

## FACTORS INFLUENCING EMPLOYEE WELFARE MEASURES AND ITS IMPACT ON EMPLOYEE SATISFACTION IN KANCHIPURAM DISTRICT, TAMIL NADU STATE TRANSPORT CORPORATION

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**Abstract**—The welfare measures used by Public Sector Transport Corporation are clarified by research on labour welfare measures in the organization. The many aspects of labour welfare measures as seen by workers are examined in this study. It highlights how Public Sector Transport Corporation employees view and feel about the different welfare programs and offers suggestions for improving them. The study's objective is to ascertain the extent to which the welfare programs already in place satisfy the needs of Public Sector Transport Corporation employees. The study will be able to shed light on the areas of concern where the welfare programs already in place need to be improved. The study's goal is to gauge laborers' perceptions of the welfare programs offered by Public Sector Transport Corporation. Primary data were used for the study, and the questionnaire approach was employed. A few welfare initiatives include housing, lending, and restroom facilities. Incorporating housing facilities and gratuities with welfare measures can enhance employee satisfaction and increase work performance. The company has to enhance these measures by taking the required actions. The worker will be able to do their work more quickly and successfully by doing this.

**Keywords:** Transport, Welfare, Employees, Satisfaction, Facilities, Measures.

### Introduction

Welfare is defined as any additional compensation given to an employee for the purpose of promoting their comfort and well-being. The welfare initiatives don't have to be financial in nature; they can be of any kind. Employee welfare includes monitoring working conditions, promoting industrial harmony through the creation of a health and industrial relations infrastructure, and offering insurance to shield workers and their families from disease, accidents, and unemployment. The term "labor welfare" describes all of an employer's programs intended to give their workers access to certain facilities and services in addition to pay and benefits.

Welfare measures were recognized as necessary as early as 1931, the year the Royal commission on labour was established. The benefits are highly valued by the employees. Given that the labour welfare measures would boost productivity and provide a profitable return, they may be viewed as a wise investment. Workers provide their employers their physical and mental work, and the business must pay them fairly for it. These findings also contain welfare measures.

### Literature review

**D. Paul Dhinakaran, M. Rajarajan (2022)** Investigations into labor welfare practices within Public Sector Transport Corporation provide insight into the welfare practices employed by the organization. This study looks at the various labor welfare programs offered to employees. It emphasizes how content workers are with Tamil Nadu State Transport Corporation's numerous welfare programs and how they feel about them all in general.

**Regina Wangui Muruu et al.,(2016)** opted for a descriptive study strategy. The Public Service Commission employed 213 persons total, including management and personnel. Using a stratified random selection process, the researcher selected 137 respondents from the population as the sample size. The data for the study was gathered via surveys that included both closed- and open-ended questions. To ascertain the state of PSC's employee-welfare programs, data was evaluated using descriptive statistics, frequency distribution tables, percentages, charts, and SPSS 21.0.

A wide range of stakeholders, including academics and managers from the public and private sectors, thought the study was important. By the end of the study, the researcher had established the relationship between pay plans and safety and health programs and employee contentment in the public sector. The study came to the conclusion that employee satisfaction in the public sector was impacted by safety and health initiatives as well as workers compensation programs. The report suggests that since workers compensation programs improved employee satisfaction, the management team at the Public Service Commission should implement them inside the company.

**Nanda and Panda (2021)**, They put into practice enhanced welfare programs that enhance working conditions and, as a result, raise productivity. The company provides a range of welfare benefits to its staff in an effort to maintain good working relationships. These benefits include insurance policies, medical allowances, death relief funds, housing and transit facilities, recreation groups, excursions, and more. Both the departments and the space are maintained in excellent shape. Furthermore, the business has flawlessly implemented safety processes, demonstrating the ideal implementation of worker welfare, health, and safety.

**Gajapathy et al.,(2024)** Organizations use initiatives and programs known as employee welfare measures in an effort to guarantee the general well-being, job satisfaction, and quality of life of their workforce. Creating a work environment that promotes social, emotional, and physical well-being is the aim of these initiatives. By implementing effective welfare measures, organizations may foster a committed, healthy, and motivated workforce, leading to long-term success and sustainability.

### **Research Problem**

Economic development is closely linked to the development of transportation. The company must offer the labour welfare facilities outlined in the labour code in order to continue developing. When workers are content with the facilities, they have access to, they will inevitably do excellent work. However, following the process of globalization and the New Economic Policy, the Indian government—more specifically, the Government of Tamil Nadu—did not raise the number of labour openings or fill the current ones. This led to an increase in the workload for current workers as well as an impact on labour welfare facilities. Creating a work environment that promotes social, emotional, and physical well-being is the aim of these initiatives. By implementing effective welfare measures, organizations may foster a committed, healthy, and motivated workforce, leading to long-term success and sustainability.

### **Objectives of the study**

- To know the personal and work profile of the employees working in the Kanchipuram Transport Corporation limited
- To identify the factors influencing the employee welfare measures and employee satisfaction
- To test the significant influence on statutory and non- statutory measures towards employee satisfaction.

### **Hypotheses of the study**

**Ho 1:** There is no significant influence on Statutory measures towards Employee satisfaction

**Ho 2:** There is no significant influence on Non-Statutory measures towards Employee satisfaction

### **Methodology**

To determine any correlations between these traits as well as the relationship between the independent and dependent variables, a descriptive study design will be employed. The researcher will conduct the investigation using the survey approach. This approach is advised because it makes it possible to gather a sizable amount of data from a sizable population in an economically viable manner. The approach is also quite simple to describe and comprehend, and it is widely acknowledged as authoritative.

In the current study, primary and secondary data were both used. A well-constructed questionnaire was used to obtain the essential information from the drivers and conductors of TNSTC Ltd. in Kanchipuram in order to collect the primary data. Books, journals, websites, and documents from Tamil Nadu State Transport Corporation Ltd. in Kanchipuram were the sources of the secondary data. Purposively chosen based on familiarity, Tamil Nadu State Transport Corporation Ltd., Kanchipuram demonstrated exceptional fleet utilization performance. For the research, the Kanchipuram Depot was chosen at random.

## Analysis and results

**Table 1**  
**Percentage Analysis**

<b>Age</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Below 30 Years	54	33.8
31-40 Years	43	26.9
41-50 Years	35	21.9
Above 50 Years	28	17.5
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Marital status</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Single	34	21.3
Married	126	78.8
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Educational Qualification</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
School level	32	20.0
Diploma or ITI	53	33.1
UG	63	39.4
PG	12	7.5
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Type of Employment</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Regular	68	42.5
Contract	53	33.1
Daily Wage	39	24.4
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Annual Income</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Below 200000	63	39.4
200000-350000	45	28.1
350000-500000	30	18.8
Below 500000	22	13.8
<b>Total</b>	<b>160</b>	<b>100</b>
<b>Years of work experience</b>	<b>No. of. Respondents</b>	<b>Total Percentage</b>
Less Than 2 Years	64	40.0
2-5 Years	43	26.9
5-10 Years	32	20.0
Above 10 Years	21	13.1

<b>Total</b>	<b>160</b>	<b>100</b>
<b>Duration of working hours per day</b>	<b>No. of Respondents</b>	<b>Total Percentage</b>
8 hours	84	52.5
9 hours	45	28.1
10 hours	22	13.8
More than 10 hours	9	5.6
<b>Total</b>	<b>160</b>	<b>100</b>

The data above indicates that 33.8% of respondents are under 30, 26.9% are between the ages of 31 and 40, 21.9% are between the ages of 41 and 50, and 17.5% are older than 50. That is what most respondents have to say. Twenty-one percent of respondents are single, and the bulk of respondents—78.8%—are married. In the head of Educational, we can understand that the majority of respondents are Graduate with 39.4 %, 33.1 % are completed Diploma or ITI, 20.0 % of the respondents are School level and 7.5 % are post graduate. In the head of employment type, 42.5% of the respondents are work in regular bases, 33.1% are works in contract bases and 24.4% are works in daily wages bases. In the head of income, the majority of the respondents i.e. 39.4% earns Below 200000, 28.1% of the respondents earns 200000-350000, 18.8% earns 350000-500000 and 13.8% earns Below 500000. In the head of work experience, the majority of the respondents i.e. 40.0% have Less Than 2 Years, 26.9% have 2-5 Years, 20.0% have 5-10 Years and 13.1% have Above 10 Years. In the head of working hours, most of the respondents i.e. 52.2% are working for 8 hrs, 28.1% are working for 9 hrs., 13.8% are working for 10 hrs. 5.6% are working for More than 10 hours.

**Table 2**  
**Reliability Statistics**

Cronbach's Alpha	N of Items
0.782	14

The whole data's dependability value is 0.790, over the advised threshold of 0.50 (Nunnally, 1978; Hair et al., 2006).

**Table 3**  
**Item Statistics**

	Mean	Std. Deviation	N	Cronbach's Alpha if Item Deleted
Regular medical check-ups are conducted in the workplace	3.88	1.196	160	.756
Sick leave provided whenever required	4.04	1.160	160	.755
Harassment policy is implemented to protect and safeguard employees	3.99	1.187	160	.762
Employee referral scheme encourages to boost employee morale	3.99	1.046	160	.757
Free transportation facility is provided for family members	4.08	.997	160	.757
Housing facility is provided at confessional rates	3.97	1.173	160	.770
Employees are provided with washing allowances	3.61	1.082	160	.769
First aid box with prescribed medicines are maintained at every work room	3.54	1.138	160	.768
An expert handles the first aid field	3.45	1.186	160	.768

Canteen provides food at a reasonable cost for the employees	3.23	1.171	160	.778
When I compare my present wage to others, I am happy with it.	3.77	.933	160	.782
The organization's welfare policy satisfies me.	3.74	1.042	160	.780
I'm happy with the dorm atmosphere at the company.	3.73	1.008	160	.776
I am satisfied with the position I hold in my organisation	3.81	.987	160	.779

From the above table, we can understand that, all the mean values are above 3 according to the guideline, and all the standard deviation values are above 7.

**Table 4**  
**KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.	.760
Bartlett's Test of Sphericity	Approx. Chi-Square 1937.090
	df 91
	Sig. .000

The preceding table shows that the sample adequacy is confirmed by the Bartlett test of sphericity and the KMO, as evidenced by the KMO value of 0.814, which is over 0.50 and quantifies the inter-correlation between the variables.

**Table 5**  
**Total Variance Explained**

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	4.104	29.314	29.314	4.104	29.314	29.314	3.321	23.718	23.718
2	3.422	24.446	53.761	3.422	24.446	53.761	3.169	22.635	46.353
3	3.040	21.714	75.475	3.040	21.714	75.475	2.911	20.793	67.146
4	1.077	7.690	83.164	1.077	7.690	83.164	2.243	16.018	83.164
5	.507	3.621	86.786						
6	.382	2.729	89.514						
7	.356	2.545	92.060						
8	.291	2.080	94.140						
9	.208	1.482	95.622						
10	.189	1.353	96.974						
11	.159	1.133	98.108						
12	.122	.874	98.982						
13	.091	.649	99.631						
14	.052	.369	100.000						

From the Table, it is evident that, the 4 constructs, comprising of 14 items that are extracted cumulatively explains 83.164 percent of the total variance.

**Table 6**

**ANOVA<sup>a</sup>**

<b>Model</b>		<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>
1	Regression	.444	2	.222	.282	.755 <sup>b</sup>
	Residual	123.531	157	.787		
	Total	123.975	159			

a. Dependent Variable: Satisfaction

b. Predictors: (Constant), Statutory Measures, Non-Statutory Measures

The analysis of variance in the preceding table has a p-value of 0.711 and an F-statistic of 0.755, both of which are higher above the significance level ( $P>0.05$ ). This suggests that the overall impact of the Statutory Measures and Non-Statutory Measures components on the Satisfaction environment is not statistically significant.

**Table 7**

**Coefficients<sup>a</sup>**

	Model	Unstandardized Coefficients		Standardized Coefficients	<b>t</b>	<b>Sig.</b>
		<b>B</b>	<b>Std. Error</b>	<b>Beta</b>		
1	(Constant)	3.896	.381		10.231	.000
	Non-Statutory Measures	.010	.077	.011	.134	.894
	Statutory Measures	-.050	.068	-.059	-.746	.457

a. Dependent Variable: Satisfaction

The above table shows the regression analysis for “Satisfaction” with “Non-Statutory Measures” and “Statutory Measures”. The P-value for both factors (Non-Statutory Measures – 0.894 and Statutory Measures – 0.457) suggest that neither factor is a non-significant impact on the students’ engagement in the model.

### Implications

Welfare is defined as anything provided for an employee's comfort and well-being in addition to their compensation. Welfare preserves employee motivation and morale, allowing firms to retain their workforces for longer. The welfare measures don't have to be monetary in nature; they can take on any shape or form. Observing working conditions, fostering industrial harmony through the development of a health and industrial relations infrastructure, and providing insurance to protect employees and their families against illness, accidents, and unemployment are all examples of employee welfare. All activities taken by employers with the intention of providing workers with benefits and services beyond compensation are collectively referred to as "labor welfare". Welfare amenities aim to mold the worker into a valued employee, responsible citizen, and loving family member by promoting his social, psychological, economic, moral, cultural, and intellectual development. The need for employee wellness stems from two core elements of the industrial system. First, the circumstances in which they are conducted are not conducive to good health. Second, an employee's transition to a new workplace and its unfamiliar milieu might be challenging. When a worker—who is actually a retaliator—comes to work at a factory, they are forced to live in filthy, crowded conditions without access to outside leisure places.

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