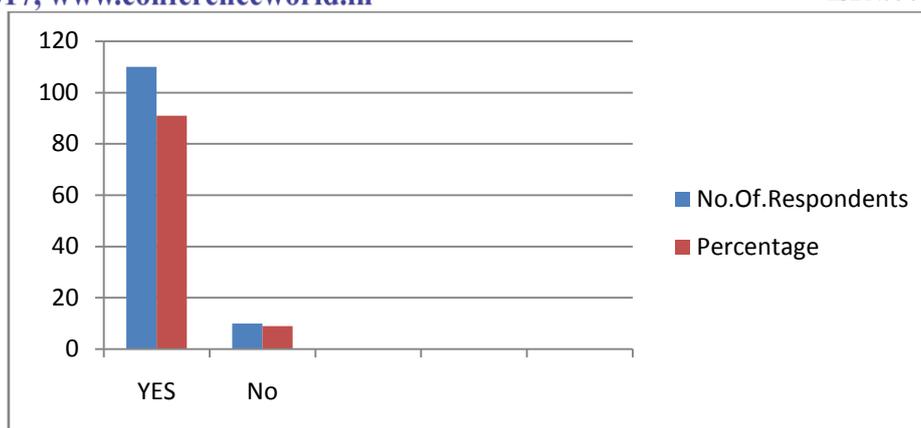


Chart 1.3: About regular increment

Interpretation

From the above table shows the Increments offering to the employees . From that 91% of the respondent are Satisfied and accept their increments. Only 9% of the respondents are not accepted.

CHI-SQUARE TEST

Convey Allowence

	Observed N	Expected N	Residual
0	1	1.7	-.7
10	2	1.7	.3
50	2	1.7	.3
Total	5		

Test Statistics

Workinghours	ConveyAllowence
.000 ^a	.400 ^b
4	2
1.000	.819

a. 5 cells (100.0%) have expected frequencies less than 5. The minimum expected cell frequency is 1.0.

b. 3 cells (100.0%) have expected frequencies less than 5. The minimum expected cell frequency is 1.7.

Interpretation

From the above table it is inferred that the calculated P value is greater than 0.5. Hence there is no significant difference between working hours & convey allowance in that enterprises.

VI. FINDINGS AND SUGGESTION

A. FINDINGS

➤ It was found that 58% of the respondents are agree offering over time allowance.

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- It was determinant that 41% of the respondents satisfy their leave policy.
- It was found that 91% of the respondents are good in regular increment.
- It was found that 55% of the respondents are agree to the Medical facility.
- It was found that 41% of the respondents are agree to highly satisfied the working hours.

B. SUGGESTIONS

- Check their uniforms are product from injuries. Provide welfare wearing's.
- Conduct regular performance review to identify employee strength & weakness and help them improve in areas that will lead to job advancement
- Need for improvement in vender facility

VII. CONCLUSION

Further from this survey. I hope the organization will be benefited and with the help of the recommendations given to the organization. It can improve its functioning and the over all employee satisfaction level in the organization and its performance will increase After conducting the survey and data analysis. It can be concluded that:

- Employees of different departments believe in concentrating only upon their department functions
- Welfare, training and security to internal customers to be strengthened
- Things are seen from organization point of view
- Need for improvement in food at canteen

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