

## **A Study To Identify The Employee Satisfaction On Welfare Measures At Shipping And Logistics Sector**

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**Abstract**— This Study Is Made To Identify The Employee Satisfaction On Welfare Measures In Shipping And Logistics Sector. An Organizations Success Lies In The Hands Of Its Employees. An Organization Can Grow And Reach Big Heights If Its Employees Are Happy And Given Constant Motivation. As Long As The Organization Does This, Half The Problem Occurring In The Organization Won't Be Happening. This Study Helps The Organization To Know Whether Their Employees Are Happy, Motivated, Working Environment Is Good Or Not, Working Conditions Is Being Maintained Or Not. Welfare Measures For Employees Are Important As Much As The Vision And Mission Of The Company. The Employees may Have Different Perception And Varying Opinions On The Welfare Measures Of The Organization. Questions Such As Leave Policy, Working Hours And Environment, Restroom And Lunchroom Facilities, Handling Of Complaints And Grievances Are Asked In The Questionnaire By Which The Satisfaction Level Of Employees Is Identified.

**Keywords**— Employee Satisfaction, Welfare Measures, Motivation, Perception, Satisfaction Level.

### **I. Introduction**

Welfare Is Nothing But Anything That Is Done For The Comfort And Improvement Of Employees. The Provision Of Welfare Measures Helps In Keeping The Morale And Motivation Of The Employees High To Retain The Employees For A Longer Duration. The Welfare Measures Need Not Be In Monetary Terms Only, It Can Also Be In Any Forms. Employee Welfare Includes Monitoring Of Working Conditions, Creation Of Industrial Harmony Through Infrastructure For Health, Industrial Relations And Insurance Against Disease, Accident And Unemployment For The Workers And Their Families. Employee

Welfare Is A Comprehensive Term Including Various Services, Facilities And Amenities Provided To Employees For Their Betterment.

Welfare Measures Are Available To Employees In Addition To Regular Wages And Other Economic Benefits Under Legal Provisions And Collective Bargaining. Employee Welfare Is An Indispensable Part Of Social Welfare. It Involves A Balance Between An Employee's Work Life And Family Life To The Community Or Social Life.

#### **Objectives And Scope Of The Study**

- To Study And Identify The Varying Opinions Of The Employees About The Welfare Measures Of The Organization.
- To Identify Whether The Company Is Providing A Good Working Environment To Its Employees.
- To Identify If The Employees Are Satisfied With The Company's Welfare Measures.

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- This Study Is Helpful To The Management In Taking Managerial Decisions. This Study Has A Scope Of Knowing About Various Activities Carried Out By Hr Department For The Satisfaction And Welfare Of The Employees.

## II. Review Of Literature

**Effectiveness Of Employee Welfare Measures In Steel Industry - Dr.I.Anandpawar (Dept. Of Commerce,Dr.B.R.Ambedkar Open University, Hyderabad-500 033 A.P.)** Abstract

Vsp Is One Of The Best Among The Steel Manufacturing Industries In The Country. For Any Organization, The Workforce Is The Key To Bring The Development Of The Industry With Greater Responsibility. Therefore, The Hr Department Should Look After The Employee's Needs And Try To Get Them Fulfilled When They Seem To Be Important. The Term 'Welfare Measures' Refers To The Facilities Provided For The Employees At The Working Environment Called Statutory Welfare Measures And The Facilities For Them Called Non Statutory Measures. The Main Aim Of Providing Welfare Measures Is To Achieve The Organization's Objectives And Targets. By Extending These Facilities, The Employees Feel Responsible Towards The Organization And Do To Their Best. In This Context, An Attempt Has Been Made In This Paper To Analyse The Effectiveness Of Welfare Measures At Vsp As A Case Study.

Key Words: Welfare Measure, Workforce, Grievances Handling, Work Culture, Effectiveness.

**Employee Welfare Measures On Public And Private Sectors: A Comparative Study**chandra Sekhar Patro (Gayatri Vidya Parishad College Of Engineering (Autonomous), India) **Public Health And Welfare: Concepts, Methodologies, Tools, And Applications**

Abstract

Employees' Play A Key Role In The Existence And Growth Of Any Organisation, Therefore Their Welfare Is Essential. During The Past Few Years, Both Public Sector And Private Sector Organisations Have Been Contributing Towards The Employee's Benefits And Also Increase Their Efficiency. Employees' Welfare Facilities Include Housing Facilities, Free Medical Facilities, Retirement Benefits, Children And Adult Educational Benefits, Welfare Measures For The Employee's Families, Loan Facilities, Etc. If The Organisations Do Not Bother About The Employees Benefit, But Expect Efficient And High Performance From Them, It Is A Mere Waste. So There Is Utmost Need For The Employee's Welfare In Any Type Of Organisation. Organizations Have To Provide Welfare Facilities To Their Employees To Keep Their Motivation Levels High. A Comparative Study Was Undertaken To Know The Satisfaction Level Of The Employees On The Enforceability Of Various Welfare Measures In Both The Public And Private Sector Organizations. The Study Also Throws Light On Impact Of Welfare Measures On The Employees' Performance.

**The Importance Of Employee Satisfaction: A Case Study Of A Transportation And Logistics**service Company Enejasilauiversity Of Primorska, Sloveniauniversity Of Primorska, Slovenia

Abstract

This Paper Draws Attention To The Importance Of Employee Satisfaction In The Transportation And Logistics Service Industry. Forresearch Purposes, Spector's Job Satisfaction Survey Was Used,Which Observes Nine Facets Of Job Satisfaction, Helping Us To Outline The Viable Measures That Could Improve Employee Satisfactionin The Selected Company. The Research Indicates That The Employees Were Satisfied With Their Supervision, Co-Workers And The Nature Of Work. Indifference Was Expressed With Respect To Payment, Rewards, Benefits, Working Conditions And Communication. Dissatisfaction Was Only Identified In The field Of Promotion Opportunities. Theidentified Facets That Trigger Different Feelings Of Satisfaction Also Serve To Explain The Possible Consequences Fort heeffectiveness Of The Selected Transportation And Logistics Servicecompany And The Whole Industry Sector As Such.

Key Words: Employee Satisfaction, Job Satisfaction Survey,Behaviour, Logistics

**Exploring The Satisfaction Of Employees In The Freight Logistics Industry Dr Chengezaimafini Faculty Of Management Sciences, Vaal University Of Technology P. Bag X021 Vanderbijlpark South Africa**

**Abstract**

This Study Developed And Tested A Conceptual Framework That Linked Job Satisfaction To Satisfaction To Employee-Supervisor Relationships, Task Allocation, Employment Conditions And Pay. A Questionnaire Partitioned Into Six Sections Was Administered To 247 Employees Drawn From Freight Logistics Companies Located In Gauteng Province, South Africa. Hypotheses Were Tested Using Regression Analysis. All Four Factors Were Statistically Significant, Which Qualifies Them As Predictors Of Job Satisfaction In A Freight Logistics Environments. The Findings Of The Study Provide Managers In Freight Logistics Companies With Information That May Be Used To Develop Strategies For Enhancing Job Satisfaction Among Employees. Keywords: Employee-Supervisor Relationships, Task Allocation, Employment Conditions, Pay, Job Satisfaction, Freight Logistics

**Employee Job Satisfaction R. Naga Bhavya Sree<sup>1</sup>, R. Satyavathi<sup>2</sup> 1,2mba, I Year, Mallareddy Engineering College For Women Maisammaguda, Dhulapally, Secunderabad, India**

**Abstract**

In The Modern Era, Organizations Are Facing Several Challenges Due To The Dynamic Nature Of The Environment. One Of The Many Challenges For A Business Is To Satisfy Its Employees In Order To Cope Up With The Ever Changing And Evolving Environment And To Achieve Success And Remain In Competition. In Order To Increase Efficiency, Effectiveness, Productivity And Job Devotion Of Employees, The Business Must Satisfy The Needs Of Its Employees By Providing Good Working Conditions. The Objective Of This Paper Is To Analyze The Impact Of Working Environment On Employee Job Satisfaction. The Study Employed A Quantitative Methodology. Data Was Collected Through A Self-Administered Survey Questionnaire. The Questionnaire Is Adopted From A Previous Validated Assessment. The Target Population Consists Of Educational Institutes, Banking Sector And Telecommunication Industry Operating In The City Of Hyderabad. Simple Random Sampling Is Used For Collection Of Data From 80 Employees. The Results Indicate A Positive Relationship Between Working Environment And Employee Job Satisfaction. The Study Concludes With Some Brief Prospects That The Businesses Need To Realize The Importance Of Good Working Environment For Maximizing The Level Of Job Satisfaction. This Paper May Benefit Society By Encouraging People To Contribute More To Their Jobs And May Help Them In Their Personal Development And Development. Hence, It Is Vital For An Organization To Motivate Their Employees To Work Hard For Achieving The Organizational Goals And Objectives.

**Research Methodology**

Research Methodology Is A Way To Systematically Solve The Research Problems. It Explains Various Steps That Are Generally Adopted By A Research In Studying The Research Problems Along With Logic Behind Them. The Type Of Research Used Is Descriptive Research. In Descriptive Research Various Parameters Were Chosen And Analyzing The Variations Between These Parameters Was Done. The Sources Of Information Were Done By Data Collection, Through The Distribution Of Questionnaire; Data Gathered To Create A Generalization Which Is Comprised Of Two Sources Namely Primary And Secondary Sources. The Type Of Questionnaire Used Here Is Quantitative Research Design. Quantitative Research Is Nothing But A Systematic Investigation Of Phenomena By Gathering Quantifiable Data And Performing Statistical, Mathematical, Or Computational Techniques. Quantitative Research Collects Information From Existing And Potential Customers Using Sampling Methods And Sending Out Online Surveys, Online Polls, Questionnaires, Etc., The Results Of Which Can Be Depicted In The Form Of Bar Graphs And Pie Charts. The Major Variables Used To Construct The Questionnaire Includes Working Environment, company Atmosphere, Welfare Policies, Employee And Management Relation, Employee Satisfaction/Opinion.

**A. Data Analysis And Interpretation**

The Data Analysis And Interpretation Are Done As Descriptive Analysis And Inferential Analysis.

Descriptive Analysis Includes Statistical Procedures That We Use To Describe The Population In The Form Of Explanatory Tables, Explanatory Charts Or Graphs.

**Percentage Analysis**

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Percentages Are Often Used In Data Presentation For They Simplify Numbers, Reducing All Of Them To A 0 To 100 Range. Through The Use Of Percentages, The Data Are Reduced In The Standard Form With Base Equal To 100 Which Facilities Relative Comparisons.

Percentage = (Number Of Respondents/Total Number Of Respondents) \* 100

**Inferential Analysis (Statistical Tools)**

Inferential Analysis Is Concerned With Statistics Making Predictions Or Inferences About Apopulation From Observations And Analysis Of A Sample. It Is Conducted Through Statistical Tools.

The Various Statistical Tools Used For Analysis In This Study Is Listed As Follows,

- Chi – Square Test
- One-Way Anova
- Correlation
- Kruskal-Wallis Test

**Chi Square Test**

**H<sub>0</sub>:** There Is No Significant Difference Between Covid Precautions And Employee Satisfaction.

**H<sub>1</sub>:** There Is Some Significant Difference Between Covid Precautions And Employee Satisfaction.

**Inference**

There Is Some Significant Difference Between Covid Precautions And Employee Satisfaction.

**One-Way Anova Test**

**H<sub>0</sub>:** There Is No Significant Difference Between Company Working Environment Within Groups And Between Groups.

**H<sub>1</sub>:** There Is Some Significant Difference Between Company Working Environment Within Groups And Between Groups.

**Inference**

There Is Some Significant Difference Between Company Working Environment Within Groups And Between Groups.

**Correlation Test**

**H<sub>0</sub>:** There Is No Significant Relationship Between Company Working Environment And Welfare Policy.

**H<sub>1</sub>:** There Is Some Significant Relationship Between Company Working Environment And Welfare Policy.

**Inference**

There Is Some Significant Relationship Between Company Working Environment And Welfare Policy.

**Kruskal Wallis Test**

**H<sub>0</sub>:** There Is No Significant Difference Between Covid Precautions And Employee Satisfaction.

**H<sub>1</sub>:** There Is Some Significant Difference Between Covid Precautions And Employee Satisfaction.

**Inference**

There Is Some Significant Difference Between The Covid Precautions And The Employee Satisfaction.

**B. Figures And Tables**

The Following Figures And Tables That Were Obtained Through The Analysis Are Given Here.

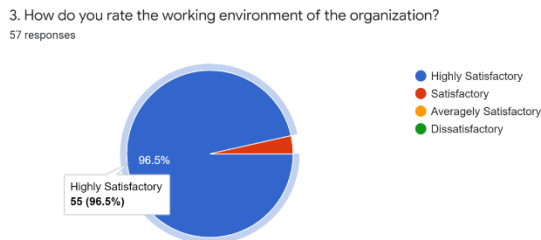


Fig1. Distribution Of The Respondents On Working Environment Of The Organization

Rate The Working Environment Of The	Frequency	%	Cum%

Organization			
Highly Satisfactory	96.5	96.5	96.5
Satisfactory	3.5	3.5	100

5. How do you rate the leave policy of the organization?  
57 responses

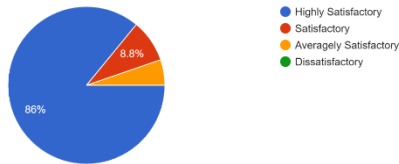


Fig2.Distribution Of The Respondents On Leave Policy.

Leave Policy Of The Organization	Frequency	%	Cum%
Highly Satisfactory	91.2	91.2	91.2
Satisfactory	8.8	8.8	100

6. How do you rate the relation between employees and the management?  
57 responses

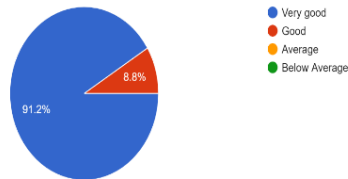


Fig3.Distribution Of The Respondents On Relation Between Employees And The Management.

Relation Between Employees And The Management	Frequency	%	Cum%
Highly Satisfactory	91.2	91.2	91.2
Satisfactory	8.8	8.8	100

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15. Rate the overall satisfaction with employee welfare activities of the organization?  
57 responses

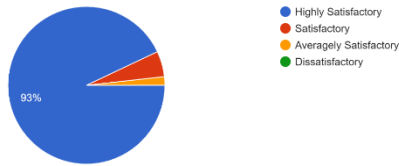


Fig4. Distribution Of The Respondents By Overall Satisfaction

Overall Satisfaction With Employee Welfare Activities	Frequency	%	Cum%
Highly Satisfactory	93	93	93
Satisfactory	5.2	5.2	98.2
Averagely Satisfactory	1.8	1.8	100

### Inferential Analysis

#### Chi-Square Test

H0: There Is No Significant Association Between Covid Precautions And Employee Satisfaction.

H1 : There Is A Significant Association Between Covid Precautions And Employee Satisfaction.

#### Test Statistics

	COVID PRECAUTIONS	EMPLOYEE SATISFACTION
Chi-Square	86.000 <sup>a</sup>	91.368 <sup>a</sup>
df	2	2
Asymp. Sig.	<.001	<.001

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 19.0.

#### Inference

There Is Some Significant Difference Between Covid Precautions And Employee Satisfaction.

#### One Way Anova Test

ANOVA					
COMPANY WORKING ENVIRONMENT					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.199	1	.199	6.313	.015
Within Groups	1.731	55	.031		
Total	1.930	56			

H0: There Is No Significant Association Between company Working Environment Within Groups And Between Groups.

H1 : There Is A Significant Association Between Company Working Environment Within Groups And Between Groups.

Inference

There Is Some Significant Difference Between Company Working Environment Within Groups And Between Groups.

**Correlation Test**

**Correlations**

		COMPANY WORKING ENVIRONMENT	WELFARE POLICY
COMPANY WORKING ENVIRONMENT	Pearson Correlation	1	.321 <sup>*</sup>
	Sig. (2-tailed)		.015
	N	57	57
WELFARE POLICY	Pearson Correlation	.321 <sup>*</sup>	1
	Sig. (2-tailed)	.015	
	N	57	57

\*. Correlation is significant at the 0.05 level (2-tailed).

H0: There Is No Significant Association Between company Working Environment And Welfare Policy.

H1 : There Is A Significant Association Between Company Working Environment And Welfare Policy.

Inference

There Is No Significant Relationship Between Company Working Environment And Welfare Policy.

**Kruskal Wallis Test**

**Test Statistics<sup>a,b</sup>**

		COVID PRECAUTIONS
Kruskal-Wallis H		14.113
df		2
Asymp. Sig.		<.001

a. Kruskal Wallis Test

b. Grouping Variable:  
EMPLOYEE SATISFACTION

H0: There Is No Significant Association Between the Covid Precautions And The Employee Satisfaction.

H1 : There Is A Significant Association Between The Covid Precautions And The Employee Satisfaction.

Inference

There Is Some Significant Difference Between The Covid Precautions And The Employee Satisfaction.

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### Conclusions

Human Resources Play A Vital Role In All Organizations. An Organization Is Nothing Without Human Resources. The Effective Management Of Human Resources Will Have A Major Impact On Achievement Of Success Of Both The Organization And The Employees. It Is Universally Agreed That The Quality Of Human Resources Is The Major Factor In Maintaining The Competitiveness And Profitability Of The Today's Business. Therefore, The Success Of The Organizations Is With The Management Of Its Human Resources Who Religiously Follows All The Rules And Regulations Of The Organization, Maintaining The Welfare Policies, Taking Immense Care Of All The Employees Is Extremely Necessary.

From This Study, Employees In This Organization Are Very Satisfied With The Support Given By Organization Which Make Them Feel Like A Part Of A Family In The Organization. They Are Also Very Satisfied With Their Job And Are Highly Committed To This Organization. This Attitude Of Employees Towards The Organization Proves That The Organization Provides The Employees With The Best Working Conditions. Thus, It Is Proved That Employees Of This Organization Are Engaged Towards The Organization.

### Acknowledgement

The Research Was Successfully Completed With The Guidelines Given By Our Faculty Members And Mentors. The Study In The Organization Was Made With The Support Provided By The Hr Manager Who Provided With All The Secondary Sources Of Data And Was Helpful In Collecting The Responses From Other Employees Of The Organization. A Deep Sense Of Gratitude To The Faculty Members, Mentors, Hr Manager And All The Other Employees Of The Organization For Their Constant Support And Assistance Throughout The Completion Of The Study.

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