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A study on employee's satisfaction towards the welfare measures provided by Meenakshi mission hospital and research Centre at Madurai

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Abstract

“The minds of the employees are the biggest assets of an organization which cannot be shown in the balance sheet”. Employee is backbone of any industry; employee satisfaction is most important one. It helps to improve the efficiency of the employees to know about the effectiveness of the facilities provided by the company, and thus to improve the functions of various welfare measures implemented. Welfare includes anything that is actually being done for comfort and enhancement of employees and is made to provide over and above the wages. In general, it helps in keeping the self esteem of morale and motivation of the workforce of recruits high so as to retain the employees for longer duration. The employees are capable of getting best output only when they were well satisfied with the facilities given by the organization. In the modern era, every organization is competition hard to retain the employee in order to get the best possible output. Nowadays the employees are having awareness about the welfare facilities. The government also implemented the several welfare acts. The labour unions also help the employees to get the welfare facilities. Every organization has to give the valuable benefits to their employees. It is vary from one organization to another organization.

Keywords: Labour welfare measures, employee perception, level of satisfaction

Introduction

Organisation Profile

Meenakshi Mission Hospital and Research Centre, Madurai is run by S.R. Trust (Sri Ram Trust), a Non-Profit public charitable Trust. This non-profit organization is registered under the Indian Trust Act on May 9th 1985. the founder president of S.R. Trust Dr. N. SethuRaman was inspired by his teacher, Thiru. Manickavasagam, who urged him not only to provide medical services but also to work for social enlistment.

MMHRC fifteen years back was “madurai surgical clinic” a 60 bedded hospital in a rented building at Munichalai road, Madurai with two departments-urology and general surgery. Now MMHRC is a 500 bedded super specialty health care center providing services through 46 medical departments. This multi specialty hospital and research centre was started on 20th April, 1990 by S.R. Trust. MMHRC is now a financially stable organization. Its infrastructure is good with advanced medical equipments, eminent doctors and needed resources for further growth and expansion. Today, Thiru. Manickavasagam would be proud of his student, for the S.R. Trust has grown into a strong institution involved in multifaceted activities in health and social development.

Need of the study

- ❖ Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The welfare measures need not supposed to be in financial terms only but can take up in any kind or forms.
- ❖ The study on welfare facilities is a process of determining the motivation to the employees due to the implementation of various welfare activities to them.
- ❖ To focus on the statutory and non –statutory benefits extended to the employees of Meenakshi Mission Hospital and Research Centre.
- ❖ The researcher has selected this study on the welfare activities the feelings and motivation among the employees towards the implementation of the welfare activities also analyzed.

Objectives of the study

A. Primary objectives

- ❖ To find out the level of satisfaction of employees on the various welfare measures provided by MMHRC to its employees.

B. Secondary objectives

- ❖ To study the existing welfare facilities provided by Meenakshi Mission Hospital and Research centre to its employees.
- ❖ To understand the opinion of the workers about there improvement of present welfare facilities in Meenakshi Mission Hospital and Research centre.
- ❖ To analyze the impact of the implementation of the Welfare measures.
- ❖ To find out there are any special schemes available which would satisfy or motivate the employees of the company.
- ❖ To give suggestion to improve the working conditions and welfare facilities.

Research Methodology

Research Meaning

“Research means Investigation of knowledge”. Sometimes, it may take a reference for a scientific and systematic search for relevant information on a exact and a precise topic. In fact, it is actually an art of scientific investigation.

Research Definition

“According to Webster’s dictionary research is “A careful enquiry or principles delight investigation in order to ascertain something”.

Research Design

The research design being followed for this is being dealt with the descriptive research.

The research was carried out to observe and make an understanding of various reimbursements in form of benefits and services that are actually provided for the employees and make an analyze of investigation of satisfaction level of employees of MMHRC.

Sources of Information

The research is used primary data and secondary data.

Primary data

The data sources used in this study primary data collected from Meenakshi Mission Hospital and Research Centre.

Secondary data

Secondary data are the one which exist already exists and that can actually be utilized accordingly. Secondary data for this study are collected through the organization library, brochures, and annual reports.

Data collection tool

Primary data was being collected by using a well established and structured questionnaire. The questions mainly used were closed ended open ended, and multiple choice questions.

Sampling Procedure

i. Sampling technique

The researcher had adopted convenience sampling technique.

ii. sample size

The sample size chosen for the study was 120 respondents.

iii. Sample area

The sample covered in this study was employees of Meenakshi Mission Hospital and Research Centre.

Study was employees of Meenakshi Mission Hospital and Research Centre

		No of respondents	Percentage
Gender	Male	46	38
	Female	74	62
	Total	120	100
Classification of Respondents Based On Department	Human Potential Development	10	8
	Resource & Development	8	7
	Communication	5	4
	Laboratory	8	7
	Library	4	3
	Physiotherapy	8	7
	Nursing	45	38
	Material	6	5
	Blood bank	6	5
	Radiation	6	5
	Radiology	6	5
	A /C Plant	4	3
	Power House	4	3
TOTAL	120	100	
Age Group	Below- 30	52	44
	31 – 40	36	30
	41 – 50	22	18
	Above - 60	10	8
TOTAL	120	100	
Experience of Respondents	Below 3- Years	22	18
	3 – 6 Years	16	13
	6 – 9 Years	28	24

	9 – 12 Years	12	10
	Above 12 - years	42	35
	Total	120	100
Monthly Income of Respondents	BELOW-2000	2	2
	2000-5000	72	60
	5000-10000	40	33
	ABOVE-10000	6	5
	Total	120	100
The Satisfaction Level of Free Accommodation Facility	Highly Satisfied	26	22
	Satisfied	82	68
	Moderate	8	67
	Dissatisfied	4	3
	Highly Dissatisfied	0	0
	Total	120	100
Satisfaction Level of Festival Gift Benefit	Highly Satisfied	38	32
	Satisfied	56	47
	Moderate	20	16
	Dissatisfied	6	5
	Highly Dissatisfied	0	0
	Total	120	100
Satisfaction Level of The Marriage Increment Benefit	Highly Satisfied	18	15
	Satisfied	64	53
	Moderate	20	17
	Dissatisfied	14	12
	Highly Dissatisfied	4	3
	Total	120	100
The Kind Of Mess Benefits The Respondents Used In Their Organisation	1-Rupee Meals	18	15
	Rs.300 Monthly	16	13
	Rs.600 Monthly	16	13
	Rs.1300 Monthly	0	0
	Not Use	70	59
	Total	120	100
Welfare Facilities Really Improve Their Work Efficiency	To A Great Extent	36	30
	To Some Extent	66	55
	To Little Extent	18	15
	Undecided	0	0
	Total	120	100
Welfare Committee Available In Their Organization	Available	108	90
	Not Available	12	10
	Total	120	100
Satisfaction Level Of Procedure For Get The Welfare Facilities	Highly Satisfied	30	25
	Satisfied	76	63
	Moderate	12	10
	Dissatisfied	0	0
	Highly Dissatisfied	2	2
	Total	120	100

Suggestions

1. About 58% of the respondents were not using the mess benefits. Because their opinion price of the food price is very high. So the organization should reduce the price of the food. It may be highly useful for non-member of canteen.
2. Some respondents are not known about few welfare facilities. So it is advised to give proper knowledge about the welfare facilities.
3. Above 14% of employees are dissatisfied with the child increment benefit and marriage increment benefit. It is likely to increase the amount of these benefits.
4. Above 60% of the employees are satisfied with the training provided by the management and satisfied with the safety measures. So it is advised to maintain the present satisfaction level of this welfare measures.
5. The major attractive benefit is 50% salaries in advance. Above 70% of employees are satisfied with these benefits. So the company should sustain the facility.

6. Some employees like to 5-Rupees meal. So it can be considered.
7. It is advised the facilities towards future oriented at improve the salary, restroom, lunch break time for the employees satisfaction.

Conclusion

The study reveals that the employees are almost satisfied with the welfare measures provided by the organization through there are few irritants like dissatisfied with mess benefits and child and marriage increment benefits. All the administrative departments have good coordination and co-operation working together for the promotion of the hospital. The management conducting the seminar programs and training programs are really good and its help to improve their working efficiency. The researcher has gained more knowledge about the various welfare measures and benefits offered by the organization. The employees working conditions, neatness, and staffs approach is really good.

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