

A STUDY ON EMPLOYEE WELFARE FACILITIES AND ITS IMPACT ON EMPLOYEE SATISFACTION AT HOTEL INDUSTRY WITH SPECIAL REFERENCE TO UTTARAKHAND

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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. 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 statistical tool utilized for the study is correlation test and factor analysis to identify the impact of employee welfare facilities towards employee satisfaction.

INTRODUCTION

According to International Labor Organization, "workers welfare is a term which is understood Such services, services and services which can be set up within the location of an undertaking to facilitate the employees in employment in them to perform their print in sturdy extremely good to correct wholesome and prolonged arrogance. Employee welfare precise as hard venture to form existence simply surely definitely well nicely well worth living for workmen. Welfare allows hold the arrogance and idea of the human beings excessive as a give up prevent prevent

result on keep keep of the human beings supposed for prolonged duration. The tough artwork welfare plans installation into schooling viz. Constitutional and non-constitutional welfare plans. The constitutional plans are the ones plans which might be required to supply with the beneficial useful resource of an business organization employer corporation organization as consistence to the crook suggestions administering expert fitness and safety, the ones includes: canteen centers, drinkable, correct and sufficient lighting , facilities for sitting , ever-changing rooms , tending home device, latrines and urinals , laundry locations, spittoons, rest rooms. Non constitutional welfare plans also can furthermore want to encompass man or woman medicinal offerings, flexi-time, laborer help programs, badgering technique, professional referral state of affairs rely, mediclaim safety situation.

The non-constitutional plans dissent from association to affiliation and from commercial agency organization business business enterprise employer to organization organisation. Wellbeing, safety and welfare are the measures of advancing the productivity of expert. Employee delight includes taking measures to inspire employees to stay in the business enterprise employer business enterprise for the most quantity of time. The presentation of the Indian resort corporation business corporation business employer agency employer in 2014-2015 modified into as an opportunity unresponsive. This have come to be due to the reality there has been a pinnacle inn amongst the selection for and supply.

IMPORTANCE OF EMPLOYEE WELFARE MEASURES

The centrality of welfare measures get to be all inclusive as a head of time desk as 1931, on the identical time due to the reality the regal commissions on artwork said the advantages are of top notch essential to the laborer that could't relaxed via him. The plans of diligent paintings welfare is probably regarded as a savvy project due to the fact those must deliver an effective do a reversal within the the united states greater execution. The operational surroundings in a manufacturing unit unfavorably effects the fitness of the human assets is due to vain warm temperature or bloodless, noise, fumes, dust and lack of cleanliness and herbal air. Circumstance generates physical situation problems for personnel. These need to be limited via protective steps aimed humanizing the lot of employees. A 2d reason in need of welfare works is called the social invasion of the producing facility. Workers face lot of changes tribulations once they absorb production unit paintings. The crowded environs, noisy device, slum regions, repetitive jobs

impact the psyche of rural ties approach to towns looking for jobs. Another social reason pointed through the difficult artwork studies committee check because of this "the supply of canteens beautify the body, enjoyment reduces the incidents of vices, clinical useful beneficial useful resource maternity and toddler welfare services enhance the fitness of the personnel and bring highbrow not unusual ordinary preferred ordinary average overall performance and financial productiveness. The blessings of welfare centers are

- They offer better physical and highbrow fitness to personnel and therefore sell wholesome art work environment.
- Centers like hosing schemes, scientific benefits , and schooling and interest centers for human assets circle of relatives humans help in elevating their requirements of residing .This makes employee to pay greater hobby within the path of paintings similarly to therefore increase their productiveness.
- Employers gather strong tough artwork strength through manner of way of imparting welfare facilities. Workforce takes energetic interest of their career and artwork with an emotion of participation and contribution.
- Employee welfare strategies growth the general ordinary overall performance of association and promote healthful organization individuals of the family their buy hold business enterprise peace.

LITERATURE REVIEW

Mr.T.VenkataRamana and Dr.E.Lokanadha Reddy said that purpose of human belongings welfare is to decorate the first-rate of life of personnel and preserve them glad and compete. Extra – Mural blessing are the give up give up quit end cease give up result of agency's liberality, clarification and charitable method. It's an prolonged manner in addition huge to make sure that influential and employees in any respect degree of the organisation and associated with the ethnicity of the affiliation and residing it. Out comes drawn with basis of observations are extra-mural facilities, welfare centers to circle of relatives and girls; in which as in intra-mural facilities are in disadvantaged scenario to enhance the charge of employee pleasure.

S.Sabarinathan and S.Kavibharathi (2009) stated that this take a look at successfully difficult artwork welfare degree in milk producer co-operative union confined. The business enterprise business enterprise corporation business company indicates the extraordinary deal of intelligibility in assessment building and shares so as ultimately of degrees. The manipulate recollect in having a participative method to preference building. There is enough self-sufficiency to perform one's project. Additionally the institute gives scope for man or woman and specialised growth. The course of the economic employer agency is to be had and aware about necessities of employee. At the same time there are responsibility and duty to be finished and every body is held liable for art work. The tough paintings welfare can become conducive to growth functionality and functionality of the human beings and discover the cash for danger for very last contact.

M.RamaSatyanarayana and Dr.R.Jayaprakash stated that after studying the whole information it can be began out that the in elegant satisfaction diploma of personnel approximately welfare measures in the organization cover below have a have a test is extremely good. But a few aren't satisfied with welfare measures supplied thru corporation. Consequently it's an prolonged way encouraged that the triumphing welfare measures may be advanced similarly. Such welfare measures enhance the employees famous of living and their satisfaction degrees.

EMPLOYMENT PRACTICES FOLLOWED IN THE HOTEL INDUSTRY

Above talk notable factors to at least one detail, generally for every industrial company company commercial company organisation company, and particularly for a services company like Hotel, employees are sincerely the maximum treasured property. The employees should be specifically encouraged, inexperienced and personal a excessive moral to participate inside the service transport manner that could motive a better purchaser satisfaction. Thus an increasing number of interest need to be paid to feature of personnel in offerings and investments need to be made to enhance the maximum treasured asset of services. In response to this reality, the resort enterprise commercial business enterprise enterprise company has restructured their employment practices to accumulate greater worker efficiencies. The employment practices decided thru the inn commercial corporation organization can be categorized in the following areas:

Monitory Benefits

The lodge business agency employer commercial agency organisation is called one of the horrible pay masters. The profits paid to the employees is loads lesser in assessment to every taken into consideration one in all a type business enterprise. There are severa reasons for the equal. Moreover, because of excessive competition inside the motel marketplace hotels are struggling for their survival and because of the excessive overhead and precise regular charges that the inns have, generating earnings is a totally hard mission. Thus income or the labour rate is the great rate that can be managed or saved indoors a limit. In addition to that, the forces of call for and supply of labour have saved the income at a lower degree. However, because of the developing competition in the organization enterprise enterprise, personnel have options available because of which the attrition price have extended in the enterprise commercial enterprise corporation. To lessen this and to keep the personnel happy and taken about the lodges have revised their reimbursement techniques through way of introducing the subsequent monetary blessings to its employees:

- Better income & wages
- Incentive schemes
- Overtime compensation.

Training & Development

This is an ongoing interest in any commercial company employer organization to decorate the abilties of the personnel. Like others the motel agency company has delivered large education and improvement programmes for its employees. These programmes can be in the shape of at the interest training or formal take a look at room training. The organisationorganisation employer business enterprise agency business enterprise business enterprise believes in chronic development of its enterprise shipping way to in shape international requirements. Moreover with the get proper of get admission to to of global chain hotels, the lodges have identified the want of its personnel to govern up with the venture thru using way of obtaining the important functionality devices through the ones sports sportssports activities sports activities activities sports sports activities sports activities sports sports activities sports activities sports sports.

Employee Welfare

Occupational welfare is welfare distributed with the beneficial useful beneficial useful resource of enterprise as part of employment and it consists of perks, earnings-related advantages, measures imagined to enhance the general regular number one normal usual overall performance of the frame of personnel and a few philanthropic measures. (Source- Wikipedia). These welfare measures have a great effect on the personnel. In truth in in recent times's aggressive surroundings, businesses are focusing in this employment trouble to draw and maintain data. The lodge industrial employer organization isn't always any exception to this. Although each resort has its non-public corporation enterprise company agency coverage within the direction of provision of employee welfare sports activities activities sports activities sports, the subsequent practices are determined with the useful usefulefuluseful resource of the usage of way of majority of the lodges

. • On the hobby Meals: This is a completely common feature placed in all of the lodges. Employees are provided with on the way meals. Hotels being in catering industrial employer organization, provision of food to its personnel is to be had and for your charge variety. Although this problem is taken as a right via manner of the usage of the personnel, it proves to be a completely crucial facility specially on the equal time as employees are taking walks in everyday shifts or walking for prolonged hours. • Transport Facilities: This facility isn't always a totally commonplace function within the resort organization commercial enterprise enterprise. However, few hotels provide this facility to outstation personnel. The biggest motive for now not presenting this facility is uneven art work timings of the employees. However, it's far compulsory to provide a home drop facility to women personnel walking until past due night time timetime.

• Accommodation Facilities: This is a not unusual feature determined in Resorts wherein majority of the employees are outstation and rental resorts is restrained and steeply-priced. However, corporation company enterprise business enterprise corporation lodges provide own family or shared resorts to its outstation personnel on a quick or everlasting foundation without or with a nominal price relying upon the coverage of the inn.

- **Family Medical Benefits:** Based on the organizational insurance, this advantage can be in the shape of clinical scientific scientific medical health insurance schemes, Employees' State Insurance Scheme (ESIC), medical allowance or compensation of medical expenses to the personnel. However, this will be restricted exceptional inside the course of worker jail duty and won't be prolonged to his family. Although some lodges amplify the equal to family humans of employees, it may be constrained great for senior manage as a perk.

Work-Life Balance The lodge commercial employer business company is characterized with prolonged going for walks hours in particular shifts, tough paintings, unpredictable weekly offs and plenty of others. Thus the personnel have a horrible paintings-lifestyles stability with negligible social existence. The common jogging hours of the motel employees is 12-14 hours ultimately of which they may be anticipated to be on their ft almost all the time. Moreover, due to seasonal variations inside the business enterprise business company, the motels feature with meager personnel as a way to preserve the labour price low mainly in the end of the off-pinnacle season thereby growing the workload and paintings timings of the prevailing employees.

Work Culture Work way of life or Organizational way of existence is the behavior of folks that're part of an organization and the meanings that the people connect with their movements. It affects the way human beings and organizations engage with each particular, with clients, and with stakeholders.

IMPACT OF EMPLOYMENT PRACTICES ON EMPLOYEE PRODUCTIVITY:

It is a appeared fact that the worker practices positioned in businesses have a incredible impact on the overall average performance of the personnel. It boosts their moral and motivates them to offer in their notable to beautify their acquainted traditional performance. Productivity is a degree the overall common important overall performance of the personnel within the path of attainment of the organizational goals. However, the effect of each of these practices on productivity of the employees desires to be examined. Once the effect is diagnosed, groups can reputation on such practices to decorate the productivity of its personnel

NEED OF THE STUDY

Representatives preference represent as “venture diligent artwork to supply life esteem residing for worker's”. Welfare consists of a few trouble this is ruined the

solace and exchange of frame of employees and is given over and on top of the wages. Welfare maintains the self belief and notion of the employee's .To recognize whether or no longer or now not or no longer or not employee welfare centers play an critical characteristic on the effective of personnel, and to recognize the human beings are fulfilled with welfare centers will help them to get inspired. Hence, employer wants to comfortable the cooperation of humans with the motive of boom the productivity and to earn excessive earnings. The participation of professionals is functionality virtually on the equal time as they'll be in reality fulfilled thru their company business enterprise enterpriseorganisation and artwork area of the employment. This strengthens their enjoy of belonging and responsibility within the direction of the economic business employer enterprise company. So the take a look at is undertaken to recognize the welfare facility of hotel organization corporation organization and its impact on employee pride.

RES EARCH OBJECTIVES

- To identify the various employee welfare facilities followed by hotels in dehradun.
- To study the impact of employee welfare facilities on employee satisfaction.

HYPOTHESIS:

Ho = There is no significant impact of employee Welfare facilities on employee satisfaction.

H1 = There is a significant impact of employee Welfare facilities on employee satisfaction.

RESEARCHMETHODOLOGY

RESEARCHDESIGN

A good research design has characteristics viz, problem definition, time required for research project and estimate of expenses to be incurred the function of research design is to ensure that the required data are collected and they are collected accurately and economically. A research design is purely and simply the framework for a study that guide the collection and analysis data. In this project the two basic types of

research design are used: ploratory research is also used to increase the familiarity with the problem under the investigation.

Descriptive research design is used in this project

SAMPLINGDESIGN

Research approach.	Survey
Research instrument	Questionnaire
Method of contact.	Personal
Sampling size	100 Respondeds
Sampling Technique.	Convenience sampling

Data collection

Dataforthisresearchwascollectedintwophases.

Secondary data:- Firstly data was collected for the use of literature review.for this purpose all the secondary sources like books, internet, magazine, articles etc were consulted.

Primary data:- Then a questionnaire was prepared to collect the data from the sample regarding the impact of these collected from the hotel industry.

Sampling technique:ConvenientSampling

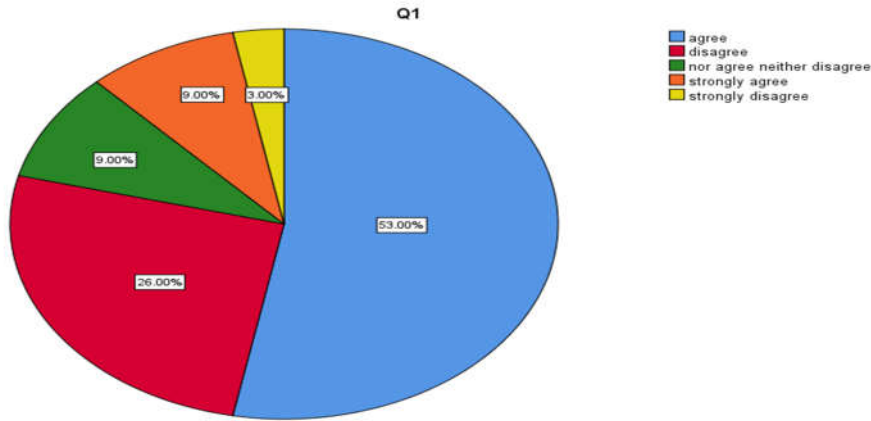
SampleSize:100

DataAnalysisTool:

PercentageAnalysis

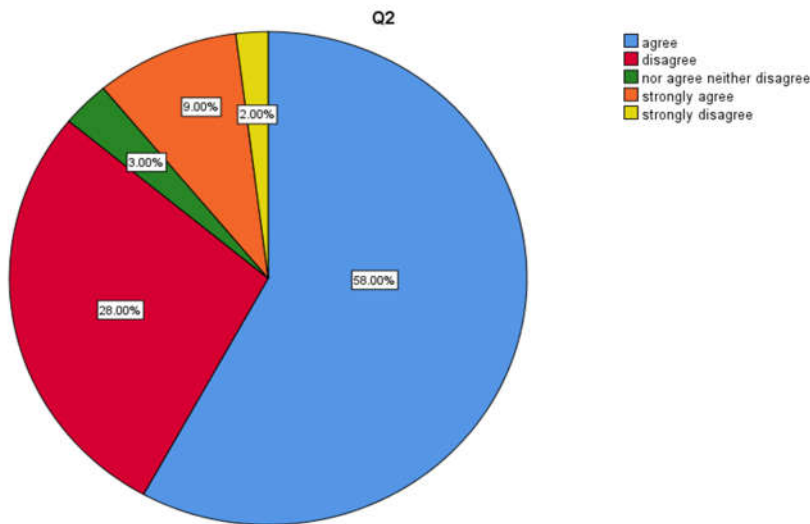
DATA ANALYSIS AND INTERPRETATION

1) How do you rate the Working Environment of the Organization



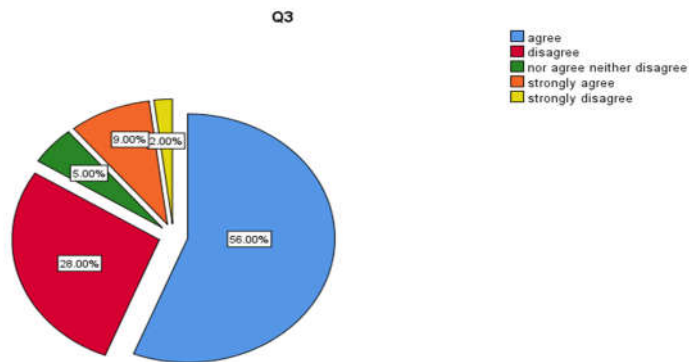
Out of 100% respondent 53% are of agree the rate of working environment of the organization , 26% are of disagree about that , 9% are of nor agree neither disagree, 9% are of strongly agree, 3% are on strongly disagree.

2) Are you satisfied with the transportation facilities



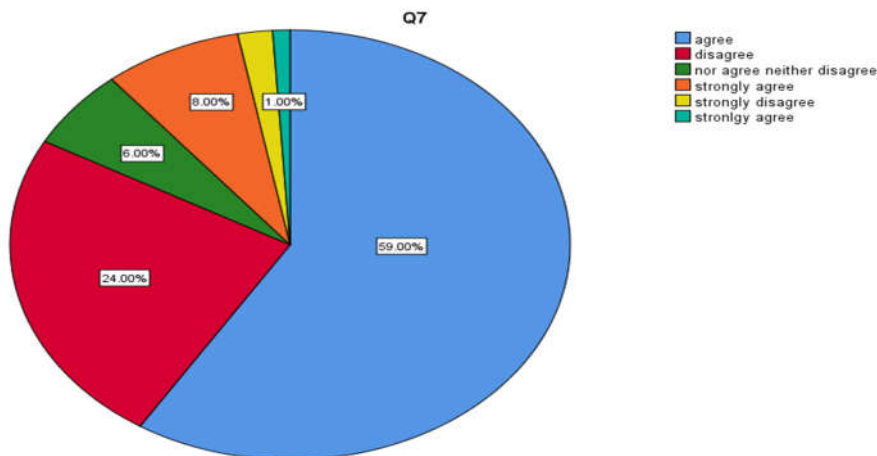
Out of 100% respondent 58% are of agree with the transportation facility , 28% are of disagree with that , 3% are of nor agree neither disagree, 9% are of strongly agree, 2% are of strongly disagree.

3) Are you satisfied with the working facilities provided.



Out of 100% respondent 56% are agree with the working facility provided , 28% are disagree about that , 5% are nor agree neither disagree, 9% are of strongly agree, 2% are strongly disagree.

4) How do you rate the medical benefits provided by the Organization for the employees & their families?



:- Out of 100% respondent 59 % are agree rate the medical benefits provided by the Organization for the employees & their families 24% are of disagree 6% are of nor agree neither disagree, 8% are of strongly agree, 2% are of strongly disagree, 1% are of strongly agree.

FINDINGS

Out of 100% respondent 53% are of agree the rate of working environment of the organization , 26% are of disagree about that , 9% are of nor agree neither disagree, 9% are of strongly agree, 3% are on strongly disagree.

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CONCLUSION

The hospitality enterprise enterprise is of the same opinion to the reality that the employment practices located through the lodges have an effect of the productiveness of its personnel. Employees belonging to the 'Manager' beauty experience that hotels want to popularity on the employment practices concerning Work way of lifestyles, Employee popularity & Training & development on account that they have got a maximum effect on their productivity. Employees belonging to the 'Associate' splendor revel in that lodges want to reputation at the employment practices regarding Monetary blessings, Work lifestyle & Employee popularity on account that they've a most impact on their productivity. Employees belonging to the 'Manager' beauty revel in that the employment practices which have a more effect on enhancing their productiveness are splendid positioned thru the hotels wherein as personnel belonging to the 'Associate' splendor revel in that the employment practices in motels aren't well available in percent to its effect on improving their productiveness.

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