



A Study on Employee Satisfaction on Welfare Facilities with Special Reference To KMML, Kollam District

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Abstract

This research study investigates employee satisfaction concerning welfare facilities at Kerala Minerals and Metals Limited (KMML) in Kollam, Kerala. The study aims to assess their satisfaction levels with various welfare amenities, and the effectiveness of these facilities. Employing a descriptive research design, data were collected from a sample of 60 employees through simple random sampling. The findings reveal that welfare facilities, including healthcare, housing, and recreational services, significantly contribute to employee satisfaction, morale, and productivity. The study highlights the need for continuous assessment and improvement of these facilities to meet employees' evolving needs and preferences. Ultimately, the research underscores that prioritizing employee welfare is a strategic investment that enhances organizational performance and fosters a positive work environment at KMML.

Keywords: Employee Satisfaction; Employee Welfare; Welfare Facilities

1. Introduction

Employee satisfaction with welfare facilities is a crucial aspect of organizational management, directly influencing employee well-being, engagement, and productivity. Welfare facilities encompass a wide range of amenities and services provided by organizations to support the physical, emotional, and social needs of their employees. These may include healthcare benefits, wellness programs, childcare services, recreational facilities, and flexible work arrangements, among others. Understanding employees' perceptions and satisfaction with these welfare facilities is essential for organizations to design effective strategies that promote employee retention, loyalty, and overall job satisfaction. In recent years, there has been a growing recognition of the importance of employee welfare and its impact on organizational performance. Organizations are increasingly investing in welfare facilities as part of their efforts to attract and retain top talent, enhance employee engagement, and create a positive work culture. However, the effectiveness of these welfare initiatives depends largely on employees' perceptions

of their adequacy, accessibility, and relevance to their needs. [1]

1.1. Fundamentals of Employee Satisfaction

Quick Access to IT and HR Support: Ensure employees can easily contact IT and HR departments to resolve issues swiftly, minimizing distractions and enhancing satisfaction.

- **Internal Help Center:** Create a centralized resource for employees to access information and support, keeping technology up-to-date for optimal efficiency.
- **Involvement in Decision-Making:** Engage employees in policy development to build trust and foster a sense of ownership, enhancing engagement.
- **Career Development Roadmaps:** Provide clear paths for career progression, including mentoring opportunities to help employees navigate their growth.
- **Regular Feedback:** Schedule consistent feedback sessions to keep employees informed

about their performance and areas for improvement, boosting engagement.

- **Competitive Compensation:** Establish transparent pay strategies to attract and retain talent, ensuring salaries are aligned with market standards.
- **Personalized Experiences:** Tailor work environments and recognition to individual preferences to make employees feel valued.
- **Celebrate Milestones:** Acknowledge achievements and important dates to foster a sense of belonging and appreciation among all team members.
- **Encourage Work-Life Balance:** Prioritize employee well-being by promoting policies that support balance, such as flexible working options.
- **Flexible Work Schedules:** Implement adaptable work arrangements, ensuring equitable treatment and communication standards across all roles.

1.2. Concept of Employee Welfare

Employee welfare is a dynamic concept as new welfare measures are added to the existing ones along with social changes. It is also a comprehensive concept. The modern concept of employee welfare entails all those activities of the employers which are directed towards providing the employees with certain facilities and services in addition to wages or salaries. Employee welfare is a dynamic concept as new welfare measures are added to the existing ones along with social changes. It is also a comprehensive concept. [2]

2. Reviews of Literature

Muhammad Irfan, Abdul Jalil, Mrestyal Khan, Salma Khan (2023) has done research on "Effects of Welfare Facilities (Amenities for Well-Being) on the Satisfaction of Civil Engineers in Construction Industry" The construction industry plays an important role in the upliftment of a country's economy. Thus, the satisfaction of workers in the construction industry is of prime importance, since it is believed that satisfied working staff will be more efficient and effective. Therefore, it becomes crucial to understand the factors that may influence the satisfaction of the workforce. Among these factors, recently, welfare facilities have received much attention. In this study, welfare facilities such as

health, hygiene, eating, drinking, resting, safety, and transportation play a vital role in the satisfaction of workers in the construction industry. Furthermore, a questionnaire survey was used to collect data from 203 civil engineers in Baluchistan, Pakistan. The data was analyzed using Partial Least Squares-Structural Equation Modelling (PLS-SEM). Consequently, the empirical findings indicated that providing welfare facilities have a significant positive impact on the satisfaction of workers. Additionally, the results indicate that among the facilities, transportation and hygiene facilities are the major requirements of civil engineers. Hence, it can be concluded from the findings that organizations that are involved in construction projects, wish to increase the satisfaction of workers and success rate, they should focus on providing welfare facilities to their employees. [3] Sabil, Lukman Hakim, Mohammad Amas Lahat, Rosento (2023) has done research on "The Role of Employee Welfare in Improving Work Productivity in Service Companies" This comprehensive bibliometric analysis explores the intricate relationship between employee welfare and work productivity in the context of service companies. Examining a diverse body of literature through systematic quantitative methods, the study identifies key themes, trends, and research gaps. The findings highlight the pivotal role of employee welfare, spanning healthcare benefits, workplace safety, and a supportive organizational culture, in shaping a positive work environment. The study underscores the direct impact of employee well-being on engagement, job satisfaction, and overall productivity. Practical implications encompass informed human resource practices, strategic interventions, and the optimization of work environments, offering actionable insights for practitioners and policymakers. Recognizing the strategic advantage in linking employee well-being to organizational success emerges as crucial for attracting and retaining top talent. Furthermore, the analysis points to less-explored research avenues, guiding scholars toward areas such as "work discipline," "business outcomes," and "profitability." In essence, this bibliometric study bridges academia and practice, advocating for a holistic and evidence-

based approach to human resource management, positioning employee welfare as a strategic imperative for sustained success. [4]

3. Methodology & Analysis

The study is descriptive in nature. The aggregate of all the units pertaining to the study is called the population of the universe. The researcher selected the employees working in Kerala Minerals and Metals Limited, Chavara, Kollam. The researcher adopted Simple random sampling. Simple random sampling is a method of selecting a sample from a population in which every individual or item in the population has an equal chance of being selected. Sample of 60 employees were taken in to study, and there were collected.

3.1. Research Objectives

- To know the personal profile of the employees
- To measure the level of employee's satisfaction and welfare facilities
- To know the various welfare facilities provided by the organization
- To analyze the impact of employee satisfaction and welfare facilities

Table 1 Level of Employee Satisfaction

Level of Employee Satisfaction	No of Respondents	Percentage
Low	1	1.7
Moderate	46	76.7
High	13	21.7
Total	60	100.0

3.2. Interpretation

The above table shows that 46(76.7%) of respondents having moderate level of employee satisfaction, 13(21.7%) respondents having high level of employee satisfaction, 1 (1.7%) respondent having low level of employee satisfaction. Majority 46(76.7%) of the respondents are moderate.

Table 2 Level of Welfare Facilities

Level of Welfare Facilities	Frequency	Percentage
Low	20	33.3
Moderate	36	60.0
High	4	6.7
Total	60	100.0

3.3. Interpretation

The above table shows that 36(60.0%) of respondents having moderate level of welfare facilities, 20(33.3%) respondents having low level of welfare facilities and 4(6.7%) having high level of welfare facilities. Majority 36 (60.0%) of the respondents are moderate.

4. Results and Discussion

4.1. Results

Majority of the respondents 44 (73.3%) were in the age group of 31-40 years. Majority of the respondents 46 (76.7%) are males. Majority of the respondents 30(50.0%) were educated up to degree. Majority of the respondents 23(38.3%) were having the annual income of 200001-300000. Majority of the respondents 26(43.3%) were having the designation others. Majority of the respondents 15(25.0%) were in the department of production. Majority of the respondents 39(65.0%) were having the experience of 6 to 10 years. Majority of the respondents 30(50%) were in rural and urban area. Majority 46 (76.7%) of respondents having moderate level of employee satisfaction. Majority 36(60.0%) of respondents having moderate level of welfare facilities. Majority 31(51.7%) of respondents having moderate level of impact. There is relationship between the education and impact of employee satisfaction on welfare facilities. There is no relationship between the designation and impact of employee satisfaction on welfare facilities. There is no relationship between the years of experience and impact of employee satisfaction on welfare facilities.

4.2. Discussion

Implement periodic surveys or feedback mechanisms to assess employee satisfaction with existing welfare facilities, including healthcare, childcare, fitness facilities, and flexible work arrangements. Compare your organization's welfare facilities with industry standards and best practices to identify areas for improvement and ensure alignment with employee needs and expectations. Provide a diverse range of welfare facilities that cater to the diverse needs and preferences of employees, such as remote work options, various healthcare plans, and flexible scheduling. Ensure that employees are aware of the welfare facilities available to them and how to access

them. Use channels like company newsletters, intranet portals, and employee orientation sessions to communicate information effectively. Foster a culture of continuous improvement by regularly reviewing and updating welfare facilities based on employee feedback and changing needs. Demonstrate a commitment to employee well-being and satisfaction through proactive adjustments and enhancements.

Conclusion

The analysis of employee satisfaction with welfare facilities at Kerala Minerals and Metals Limited (KMML) highlights the significant role these amenities play in enhancing employee morale, productivity, and loyalty. Providing facilities such as healthcare, housing, education, and recreational activities contributes to overall employee well-being. However, continuous evaluation and improvement of these offerings are crucial for maintaining satisfaction and organizational success. Gathering employee feedback can provide valuable insights for refining welfare programs to better align with their needs. Ultimately, prioritizing employee welfare facilities is a strategic investment that fosters a positive work environment and drives organizational success.

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