

## Employees Satisfaction Towards Welfare Facilities provided By Bhilai Steel Plant

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### ABSTRACT

*This project is undertaken for the means of understanding the scope and concept of employee welfare facility. The topic undertaken up for study is employee satisfaction in the welfare facilities undertaken by the concern. Satisfaction can be related to two aspects namely job related and facilities. Besides salary and other incentives an employee is kept attracted to any organization by the facilities provided. This study is thus taken up to find the level of satisfaction of the employees regarding the various facilities & welfare thus to know their future expectations.*

### INTRODUCTION

Within the rapid growth in the Indian industry it has been seen that welfare activities provided to employees has placed an important role in the effectiveness and efficiency of the employees at work, in my project "Study of Welfare Facility In BSP. : A Study on Employees of SAIL, BHILAI STEEL PLANT (C.G)". I have tried to touch upon every welfare activities. Welfare basically implies the provision of medical & education services and a congenial work atmosphere but it's more than it speaks of measures which promote the psychological & general wellbeing of the working population. The study of this project have been aimed at finding out employee satisfaction, performance to analysis and maintain welfare activities and for further improvement, so as to boost morale of the employee as well as to employee to attract and hire competent personnel which helps in building and positive growth and development of the organisation.

In overall study I have emphasized a project on "Study Welfare Facility in BSP. : A study on employees of SAIL, Bhilai Steel Plant (C.G)".

### AIM OF THE STUDY

- To understand the scope and concept of employee welfare facility.
- To highlight the statutory welfare facilities provided by the BSP.
- To analyse whether welfare improve the performance of the employees at BSP.

### LITERATURE REVIEWS

Representative welfare might be seen as an aggregate idea, as a social idea and as a related idea. The aggregate idea is alluring condition of presence including the physical, mental, moral and enthusiastic prosperity. These four components together constitute the structure of welfare, on which its absolutely is based, the social idea of welfare infers the welfare of man, his family and his group. Each one of those angles are entomb related and cooperated is a three dimensional approach. The relative idea of welfare infers that welfare is relative in time and place. It is dynamic and adaptable idea and

subsequently its importance and idea contrast every now and then , district to locale , industry to industry and nation to nation , contingent on the esteem framework level of instruction social client and level of industrialization and general standard of the social monetary improvement of the general population.

Representative welfare suggests the setting of the base attractive principles and arrangements of offices like wellbeing, sustenance, lodging, therapeutic help, instruction, employer stability, amusement such offices empower the laborers and his family to lead great work social life.

Representative welfare additionally works to kill the unsafe of expansive scale industrialization.

### RESEARCH METHODOLOGY

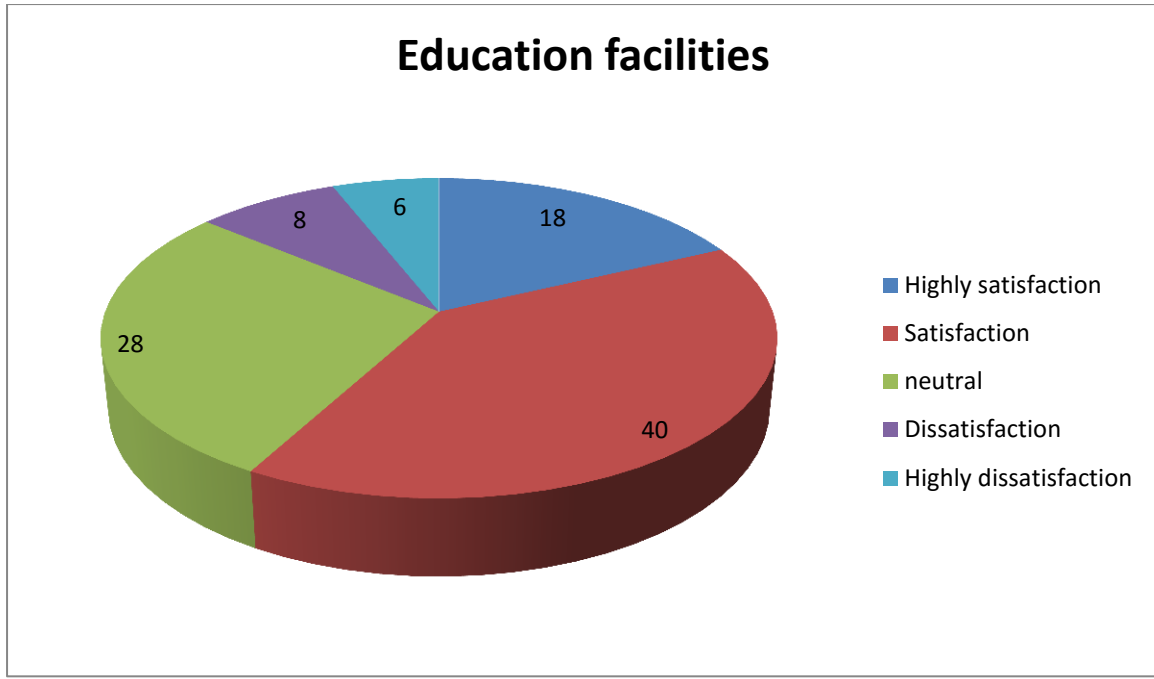
Research design	Descriptive
Research Instrument	Questionnaire
Sample Area	BSP BHILAI
Sample elements	Employees of BSP
Sample size	50Employees of BSP(Executive & non-executive)
Data Collection used	Primary & Secondary data
Sampling method	Simple random

### DATA ANALYSIS

#### Table no.-1

Q1. Are you getting education facilities to your children?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	9	50	18
Satisfaction	20	50	40
Neutral	14	50	28
Dissatisfaction	4	50	8
Highly dissatisfaction	3	50	6



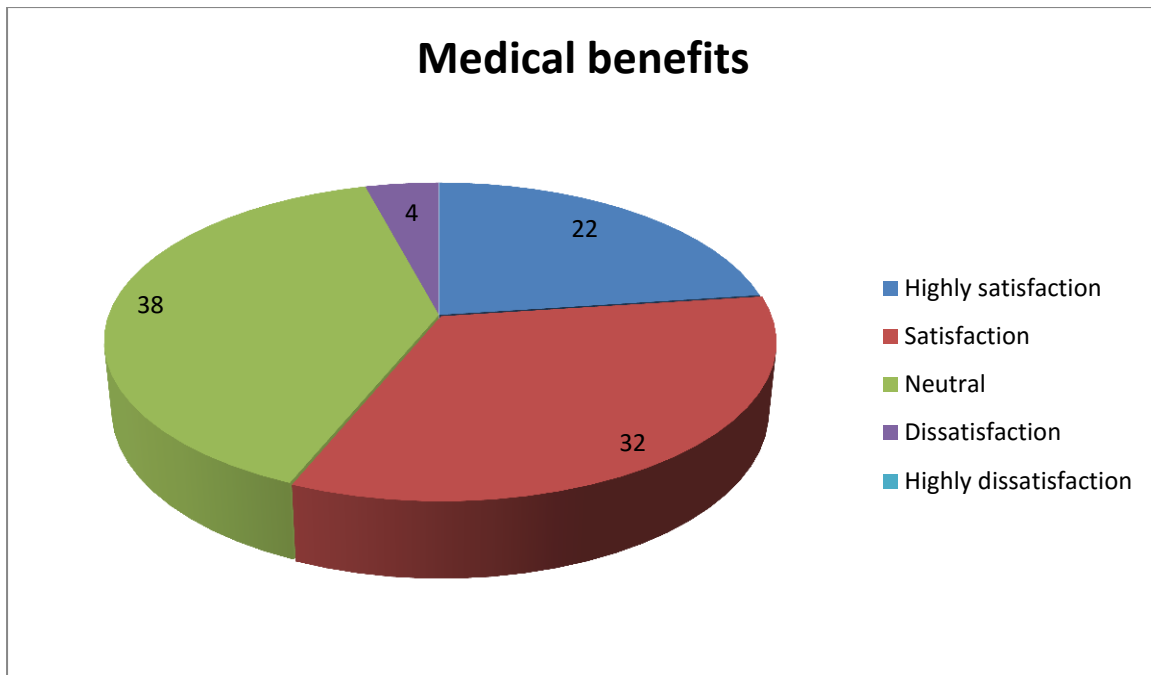
**INTERPRETATION:**

- a) 18% employees are highly satisfaction with the education facilities in BSP.
- b) 40% employees are satisfaction with the education facilities in BSP.
- c) 28% employees are neutral with the education facilities in BSP.
- d) 8% employees are dissatisfaction with the education facilities in BSP.
- e) 6% employees are highly dissatisfaction with the education facilities in BSP.

**Table no. -2**

Q2. How do you rate the medical benefits provided by the organization for the employees & their families?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	11	50	22
Satisfaction	16	50	32
Neutral	19	50	38
Dissatisfaction	4	50	4
Highly dissatisfaction	0	50	0



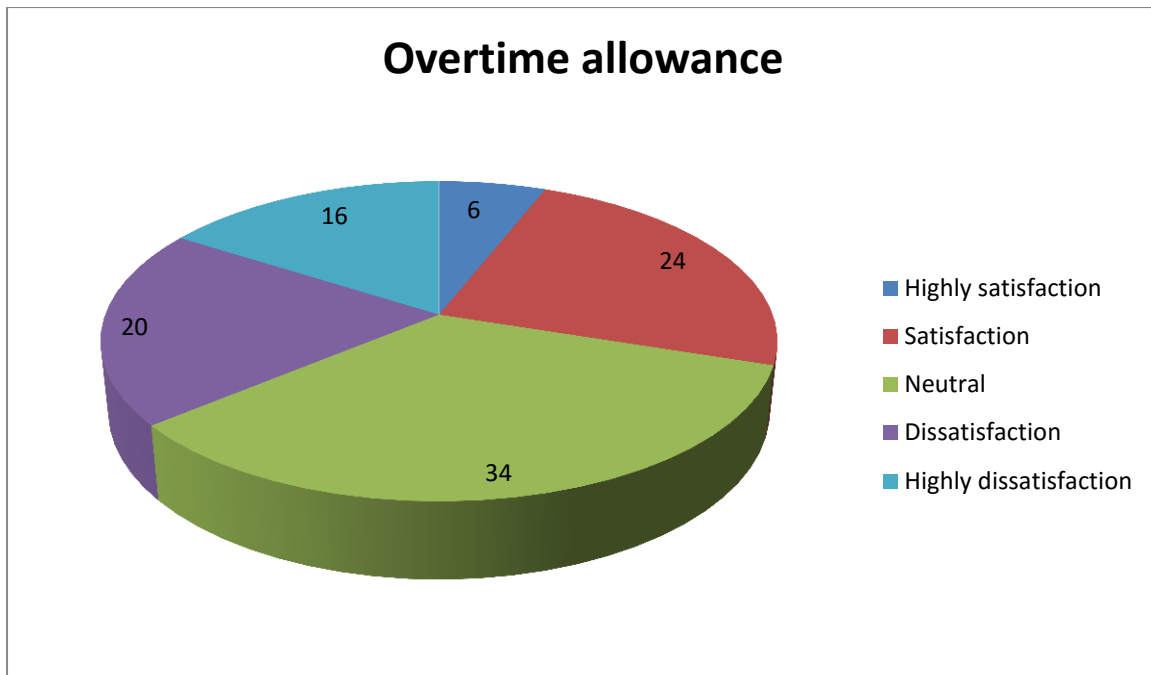
**INTERPRETATION:**

- a) 22% employees are highly satisfaction with the medical benefits in BSP.
- b) 32% employees are satisfaction with the medical benefits in BSP.
- c) 38% employees are neutral with the medical benefits in BSP.
- d) 4% employees are dissatisfaction with the medical benefits in BSP.
- e) 0% employees are highly dissatisfaction with the medical benefits in BSP.

**Table no.-3**

Q3. Rate the overtime allowance offered by the organization?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	3	50	6
Satisfaction	12	50	24
Neutral	17	50	34
Dissatisfaction	10	50	20
Highly dissatisfaction	8	50	16



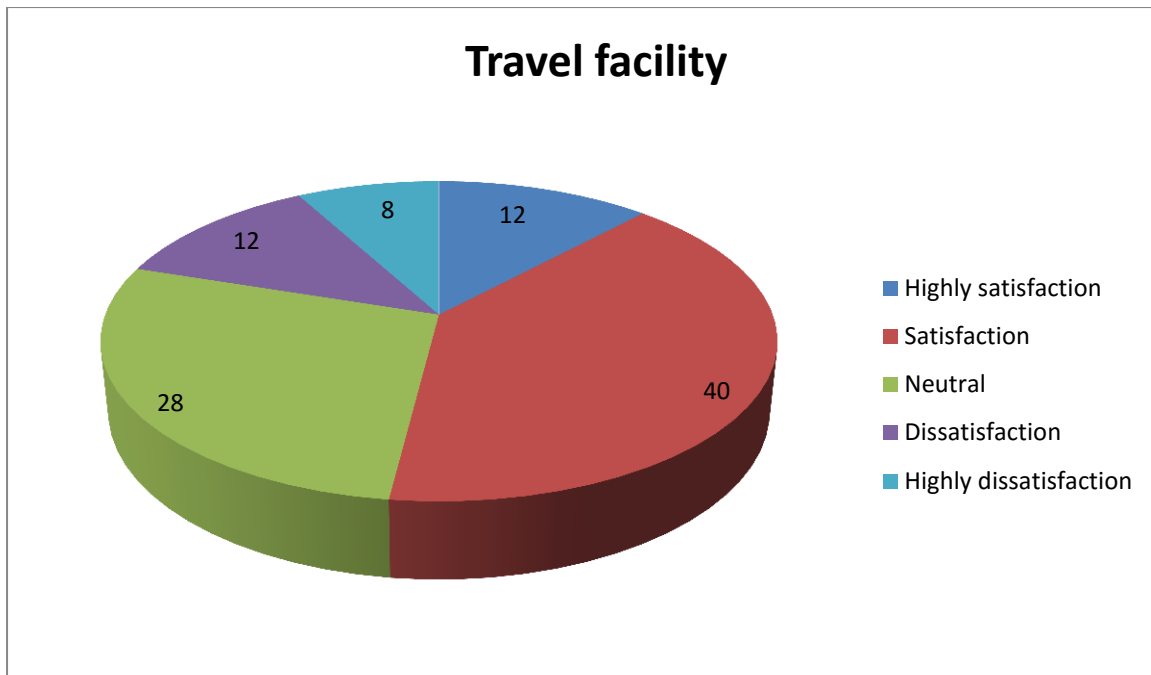
**INTERPRETATION:**

- a) 24% employees are highly satisfaction with the overtime allowance in BSP.
- b) 34% employees are satisfaction with the overtime allowance in BSP.
- c) 20% employees are neutral with the overtime allowance in BSP.
- d) 16% employees are dissatisfaction with the overtime allowance in BSP.
- e) 6% employees are highly dissatisfaction with the overtime allowance in BSP.

**Table no.-4**

Q4. How do you rate leave travel facility of the organization?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	6	50	12
Satisfaction	20	50	40
Neutral	14	50	28
Dissatisfaction	6	50	12
Highly dissatisfaction	4	50	8



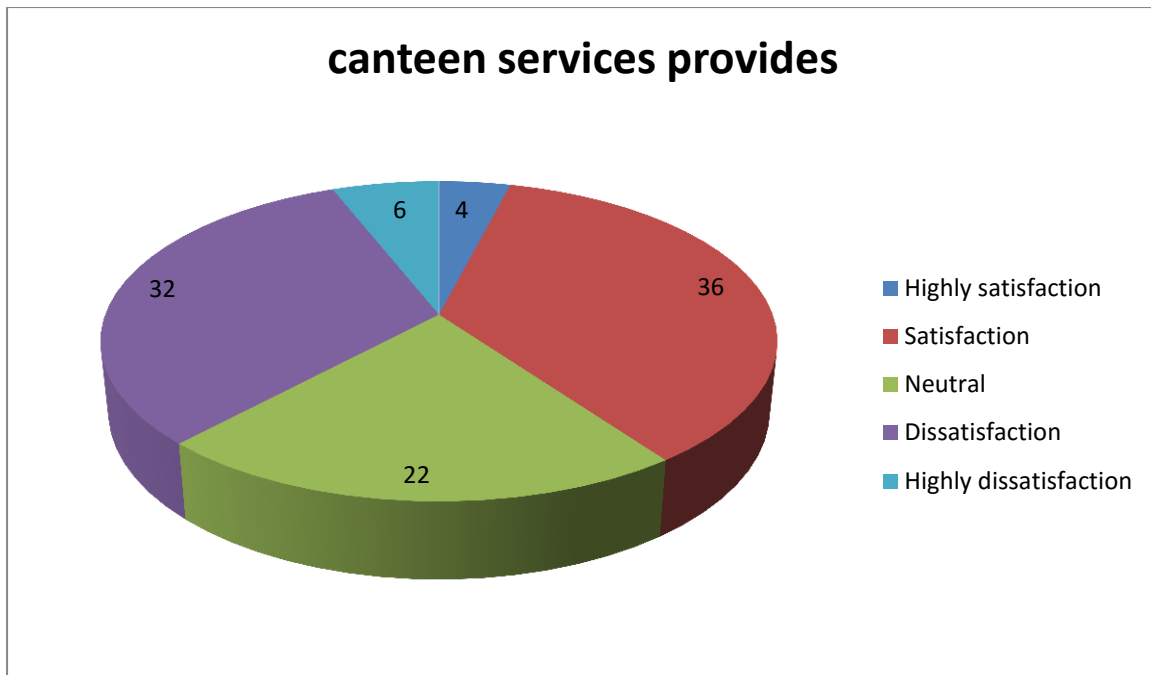
**INTERPRETATION:**

- a) 12% employees are highly satisfaction with the travel facilities in BSP.
- b) 40% employees are satisfaction with the travel facilities in BSP.
- c) 28% employees are neutral with the travel facilities in BSP.
- d) 12% employees are dissatisfaction with the travel facilities in BSP.
- e) 8% employees are highly dissatisfaction with the travel facilities in BSP

**Table no. -5**

Q5. Rate the canteen services provides by the organization?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	2	50	4
Satisfaction	18	50	36
Neutral	11	50	22
Dissatisfaction	16	50	32
Highly dissatisfaction	3	50	6



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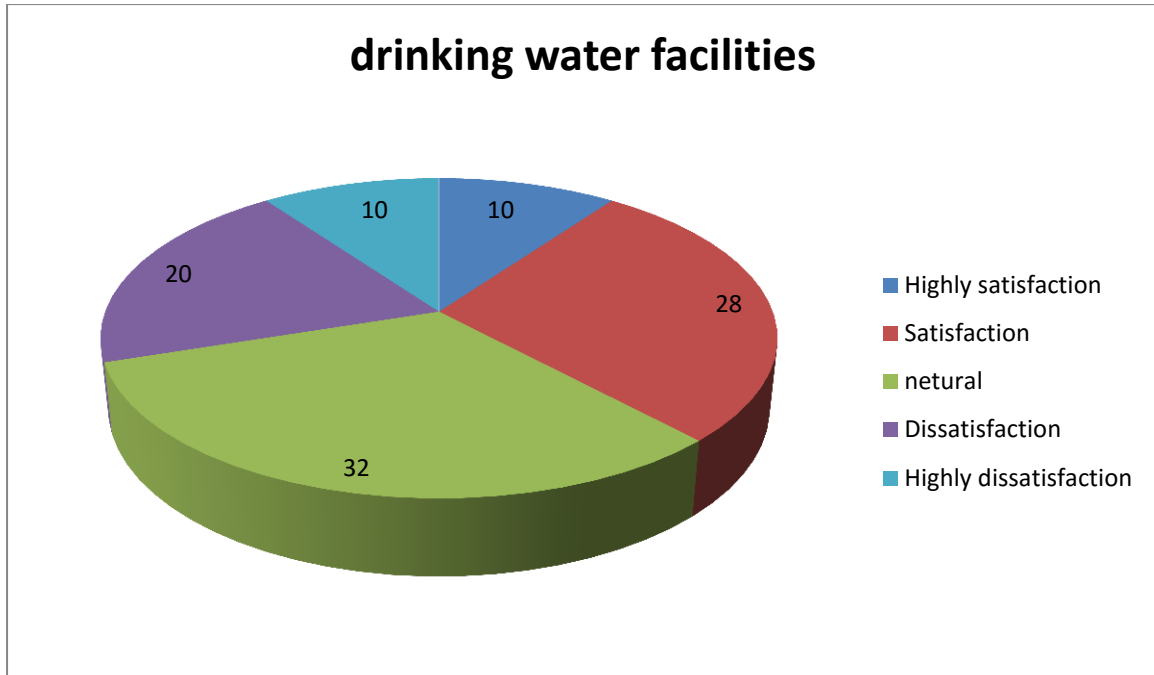
**INTERPRETATION:**

- a) 4% employees are highly satisfaction with the canteen services provided in BSP.
- b) 36% employees are satisfaction with the canteen services provided in BSP.
- c) 22% employees are neutral with the canteen services provided in BSP.
- d) 32% employees are dissatisfaction with the canteen services provided in BSP.
- e) 6% employees are highly dissatisfaction with the canteen services provided in BSP.

**Table no.-6**

Q6. Are you satisfied with drinking water facility provided by the company?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	5	50	10
Satisfaction	14	50	28
Neutral	16	50	32
Dissatisfaction	10	50	20
Highly dissatisfaction	5	50	10



**INTERPRETATION:**

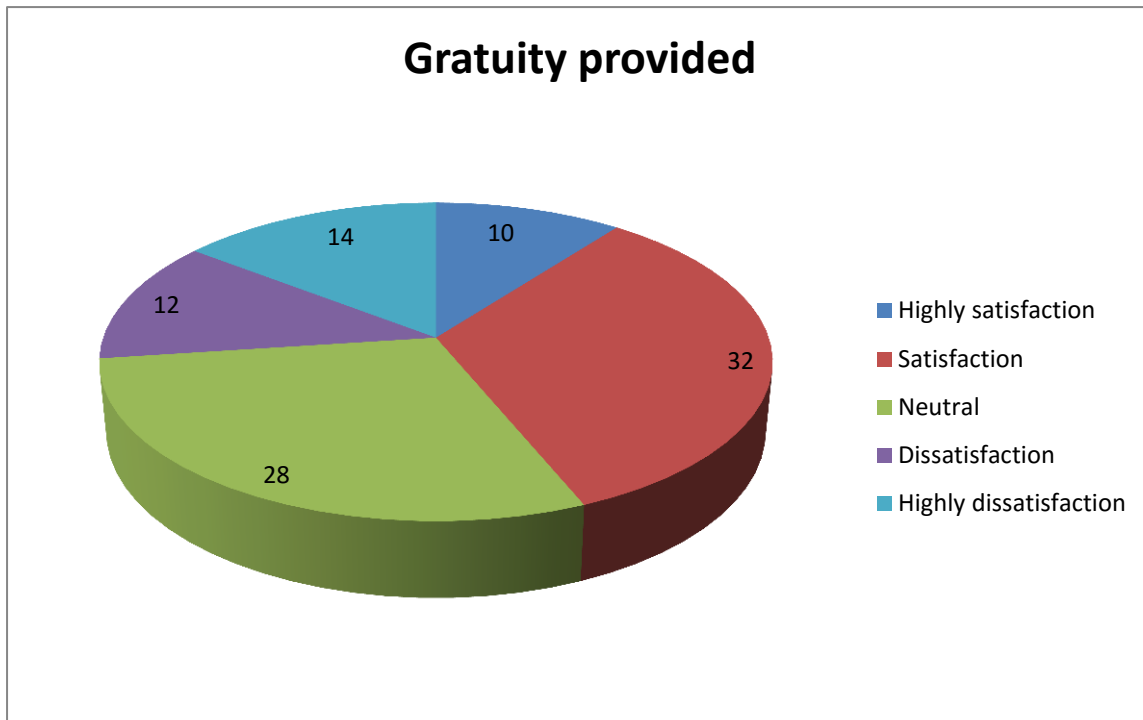
- a) 10% employees are highly satisfaction with the drinking water facilities in BSP.
- b) 28% employees are satisfaction with the drinking water facilities in BSP.
- c) 32% employees are neutral with the drinking water facilities in BSP.
- d) 20% employees are dissatisfaction with the drinking water facilities in BSP.
- e) 10% employees are highly dissatisfaction with the drinking water facilities in BSP.

**Table no. -7**

Q7. What is your opinion on gratuity provided by company?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	5	50	10
Satisfaction	16	50	32
Neutral	14	50	28
Dissatisfaction	6	50	12
Highly dissatisfaction	7	50	14





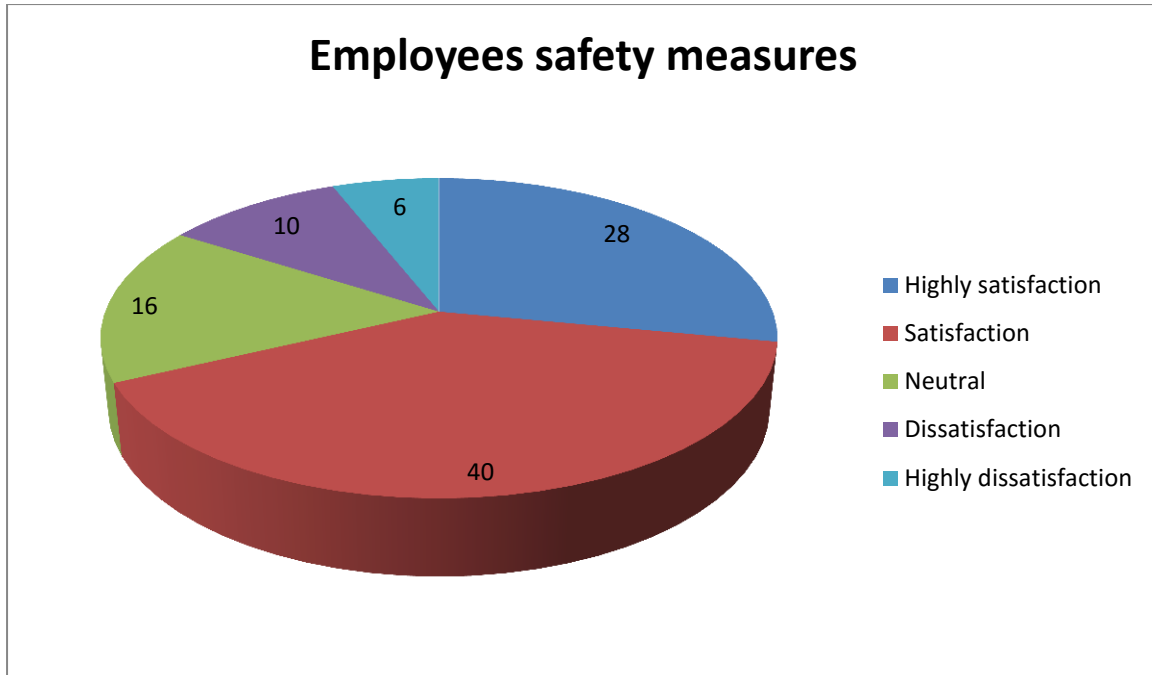
**INTERPRETATION:**

- a) 10% employees are highly satisfaction with the gratuity provided in BSP.
- b) 32% employees are satisfaction with the gratuity provided in BSP.
- c) 28% employees are neutral with the gratuity provided in BSP.
- d) 12% employees are dissatisfaction with the gratuity provided in BSP.
- e) 14% employees are highly dissatisfaction with the gratuity provided in BSP.

**Table no. -8**

Q8. Does the company takes safety measures for employees safety?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	14	50	28
Satisfaction	20	50	40
Neutral	8	50	16
Dissatisfaction	5	50	10
Highly dissatisfaction	3	50	6



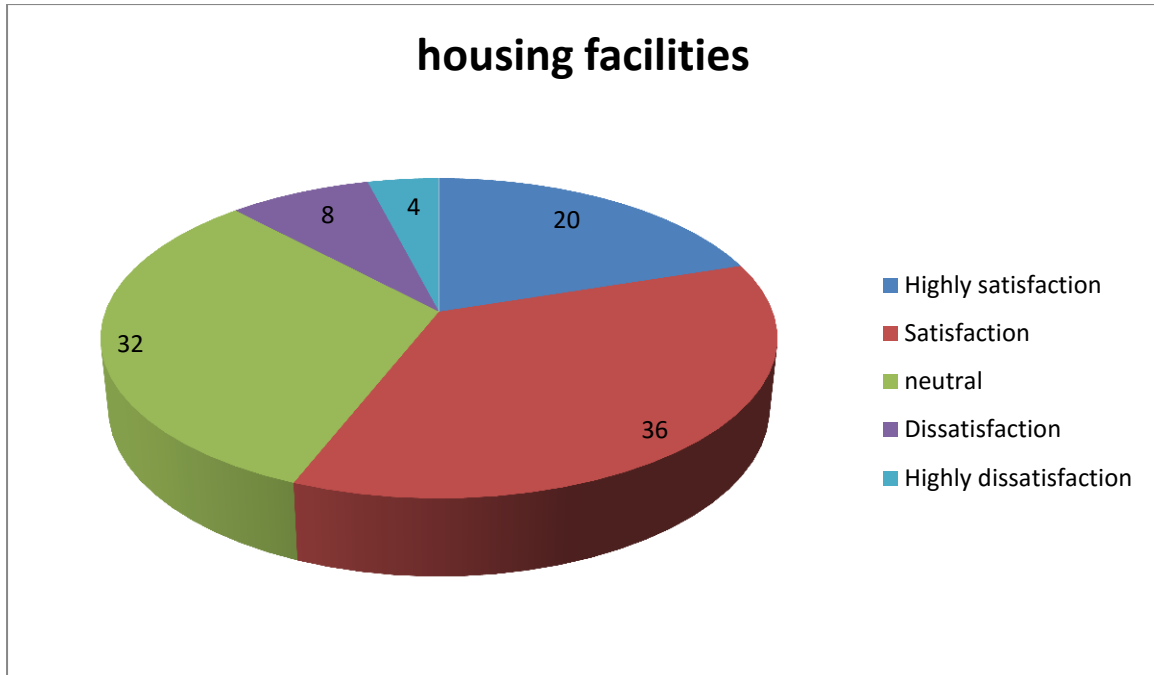
**INTERPRETATION:**

- a) 28% employees are highly satisfaction with the safety measures in BSP.
- b) 40% employees are satisfaction with the safety measures in BSP.
- c) 16% employees are neutral with the safety measures in BSP.
- d) 10% employees are dissatisfaction with the safety measures in BSP.
- e) 6% employees are highly dissatisfaction with the safety measures in BSP.

**Table no.-9**

Q9. Do you provided housing facilities in organisation?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	10	50	20
Satisfaction	18	50	36
Neutral	16	50	32
Dissatisfaction	4	50	8
Highly dissatisfaction	2	50	4



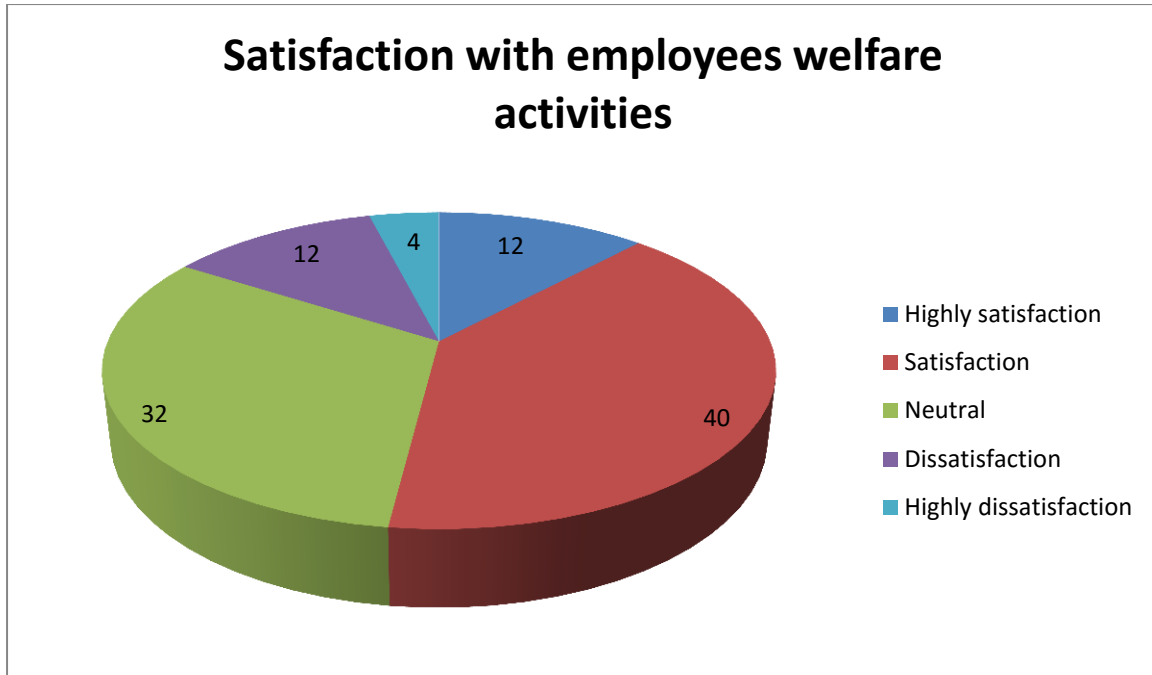
**INTERPRETATION:**

- a) 20% employees are highly satisfaction with provided housing facilities in BSP.
- b) 36% employees are satisfaction with provided housing facilities in BSP.
- c) 32% employees are neutral with provided housing facilities in BSP.
- d) 8% employees are dissatisfaction with provided housing facilities in BSP.
- e) 4% employees are highly dissatisfaction with provided housing facilities in BSP.

**Table no.-10**

Q10. Do you getting medi-claim benefit of the organization?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	6	50	12
Satisfaction	20	50	40
Neutral	16	50	32
Dissatisfaction	6	50	12
Highly dissatisfaction	2	50	4



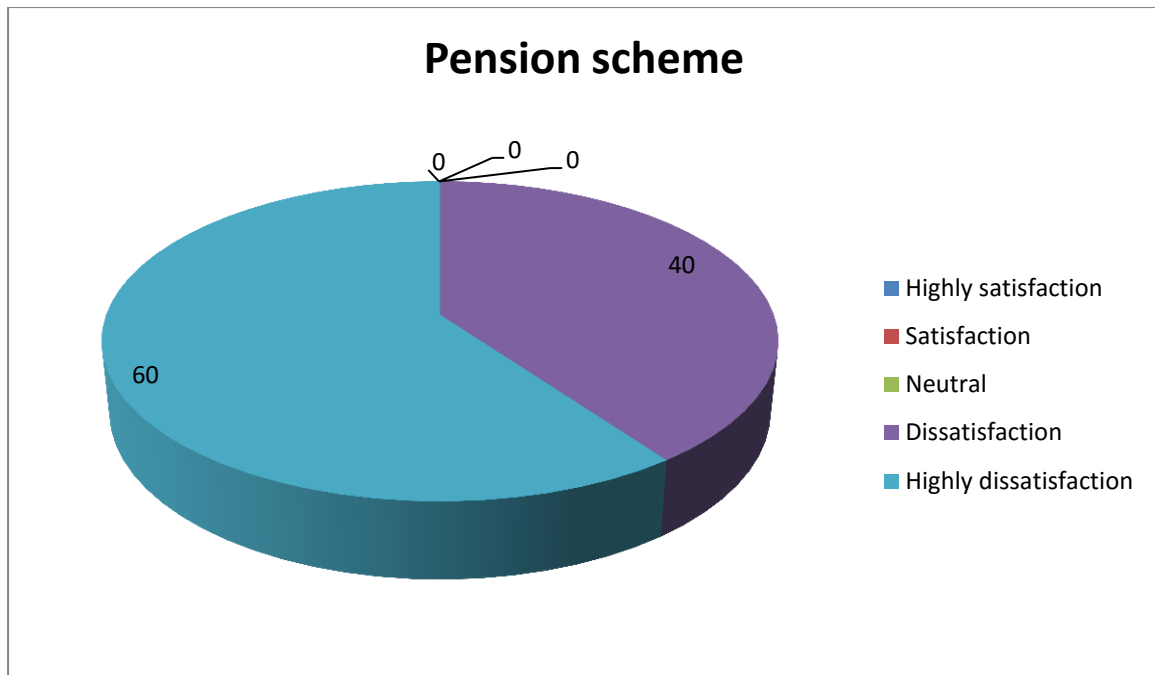
**INTERPRETATION:**

- a) 12% employees are highly satisfaction with medi-claim benefit provided in BSP.
- b) 40% employees are satisfaction with the medi-claim benefit provided in BSP.
- c) 32% employees are neutral with the medi-claim benefit provided in BSP.
- d) 12% employees are dissatisfaction with medi-claim benefit provided in BSP.
- e) 4% employees are highly dissatisfaction with medi-claim benefit provided in BSP.

**Table no.-11**

Q11. How do you feel about old age pension scheme provided by the company?

PARTICULARS	RESPONDENTS	TOTAL	PERCENTAGE
Highly satisfaction	0	50	0
Satisfaction	0	50	0
Neutral	0	50	0
Dissatisfaction	20	50	40
Highly dissatisfaction	30	50	60



#### INTERPRETATION:

From the study it is known that 40% of employees are dissatisfied with the pension scheme in BSP. 60% of employees are highly dissatisfied with the pension scheme in BSP.

#### FINDINGS

This term FINDINGS is used for the canalization of the statistics collected above.

It consists the overall data results of the above tables. The important statistical details that mostly influence the welfare of the employee are pointed out in this finding.

1. 58% employees are satisfied and 12% employees are dissatisfied with the education facilities in BSP.
2. 54% employees are satisfied and 4% employees are dissatisfied with the medical benefits in BSP.
3. 58% employees are satisfied 22% employees are dissatisfied with the overtime allowance in BSP.
4. 52% employees are satisfied 20% employees are dissatisfied with the travel facilities in BSP.
5. 40% employees are satisfied 38% employees are dissatisfied with the canteen services provided in BSP.
6. 38% employees are satisfied 30% employees are dissatisfied with the recreational facilities in BSP.
7. 42% employees are satisfied and 26% employees are dissatisfied with the gratuity provided in BSP.
8. 68% employees are satisfied and 16% employees are dissatisfied with the safety measures in BSP.
9. 56% employees are satisfied and 12% employees are dissatisfied with the improve performance in BSP.
10. 52% employees are satisfied and 16% employees are dissatisfied with the overall welfare activities in BSP.
11. 100% employees are dissatisfied with the pension scheme in BSP.

## CONCLUSION

The study clearly shows that majority of the employees are satisfied with the existing welfare facilities in BSP SAIL.

Most of the employees are highly benefited with the welfare facilities provided by the BSP. The employees on the show positive attitude towards the provision of the welfare facilities. On the whole majority of the employees are highly satisfied with the statutory welfare facilities provided by BSP.

A satisfied employee is the key factor, who acts as the organization Ladder for success. Satisfaction may relate to two aspects i.e. Job Related And facilities oriented.

Any organization must see to it that both these aspects are provided by it so that its employees are fully satisfied and that they join hands with management, so that they whole heartedly march forward in achieving the organization's objective.

All the statutory and non-statutory facilities are provided to employees as per the standard facilities, which improve employee's satisfaction and increase productivity.

Any organization success and growth depends on employees. The company may have rich resources of capital, material, infrastructure, machines and technology but if the quality of manpower is not good, the organization cannot succeed. Employee welfare plays a vital role in every organization. And the quality and productivity of manpower depends on the welfare facilities provided by the organization.

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