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SATISFACTIONS OF LABOUR WELFARE SCHEMES OFFERED BY PUBLIC SECTOR IN TAMIL NADU STATE TRANSPORT CORPORATION

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ABSTRACT

This study about the “Satisfactions of Labour Welfare Schemes Offered by Public Sector In Tamil Nadu State Transport Corporation” so far discussed important findings and recommendations. The objective of the study Labour satisfaction level towards the provision of welfare facilities in the Thanjavur division. This study has a random sampling technique to collect data from TNSSTC employees in Thanjavur. It identified a 500-sample size and found a research questionnaire. The analysis found that there is significant difference towards satisfaction with respect to the demographic statistics of the TNSSTC employees. The study also highlighted that TNSSTC employees perceived an average level of employee’s satisfaction. Hence, it is concluded that the job satisfaction and dissatisfaction of transport employee should be evaluated infrequently for evolving dynamic and pragmatic policies for corporation growth and development.

Keywords: TNSSTC, Labour Welfare Measures, satisfaction of employees.

1. INTRODUCTION

Labour welfare is a comprehensive term including various benefits and facilities offered to labours and employees by the employer. Through such generous fringe benefits, the employer makes the life worth living for workers. The welfare amenities are extended in addition to normal wages and other economic rewards available to labours as per the legal provision. Labour’s welfare helps to improve the moral and mental conditions of the workers by providing facilities like games, cultural activities and recreation etc and it also helps labours to feel happy and become enthusiastic. India has commenced various laws towards the welfare of the labours namely, Factories Act, 1948, Maternity Benefits Act, 1961 and The Payment of Bonus Act, 1965. The facilities provided by the most of the organisation to their workers are drinking facilities, canteen, clean and hygiene toilets, maternity benefits,

restrooms, crèches, first aid, and various health benefits. Welfare measures are something that is available to employees in addition to regular wages and other economic benefits under legal provisions and collective arrangement. The determination of employee welfare is to improve the working class which in turn makes a worker a good employee and a happy citizen. The defines labour welfare as" Labour are those who are doing physical hard work for their lives". Another definition implies that welfare is fundamentally an attitude of mind on the part of management, influencing the method by which management activities are undertaken.

2. REVIEW OF LITERATURE

Foroudi, P. et al. (2024) the study underscores the importance of cultivating an inclusive, supportive workplace that prioritizes employee well-being and empowerment, thus underscoring employees' pivotal role in enhancing an organization's reputation.

Nguyen, D.T., Vo, A.H. and Chen, S.-J. (2024) Looking back at the COVID-19 crisis, the business challenges that emerged provided new opportunities for finding creative solutions. Addressing concerns about waning employee motivation and productivity during the pandemic, Nguyen and colleagues conducted a study on Vietnamese millennial employees to propose a novel approach to cultivating organizational commitment through psychological ownership. The impact of COVID-19 was acutely felt by the Indian labour force engaged in the informal sector, which is not covered under the standard employer–employee relationship. The findings of Meher and colleagues show the factors contributing to acute financial constraints and income loss experienced by the handloom weavers of India.

Das, M. and Palo, S. (2024)This study critically investigates the impact of sleep deprivation on the well-being of shift workers in a Mumbai-based manufacturing facility, highlighting a significant yet often overlooked occupational health concern. Employing a robust, two-phase mixed-methods approach, phase 1 quantitatively assessed the sleep patterns, quality and daytime sleepiness of 85 shop floor workers using sleep diaries, Fit bit wristbands, Actigraphy and validated tools such as the Epworth Sleepiness Scale and the Pittsburgh Sleep Quality Index. Phase 2 comprised in-depth qualitative interviews with 14 workers experiencing poor sleep, alongside interviews with four plant managers and family members.

Alam, M. N., Hassan, M. M., Bowyer, D. & Reaz, M., (2020) this study explores the

relationship among wages and benefits, welfare facilities, employee work motivation and employee productivity which has not been explored theoretically and tested empirically in a Bangladeshi context. In the future, comparative research can be carried out by collecting samples from the EPZ (Export Processing Zone) and non-EPZ factories.

Edison Anthony Raj, Arul and Julius, Sheeba, Analysis of Labour Welfare Measures and its Impact on Employee’s Commitment (May 28, 2017) The result of the study among the three labour welfare measures, statutory welfare measure, non- statutory welfare measure and social security measure have a significant impact on affective commitment and normative commitment, while the alone variable namely social security measure have a significant impact on continuance commitment.

Navaneetha Krishnan and Anbalaganajaganandham (2015) The result of the study is the Demographical factors and socio economic characteristics’ influences on the human resource management and the perception of employees on the human resource management practices which consists of Recruitment and selection, Training and development, Wages and Salary, Performance Appraisal, Working Conditions and Employee’s Safety, Promotion, Transfer, Employee Motivation, Welfare Measures, Leave Facilities, Job Designing and Maintenance of Employees. The multi-dimensional aspects of human resource management policies and practices in the organizational framework and the existence of the HRM climate in the acuity of different categories of employees. Finally, he opined that Human resource management policies and practices has major impact on the overall performance of the employees.

Karunesh Kumar (2013) Examines the Employee perception usually perception analysis depends on managers, who undertaking their role perform the functions of planning, organizing, staffing, leading, and controlling. The different factors of economic and social character have an impact on all employees and in this study the perception analyzed by taking different aspects like work condition and commitment and as well as facilities given by organization.

ShakeelaSaleem and Wasim Abbas Shaheen (2012) “The Impact of Job Enrichment and Job Enlargement on Employee Satisfaction Keeping Employee Performance as Intervening Variable”, job enrichment and job enlargement are the steps used to make the employees feeling that the organization is actually owning them and that thing boost their performance on the job. This has a direct impact on their satisfaction level in the organization while performing their duties. That thing ultimately increases the level of performance of the

employees on the job.

In similar kind of study, Kumar and Anand (2014) explored what influences the decision makers to opt for certain class of services or products. They classified the factors most critical to satisfaction and decision making towards opting a service.

3. METHODOLOGY OF THE STUDY

The workers are working in various cater of position random sampling method is adopted to get insight about the study. Researcher used descriptive research for studying the attitude the employees. The data were collected from the 100 respondents in TNSTC employees exclusively (drivers and conductors) are taken as sample chosen from among the population in Thanjavur Town. The study is obtained secondary data collected from various books, journal, and websites and primary data were collected through questionnaires. The study has been analyzed using simple percentage method and Chi-square statistical tools.

4. OBJECTIVES OF STUDY

To study the Labour satisfaction level towards the provision of welfare facilities in Thanjavur division.

5. DATA ANALYSIS AND INTERPREATION

5.1. DEMOGRAPHIC FACTORS

- 100% of the respondents are men.
- Above 45 years was the largest group, representing 58% of the respondents, followed by 40% of respondents who belong to the age group of 35–45 years.
- 14% of respondents had an income of INR 35000-45000, 16% had an income of INR 45000 or more, and 30% had an income.

5.2. PERCENTAGE ANALYSIS

SATISFY WITH LABOUR WELFARE OFFICER ACTIVITIES TOWARDS

LABOUR WELFARE:

TABLE 1

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	205	41
<i>Satisfied</i>	235	47
<i>Moderate</i>	30	6
<i>Dissatisfied</i>	30	6
<i>Total</i>	500	100

Source: Primary Data

From the above table and charts, it's shown that 47 percentage of respondents Satisfied, 41 percentage of respondents Highly satisfied, 6 percentage of respondents Moderate and 6 percentage of respondents Dissatisfied. Among the majority of respondents Satisfied they met Satisfy Labour welfare officer activities towards labour welfare.

SATISFIED WITH THE WORK SHIFT TIMINGS:

TABLE 2

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	200	40
<i>Satisfied</i>	235	47
<i>Moderate</i>	35	7
<i>Dissatisfied</i>	30	6
<i>Total</i>	500	100

Source: Primary Data

From the above table and charts, it's shown that 47 percentage of respondents Satisfied, 40 percentage of respondents Highly satisfied, 7 percentage of respondents Moderate and 6 percentage of respondents Dissatisfied. Among the majority of respondents Satisfied they met Satisfy with the work shift timings.

FEEL SECURED ABOUT YOUR JOB:

TABLE 3

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	70	14
<i>Satisfied</i>	110	22
<i>Moderate</i>	315	63
<i>Dissatisfied</i>	5	01
<i>Total</i>	500	100

Source: Primary Data

From the above table and charts, it's shown that 63 percentage of respondents Disagreed,22 percentage of respondents Agreed,14 percentage of respondents Strongly agreed and 1 percentage of respondents Strongly disagreed. Among the majority of respondents Disagreed they met Satisfy Feel secured about your job.

COMFORTABLE AND SATISFIED WITH YOUR JOB:

TABLE 4

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	<i>300</i>	<i>60</i>
<i>Satisfied</i>	<i>170</i>	<i>34</i>
<i>Moderate</i>	<i>15</i>	<i>03</i>
<i>Dissatisfied</i>	<i>15</i>	<i>03</i>
<i>Total</i>	<i>500</i>	<i>100</i>

Source: Primary Data

From the above table and charts, it's shown that 60 percentage of respondents Highly Satisfied,34 percentage of respondents Satisfied,3 percentage of respondents Moderate and 3 percentage of respondents Dissatisfied. Among the majority of respondents Highly Satisfied they met Comfortable and satisfied with your job.

WORK PLACE REGULARLY CLEANED:

TABLE: 5

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	<i>150</i>	<i>30</i>
<i>Satisfied</i>	<i>245</i>	<i>49</i>
<i>Moderate</i>	<i>90</i>	<i>18</i>
<i>Dissatisfied</i>	<i>15</i>	<i>03</i>
<i>Total</i>	<i>500</i>	<i>100</i>

Source: Primary Data

From the above table and charts, it's shown that 30 percentage of respondents Highly Satisfied,49 percentage of respondents Satisfied,18 percentage of respondents Moderate and 3 percentage of respondents Dissatisfied. Among the majority of respondents Highly Satisfied they met Work place regularly cleaned.

SATISFIED WITH THE PATTERN OF ATTENDANCE:

TABLE 6

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	145	29
<i>Satisfied</i>	255	51
<i>Moderate</i>	75	15
<i>Dissatisfied</i>	25	05
<i>Total</i>	500	100

Source: Primary Data

From the above table and charts, it's shown that 29 percentage of respondents Highly Satisfied, 51 percentage of respondents Satisfied, 15 percentage of respondents Moderate and 5 percentage of respondents Dissatisfied. Among the majority of respondents Highly Satisfied they met Satisfied with the pattern of attendance.

SATISFIED WITH THE WORKING ENVIRONMENT:

TABLE 7

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	160	32.0
<i>Satisfied</i>	270	54.0
<i>Moderate</i>	35	7.0
<i>Dissatisfied</i>	35	7.0
<i>Total</i>	500	100.0

Source: Primary Data

From the above table and charts, it's shown that 32 percentage of respondents Highly Satisfied, 54 percentage of respondents Satisfied, 7 percentage of respondents Moderate and 7 percentage of respondents Dissatisfied. Among the majority of respondents Highly Satisfied they met Satisfied with the working environment.

SATISFIED WITH THE SAFETY APPLIENCES IN WORK PLACE:

TABLE 8

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	190	38
<i>Satisfied</i>	235	47
<i>Moderate</i>	50	10
<i>Dissatisfied</i>	25	5
<i>Total</i>	500	100

Source: Primary Data

From the above table and charts, it's shown that 38 percentage of respondents Highly Satisfied,47 percentage of respondents Satisfied,10 percentage of respondents Moderate and 5 percentage of respondents Dissatisfied. Among the majority of respondents Highly Satisfied they met Satisfied with the safety appliances in work place

AWARE OF VARIOUS WELFARE MEASURES PROVIDED BY TNSTC:

TABLE 9

	<i>Frequency</i>	<i>Percent</i>
<i>Highly satisfied</i>	335	67
<i>Satisfied</i>	140	28
<i>Moderate</i>	20	4
<i>Dissatisfied</i>	5	1
<i>Total</i>	500	100

Source: Primary Data

From the above table and charts, it's shown that 67 percentage of respondents Strongly agreed,28 percentage of respondents Agreed,4 percentage of respondents Disagreed and 1 percentage of respondents Strongly disagreed. Among the majority of respondents Strongly agreed they met Aware of various welfare measures provided by TNSTC.

PROVIDED WITH THE HOUSING LOAN:

TABLE 10

	Frequency	Percent
Highly satisfied	285	57
Satisfied	185	37
Moderate	20	4
Dissatisfied	10	2
Total	500	100

Source: Primary Data

From the above table and charts, it's shown that 67 percentage of respondents Strongly agreed,28 percentage of respondents Agreed,4 percentage of respondents Disagreed and 1 percentage of respondents Strongly disagreed. Among the majority of respondents strongly agreed they met provided with the housing loan.

5.3 PERCENTAGE ANALYSIS:

1. 73% of respondents said they were very satisfied, 26% said they were satisfied, and 1% said they were dissatisfied regarding the work environment.
2. 64% of respondents had good welfare measures and benefits, 26% had a good working environment, and 10% had a bad working environment regarding the quality of life.
3. 51 percent of respondents Strongly agreeing, 35% of respondents Agreed, 7 percent of respondents 7% of respondents strongly disagreed regarding the stress at work.
4. 42% of respondents 40% of respondents were satisfied. 14% of respondents were highly satisfied, 14% were moderately satisfied, and 4% were dissatisfied regarding the work schedule.
5. 47% of respondents Satisfied,41% of respondents 6% of respondents were extremely satisfied, 6% were moderately satisfied, and 6% were dissatisfied regarding the labour welfare.
6. 39% of respondents 46% of respondents were highly satisfied, 46% were satisfied, 9% were moderately satisfied, and 6% were dissatisfied regarding the met provide workplace safety measures.
7. 29% of respondents 49% of respondents were highly satisfied, 49% were satisfied, 15% were moderately satisfied, and 7% were dissatisfied regarding the non-statutory welfare provision.
8. 31% of respondents Special health fund scheme: 52 percent of respondents Providing uniforms to employees,9% of respondents Loans for marriage and 8% of respondents education allowances regarding the provided uniforms to employees.
9. 33% of respondents52 percent of respondents were highly satisfied, 52 percent were satisfied, 10 percent were moderately satisfied, and 5 percent were dissatisfied regarding the insurance assured by TNSTC.
10. 34% of respondents 52 percent of respondents were highly satisfied, 52 percent were satisfied, 9 percent were moderately satisfied, and 5 percent were dissatisfied regarding the met facilities.
11. 38% of respondents 46% of respondents were highly satisfied, 46% were satisfied, 11% were moderately satisfied, and 5% were dissatisfied regarding the children's education.



- 12. 19% of respondents 59% of respondents were Extremely Satisfied, 22% were satisfied, and 22% were Moderate regarding the retirement benefits.
- 13. 56% of respondents were highly satisfied, 31% were satisfied, 7% were moderately satisfied, and 6% were dissatisfied regarding the first-aid appliances.
- 14. 34% of respondents were highly satisfied, 46% were satisfied, 14% were moderately satisfied, and 6% were dissatisfied regarding the ESI benefits.
- 15. 37% of respondents 48% of respondents were highly satisfied, 48% were satisfied, 10% were moderately satisfied, and 5% were dissatisfied regarding the working conditions at the organization.

CHI-SQUARE

HYPOTHESIS 01

H₀: There is no association between Age and the safety measures at the work place.

H₁: There is association between Age and the safety measures at the work place.

Table 11 - CHI-SQUARE

	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	14.755 ^a	9	.098
Likelihood Ratio	15.362	9	.081
Linear-by-Linear Association	2.216	1	.137
N of Valid Cases	100		

a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is .06.

Source: Primary Data

From the above table 11, chi-square reveals that is an association between Age and the safety measures at the work place. Chi-square is calculated by using SPSS. The calculation value (.098) is greater than 0.05 value at a 95% level of confidence level. So, *the null hypothesis is rejected and the alternative hypothesis accepted.*

HYPOTHESIS 02

H₀: There is no association between monthly income and pattern of attendance.

H₁: There is association between monthly income and pattern of attendance.

Table 12 - CHI-SQUARE

	<i>Value</i>	<i>Df</i>	<i>Asymptotic Significance (2-sided)</i>
<i>Pearson Chi-Square</i>	20.358 ^a	9	.016
<i>Likelihood Ratio</i>	24.173	9	.004
<i>Linear-by-Linear Association</i>	2.496	1	.114
<i>N of Valid Cases</i>	100		

a. 9 cells (56.3%) have expected count less than 5. The minimum expected count is .70.

Source: Primary Data

From the above table 2, (chi-square) reveals that is an association between monthly income and pattern of attendance. Chi-square is calculated by using SPSS. The calculation value (.016) is greater than 0.05 values at a 95% level of confidence level. *So, the null hypothesis is rejected and the alternative hypothesis accepted.*

6. CONCLUSION

The welfare facilities give better working conditions and living environment to their workers which as increased morale satisfaction commitment towards the objective of the organization. From the study there is no significant difference between the employee satisfaction and facilities and there is a positive relationship between the employee satisfaction and statutory and with the non-statutory facilities. From the study, it is found that some of the workers are not satisfied with the relationship with their superior building good so the organization should take care so that healthy communication occurs between the workers and superior. Most of the workers are neutral in their response with respect sitting arrangements in the organization. According to this study some of the workers expecting to improve existing welfare facilities within the organization.

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