



A Study on Employee Welfare Facilities and Its Impact on Employee Satisfaction at Hotel Industry with Special Reference to Mysuru District

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Abstract:

Employee satisfaction involves taking measures to encourage staff to stay within the organization. Most of the times company is facing lot of issues in worker retention because the expectations of employees are changing day by day and hiring knowledgeable individuals for the organization are crucial for managers. There's no dearth of opportunities for a proficient person to work in organization for a longer period, there are several organizations that are searching for efficient staff by providing good welfare measures. If an individual isn't happy by the work he's doing, he could switch to another additional appropriate job. In today's surroundings it becomes important for organizations to satisfy their staff. Therefore the research objective is to understand various welfare amenities offer by the business to keep happy workers and also impact of welfare facilities on employee satisfaction. Preceding scholars need originate the changed factors which influence the welfare facilities on employee's completion and potential; it is not produce on fulfillment of human resources hence this study fills that gap by considering employee welfare facilities to retain the employees in the organization. Descriptive research has been used to describe the characteristics of the variables. The research has conducted using primary data collected from 50 respondents through questionnaire and secondary data through journals, company website etc. The statistical tool utilized for the study is correlation test and factor analysis to identify the impact of employee welfare facilities towards employee satisfaction.

I. INTRODUCTION

According to International Labor Organization, "workers welfare is a term which is understood such services, amenities and services which can be establish inside the location of an challenge to facilitate the personnel in employment in them to carry out their print in strong pleasant to correct healthy and elevated self-esteem. Employee welfare express as difficult task to form life worth living for workmen. Welfare helps keep the self-esteem and inspiration of the workers high thus on keep hold of the workers meant for extended period. The labor welfare plans arrange into two classes viz. constitutional and non-constitutional welfare plans. The constitutional plans are those plans that are required to supply by an organization as consistence to the laws administering specialist wellbeing and security, these includes: canteen facilities, drinkable, correct and sufficient lighting, facilities for sitting, ever-changing rooms, tending appliances, latrines and urinals, laundry places, spittoons, rest rooms. Non constitutional welfare plans could include individual medicinal services, flexi-time, laborer help programs, badgering strategy, specialist referral topic, mediclaim protection subject. The non-constitutional plans dissent from association to association and from business to business. Wellbeing, security and welfare are the measures of advancing the productivity of specialist. Employee satisfaction involves taking measures to encourage staff to stay within the organization for the most amount of time. The presentation of the Indian hotel enterprise in 2014-2015 was as an alternative unresponsive. This was due to the fact there was a main hotel

between the call for and deliver. ICRA (credit rating agency of India limited) report state that the enlargement for 2014-15 are inside the variety of 7-9%, mainly ambitious by way of incremental rooms and food and beverage profits. Growth is anticipated to boost up to 9-12% over the subsequent year. Standard room charge are predictable to be in large part level whilst occupancies enhanced by 2-4% throughout 2014-15. Conjugal interchange catalog a boom of over 10% ambitious with the aid of both commercial enterprise and enjoyment tourists in the course of 2014-15. However, declining worldwide financial outlook approximately the world have exaggerated inbound tour and with a reserving window of 8-12 months for western enjoyment tour, the effect is predictable to be felt in 2015-16 as well. Overseas traveler arrivals boom multiplied from 5.9% in CY2013 to 7.1% for the duration of CY2014.

Importance of employee welfare measures

The centrality of welfare measures get to be all inclusive as a head of schedule as 1931, whilst the regal commissions on work said the advantages are of amazing essential to the laborer which can't secure by means of him. The plans of diligent work welfare might be viewed as a savvy venture because of the actuality those could convey an advantageous do a reversal inside the state additional execution. The operational surroundings in a manufacturing unit unfavorably outcomes the fitness of the human resources is due to unnecessary heat or cold, noise, fumes, dirt and shortage of cleanliness and natural air. Circumstance generates physical condition troubles for

employees. These need to be restricted through defensive steps aimed humanizing the lot of employees. A second purpose in want of welfare works is called the social invasion of the manufacturing facility. Workers face lot of adjustments tribulations once they soak up manufacturing unit work. The crowded environs, noisy machinery, slum regions, repetitive jobs effect the psyche of rural ties approach to towns on the lookout for jobs. Another social reason pointed by means of the exertions investigation committee read for this reason "the supply of canteens improve the physique, entertainment reduces the incidents of vices, scientific resource maternity and child welfare offerings enhance the health of the employees and bring mental performance and economic productivity. The advantages of welfare facilities are

- They provide better bodily and intellectual fitness to employees and therefore sell healthful work surroundings.
- Centers like hosing schemes, clinical advantages , and training and pastime centers for human resources relations help in elevating their requirements of living .This makes worker to pay greater consideration towards paintings as well as therefore boom their productiveness.
- Employers obtain solid exertions strength by way of offering welfare centers. Workforce takes energetic hobby of their career and paintings with an emotion of participation and contribution.
- Employee welfare procedures augment the efficiency of association and promote wholesome business members of the family their buy keep business peace.

II. LITERATURE REVIEW

Dr.Usha Tiwari, stated that as consistent with the examine average suggest score and percent rating of the overall employee satisfied with the facilities are 64%. The workers welfare facilities provided by the enterprise to employees are satisfied, but still scope of there for further improvement so that performance, effectiveness and productiveness may be improved to accomplish the organization goal.

Srinivas K.T stated that the management offering good facilities to all the employees in such manner that employee emerges as glad about labor welfare facilities. It increases productivity in addition to quality and quantity. Enhancing the welfare facility through the personnel will become happy, employee performance degree emerge as increase, it leads to improve positive effects of profitability and product of the enterprise.

S.Prabakar stated that the workers are extremely happy with intramural facilities provided by the organization in a few regions similar to external facilities there may be require of addition improvement in these facilities furnished to human resources and also in several regions like non statutory centers, there may be require to create development in those amenities.

Dr.K.Lalitha and T.Priyanka stated that worker welfare amenities are challenge to this branch, if the workers are joyful with welfare services then only the constructiveness of that agency can be expand. Foundation on the learning of the worker

welfare facilities in IT enterprise it is apparent that the business is very intense in the encourage welfare activated by IT industry.

B.Rajkuar, stated that workers are relatively unpreserved, which need regular welfare facilities for his or her up progression and presentation on this field. In India service region is most important division which create additional service, needs welfare procedures for their enhancement. The welfare measures helps to encourage and preserve workers maximum of welfare centers are scheme of disinfected amongst human resources and influenced through presenting welfare measures. This guarantees worker pride result in expand efficiency.

K.Logasakthi and Rajagopal.K stated that the workers of the industry not only have the benefit of job satisfaction but also numerous welfare services specified by the firm. The labors develop their utmost maintain for their enhancement of the company. The individual department takes care of full human resource inside the enterprise. The administration offers all the wellbeing protection and welfares to the personnel so that it will facilitate to create improved presentation in the exertion and running surroundings.

Mr.T.Venkata Ramana and Dr.E.Lokanadha Reddy stated that cause of human resources welfare is to improve the excellent of existence of personnel and hold them satisfied and compete. Extra – Mural blessing are the end consequence of agency's liberality, explanation and charitable approach. It's far similarly significant to make certain that influential and workers in any respect stage of the enterprise and associated to the ethnicity of the association and residing it. Out comes drawn with foundation of observations are extra-mural facilities, welfare facilities to family and girls; where as in intra-mural amenities are in deprived situation to enhance the charge of worker delight.

S.Sabarinathan and S.Kavibharathi (2009) stated that this take a look at appropriately labor welfare degree in milk producer co-operative union confined. The business enterprise suggests the high-quality deal of intelligibility in assessment building and stocks in order throughout ranges. The administration consider in having a participative technique to choice building. There is sufficient self-sufficiency to carry out one's task. Additionally the institute gives scope for individual and specialized enlargement. The direction of the company is accessible and responsive to requirements of worker. At the identical time there are responsibility and obligation to be executed and everyone is held chargeable for work. The labor welfare can turn into conductive to broaden prospective and capability of the workers and afford chance for completion.

M.Rama Satyanarayana and Dr.R.Jayaprakash stated that after analyzing the complete information it can be started that the in general satisfaction stage of employees about welfare measures inside the organization cover under examine is great. But some are not satisfied with welfare measures supplied by company. Consequently it's far cautioned that the existing welfare measures can be stepped forward in addition. Such welfare measures enhance the personnel well-known of living and their pleasure tiers.

Poonam Salaria and Amit Salaria stated that auto division corporation offer welfare facilities to their workers to hold their impulse ranges elevated. Welfare offering may additionally wide be categorized into classes (1) intramural activities (2) extracurricular activities. Now a day's most organizations supply their workers a charitable welfare and frivolous centers. Beneath this studies welfare measures furnished to personnel, pride and consciousness regarding the welfare. Personnel in auto sector are fantastically happy with the intramural welfare measures and little are disappointed with the extracurricular welfare measures. Belief of the workforce on overall welfare measure is glad very smaller quantity personnel are disenchanted.

Sultan Nazia and Bushra Begum stated that this paper has thrown mild on how MNCs in India are making strategic movements in keeping their talent. This learn attempted to fill the gaps by way of analyzing the impact of three R's i.e. respect, recognition and rewards on fulfillment level of individual and by analyzing numerous participants adopted by way of Indian MNCs in retaining their employees. Maximum of the employees dealing with process in their organization is quite inefficient.

Dr.P.Venugopal, T.Bhaskar and P.Usha, stated that workers in industry cluster at Chittoor district are availing welfare procedures such as leisure, medicinal, educational, sanitation, accommodation, shipping and also constitutional welfare procedures such as workmen reimbursement, ESI, illness and motherhood benefit but these business have to offers some more services to their workers such as gratuity, pension so that they may keep the employees for longer time and their excellence work existence. The business preserves flat connection among workers and administration, which guide to accomplishment of association hard work.

Subhasish Patanaik (2011) stated that the welfare amenities, which prepared by the organization are widely recognized to the personnel and all approximately the respondents are glad with preponderance welfare centers besides only some. It concluded that above all the guidelines should be taken through the management. Many workers aren't happy with canteen facilities. Sports activities, a games facility isn't always enough for workers.

III. NEED FOR THE STUDY

Representatives preference characterize as "job diligent work to deliver life esteem living for laborers". Welfare incorporates something that is ruined the solace and change of staff and is given over and on top of the wages. Welfare keeps the confidence and inspiration of the laborers .To recognize whether employee welfare facilities play an essential function on the effective of workers, and to know the workers are fulfilled with welfare facilities will help them to get influenced. Hence, organization needs to secure the cooperation of workers with the purpose of increase the productivity and to earn high profits. The participation of specialists is potential just when they are totally fulfilled by their organization and work place of the employment. This strengthens their feel of belonging and responsibility towards the organization. So the study is undertaken to know the welfare facility of hotel industry and its impact on employee satisfaction.

IV. RESEARCH OBJECTIVES

- To identify the factors of employee satisfaction
- To study the impact of welfare facilities on employee satisfaction.

METHODOLOGY

Sample Techniques

Sampling refers to the scientific method of selecting a part out of a lot or also called population. The method of selecting the part of a population is called sampling techniques. It is described as under

- Sample unit: In this research, employees of hotels are surveyed
- Sample size:
 - a) Classification of hotels on the basis of stars
 - b) Selected three star available hotels in Mysuru city based on highest number of employees working
 - c) Hotel manages, front desk clerks, porters, concierges, housekeeping, waiter, kitchen staff, supervisors and hotel managers will be selected for research based on convenience sampling.
 - d) 100 employees from 3 hotels are interviewed.

Data collection Method:

Primary data:

The primary data is collected through Questionnaires meeting respondents personally and internet. The primary data is collected through asking the questions consisting of following categories.

- Dichotomous questions.
- Multiple choice questions.

Secondary data:

The major source of secondary website, bank magazines, report in newspaper about hotels, the data and information will be collected from various sources. Factual data will be collected from the annual reports of hotels, housing magazines, and other records.

Hypothesis:

Ho: Employee welfare facilities do not have significant impact on employee satisfaction.

Ha: Employee welfare facility has significant impact on employee satisfaction.

IV. DATA ANALYSIS AND INTERPRETATION

Correlation

Statistical correlation is calculated through what is called coefficient of correlation (r). "Its mathematical rate series from +1.0 to -1.0. It gives us and sign of the potency of connection.

In general, $r > 0$ point out positive relationship, $r < 0$ point to negative relationship while $r = 0$ point toward no connection (or that the variables are independent and not related). Here $r = +1.0$ explain a perfect positive correlation and $r = -1.0$ explain a perfect negative correlation". Earlier the coefficients are to +1.0 and -1.0; superior is the power of the connection among the variables.

Table.1.strength of relationship

Value of r	Strength of relationship
-1.0 to -0.5 or 1.0 to 0.5	Strong
-0.5 to -0.3 or 0.3 to 0.5	Moderate
-0.3 to -0.1 or 0.1 to 0.3	Weak
-0.1 to 0.1	None or very weak

Correlation is merely suitable for investigative the affiliation among significant experimental figures.

HYPOTHESIS:

Ho: Employee welfare facilities do not have significant impact on employee satisfaction.

Ha: Employee welfare facility has significant impact on employee satisfaction. From the bellow analysis it has proved that there is an impact of employee welfare facilities towards employee satisfaction. The correlation value obtain is 0.992 which means it is highly correlated. The significant value should not be less than 0.05 if it is less than 0.05 we have to reject the null hypothesis (Ho) Employee welfare facilities do not have significant impact on employee satisfaction and accept the alternative Hypothesis (Ha) Employee welfare facility has significant impact on employee satisfaction.

Table.2. Showing Correlation Test:

Correlations		Mean of employee welfare facilities	Mean of employee satisfaction
Mean of employee welfare facilities	Pearson Correlation	1	.992**
	Sig. (2-tailed)		.000
	N	50	50
Mean of employee satisfaction	Pearson Correlation	.992**	1
	Sig. (2-tailed)	.000	
	N	50	50

** . Correlation is significant at the 0.01 level (2-tailed).

From the above analysis the significant value is 0.000. Hence we are rejecting the null hypothesis (Ho) and accepting alternative hypothesis (Ha) Employee welfare facility has significant impact on employee satisfaction. That means there is an impact of employee welfare facilities on the employee satisfaction .Overall the employees are highly satisfied with the welfare facilities like statutory and non-Statutory provided to them.

FACTOR ANALYSIS

Factor analysis has been done in this research to recognize the factors that are the cause for the employee satisfaction. For this purpose the searcher tested the reliability of the data collected using the Chronback’s Alpha Test. The Cronback Alpha is 0.995; it means the information composed for the study is reliable to the extent of 99.55 which is extremely high-quality for the studies in the same areas.

Table .3. Showing the Reliability Test:

Reliability statistics	
Cronback’s Alpha	N of Items
0.995	24

KMO AND BARTLETT’S TEST

Earlier than we enter the item for the factor analysis it is imperative to know the sample competence for the learning we

are using. To verify the sample size is adequate for the study the researchers used the KMO test. The value of KMO for the good quality of study must be additional than 0.50 and in our study it is 0.929 which is more than the necessary. This means that the preferred sample for the study is adequate as per the KMO. Bartlett’s test has been performing to know the correlation between the items selected for the study. In this study the correlation between the selected items is significant and it is what essential for conducting the factor analysis using Principal Component Method.

Showing KMO and Bartlett’s Test

Table.4. KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.929
Bartlett’s Test of Sphericity	Approx. Chi-Square	2979.9
	Df	276
	Sig.	.000

Communalities: Communalities are the one which check the contribution of every item variance to the total variance. Here each item chosen should have the value more than 0.50. Since all the items value is more than 0.50 we be able to continue for conducting the factor analysis.

Table.5. Showing communalities;

Communalities		
	Initial	Extraction
Q1	1	0.955
Q2	1	0.958
Q3	1	0.941
Q4	1	0.914
Q5	1	0.945
Q6	1	0.941
Q7	1	0.937
Q8	1	0.955
Q9	1	0.923
Q10	1	0.95
Q11	1	0.895
Q12	1	0.953
Q13	1	0.949
Q14	1	0.964
Q15	1	0.952
Q16	1	0.96
Q17	1	0.947
Q18	1	0.919
Q19	1	0.956
Q20	1	0.906
Q21	1	0.907
Q22	1	0.946
Q23	1	0.957
Q24	1	0.959
Extraction Method: Principal Component Analysis.		

Table.6. Total Variance Explained

Component	Initial Eigen values			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	21.702	90.425	90.425	21.702	90.425	90.425	11.425	47.606	47.606
2	0.887	3.696	94.121	0.887	3.696	94.121	11.164	46.515	94.121
3	0.275	1.146	95.267						
4	0.207	0.862	96.129						
5	0.176	0.735	96.864						
6	0.156	0.649	97.512						
7	0.123	0.512	98.024						
8	0.084	0.35	98.374						
9	0.07	0.29	98.663						
10	0.057	0.238	98.902						
11	0.049	0.204	99.106						
12	0.041	0.171	99.277						
13	0.033	0.138	99.415						
14	0.031	0.129	99.544						
15	0.026	0.108	99.652						
16	0.021	0.087	99.739						
17	0.015	0.062	99.801						
18	0.012	0.049	99.85						
19	0.009	0.038	99.888						
20	0.009	0.036	99.924						
21	0.008	0.032	99.956						
22	0.005	0.019	99.975						
23	0.003	0.014	99.988						
24	0.003	0.012	100						

Showing Total Variance Explained:

For the above table it is understood that the two factors have been extracted for the out of 24 items and total variance explained by these two factors is 94.121% which is very good for the study. Usually the total variance more than 70% is good for the proposed studies, however in this study it is more than 90%. The number of factors mainly decided based on the Eigen Values where it should be more than 1. The first factor constitutes 47.606% to the total variance, second factor to the extent of 46.515%. The number of factors also can be decided based on the screen plot. The same has been listed below.

Showing Rotated Component Matrix:

To firm which elements goes toward what factor we have to look at Rotated component matrix. The same has been shown below which is sorted by size and factors.

	Component	
	1	2
Q1	0.748	0.629
Q2		0.845
Q3	0.551	0.798
Q4		0.867
Q5	0.684	0.691
Q6	0.784	0.572
Q7	0.746	0.617
Q8	0.682	0.7
Q9	0.651	0.706
Q10	0.805	0.549
Q11	0.581	0.746
Q12	0.851	
Q13		0.86
Q14	0.523	0.831
Q15	0.697	0.683
Q16	0.753	0.627
Q17	0.556	0.799
Q18	0.862	
Q19	0.843	
Q20	0.772	0.557
Q21	0.837	
Q22	0.831	0.506
Q23	0.54	0.816
Q24	0.584	0.786
Extraction Method: Principal Component Analysis.		
Rotation Method: Varimax with Kaiser Normalization.		
a. Rotation converged in 3 iterations.		

From the above table the objects may be grouped into the specific component. Consequently those factors which can be the reasons for the effectiveness

Factor 1: Intramural facilities

Employee welfare attention gathering and presentations have to completed occasionally, this in turn enables to enhance the employee happiness and the will display in the enhancements of efficiency. Employee welfare could be extremely significant to run the organization productively so the business should follow the employee welfare behavior often to enhance the employee contentment of their operating atmosphere. It is found that majority of respondents says that in intramural facilities like drinking water facility, rest room, uniform, canteen and medical facilities employees feels very happy. These are the majorly affecting on employee satisfaction.

Factor 2: Extramural facilities

It is found that majority of the respondents says that in extramural facilities like transport, holiday, leave, transport facilities employees feels that they have an enhanced probability if they do well in their existing job and good chance in their future. These factors stand 2nd major factor affecting on employee satisfaction.

V. FINDINGS

In the study it is found that workers were fulfilled by the approach of employee welfare procedures taken for the workers, Operating environment has satisfactory airing but the employee's sense there must be adequate arrangements for fresh air wherever possible. Majority of the employees are satisfied with medical advantage and safety measures provided by the company. The relaxation room and lunch room is good where workers be able to rest in their free time which is offer by the hotels and workers are pleased with the facilities. The food services are supposed to be enhanced in all ways like food quality. The drinking water facilities, sanitary facilities afford by the hotels are good. Employees are not happy with extra-time allowances are incorporated in the salary. The hotels are marking up themselves in Skilled for handle at all type of emergency , operational conditions afford by the business are outstanding. The capability connecting to fitness center is also suitable but the employees experience that it has to be enhanced. Employees of hotels feel the necessity of improved and better canteen, drinking water and professional health center. The welfare measures schemes are significant characteristic in each association which performs a very imperative role and such welfare schemes efficiently get better recital of the workers and assist the business in imprison the good advertising in modern antagonism.

VI. REFERENCE

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