

## A Study on Employee Satisfaction

(On special reference of Infosys technologies limited Company)

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### Abstract

The main objective of the study is to determine the job satisfaction of the employees in Infosys. It includes determining various parameters that influence job satisfaction & also the present level of satisfaction of the employees. To understand employee's perceptions about the job and come up with recommendations for the company to improve the level of job satisfaction. Welfare is a broad concept referring to a state of living on an individual (or) group in a desirable relationship with the environment. Employee welfare facilities in the organization affects on the behavior of the employees as well as on the productivity of the organization. While getting work done through employees the management must provide required good facilities to all employees. The management should provide required good facilities to all employees in such way that employees become satisfied and they work harder & more efficiently & more effectively.

Employee welfare is an area of social welfare conceptually & operationally. It covers state of well being, happiness, satisfaction, conservation & development of the human resources & also helps to motivation of the employee. The basic purpose of employee welfare is to enrich the life of employees & to keep them happy & satisfy. Welfare measures may be both statutory & non statutory require the employee to extend certain benefits to employees in addition to salaries.

It is a comprehensive term including various services, facilities & amenities provided to employees for their betterment. The benefits are a necessity in every organization today. Employees have to be kept motivated at all time through various facilities & activities. The present study is to know satisfaction levels of employees regarding welfare facilities. & impact of welfare facilities on employee performance. Welfare facilities are designed to take care of the well being of the employees.

**Keywords:** *Facilities, Amenities, Monetary, Welfare Measures, Salaries.*

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## Introduction:

The main aim of the study is to determine the Employees satisfaction of employees in Infosys. It includes determining various influence satisfaction and also the present level of satisfaction of the employees. To understand employee's perceptions about the satisfaction level and come up with recommendations for the company to improve the level of job satisfaction."Welfare is comfortable living and working conditions". Employee welfare means the effort to make life worth living for work men.

The term employee welfare, labor welfare or workers are related terms. Employee welfare is defined as "The voluntary efforts of the employees to establish within existing industrial system and sometimes living and cultural of the employee beyond that which is required by law, the custom of the industry and the conditions of the market.

The labor investigation committee has defined employee welfare as "anything done for intellectual, physical, moral and economic betterment of the employees whether by employees by government or by other agencies over and above what is laid down by law or what is normally expected on the part of the contractual benefit for which workers may have bargained.

The employees in industry cannot cope with the pace of modern life with minimum sustenance amenities. He needs an added stimulus to keep body and soul together. Employers have also realized the importance of their role in providing these extra amenities. And yet, they are not always able to fulfill workers demands however reasonable they might be. They are primarily concerned with the viability of the enterprise. Employee welfare, through it has been proved to contribute to efficiency in production is expensive. Each employer depending on his priorities gives varying degrees of importance to labor welfare.

After employees have been hired, trained and remunerated, they need to be retained and maintained to serve the organization better. Welfare facilities are designed to take care of the well being of the employees, they do not generally result in any monetary benefit to the employees. No rare these facilities provided by employers alone. Governmental and non-Governmental agencies and trade unions too, contribute towards employee welfare.

## Objectives:

- ❖ To study about the employees job satisfaction level.
- ❖ To identify the types of employee welfare services.

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- ❖ Identify the welfare services in multinational companies ( Infosys)

## Methodology:

This study is based on secondary data, which is collected from some articles, journals and through the internet link.

## Concept of Employee Welfare:

The term welfare suggest may ideas, the meanings and conations, such the state of well-being, health, happiness, prosperity and the development of human resources. The concept of welfare can be approached from various angles. Welfare has been described as a total concept it is desirable state of existence involving for certain components of welfare health ,food, clothing and housing medical assistance, insurance , education, recreation , job security, and so on.

The word employee means any productivity activity. In a broader sense, therefore the phrase employee welfare means the adoption of measures to promote the physical, social, psychological and general well being of the working population. Welfare works in any industry aims, or should aim, improving the working and living conditions of workers and their families.

## Features of Employee Welfare:

Employee welfare is a term including various services, facilities and amenities provided to employees for their betterment

- The basic purpose is to improve the lot of the working class
- Employee welfare is a dynamic concept.
- Welfare measures may be both voluntary and statutory
- Employee welfare measures are also known as fringe benefits and services.

## Types of Employee Welfare Services:

INTRAMURAL: These are provided withinthe Infosys organization like:

1. Canteen
2. Rest rooms

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3. Uniform etc.

EXTRAMURAL: These are provided in Infosys Company like:

1. Housing
2. Education
3. Travel facilities
4. Loans facilities
5. Workers cooperative stores.

## **Classification:**

The classification of employee welfare schemes is based on dividing industrial welfare into 2 categories which are as follows:

- Monetary welfare facilities
- Non monetary facilities statutory

## **Monetary:**

Monetary facilities to those provisions, which redressed from the concessive power of government. The government exacts legislations regarding working and laying conditions, minimum wages, safety and security such statutory provisions are gradually increasing along with industrial development

Monetary measures

- Cash and bonus
- Stock option
- Profit sharing
- Retirement benefits

## **Non Monetary:**

A non monetary facility refers to those activities which are undertaken by employees for their workers. They primarily oriented to democratic value system. Such welfare activities can increase the efficiency of workers and reduce the chance of conflict between the employees and employee.

Non- monetary measures

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- Career opportunity
- Employee assistance programs
- Harassment policy
- Maternity and adoption leave
- Job security

## **Principle of Welfare:**

- Principle Of The Social Responsibility
- Principle Of Efficiency
- Principle Of Re-Personalization
- Principle Of Totality Welfare
- Principle Of Integration And Co-Ordination
- Principle Of Participation
- Principle Of Responsibility

## **Jobsatisfaction and Job Performance:**

Job satisfaction is the product of perception and evaluation of individual jobs, which is influenced by their own unique needs, values and expectations, which employees consider as being important to them (Sampan et al. 2002). The role of job satisfaction in influencing employees' attitudes towards their jobs cannot be underscored. Specter (1997) emphasizes that job satisfaction affects employees' attitude and various aspects of their jobs. The outcome of job satisfaction in the organization comprises of better job performance, withdrawal decline and minimizing behavior that negates productivity (Morrison, 2008). Robbins (2003, p. 206) mentioned that "the way that tasks are combined to create individual jobs has a direct influence on employee performance and satisfaction". The relationship between job satisfaction and emotion is clearly identified.

## **Scope of the Study:**

The scope of study is total about on the employee's satisfaction and providing needs such as health, safety and welfare measures. All these this welfares help improve the employees effectiveness on performances of the human resources management department

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## Limitations of the Study:

- Time being very limited the research could not get a chance to have a close interaction with the respondents.
- Some employees due to their busy schedules did not give opinion.
- Due to this paper I selected some employees from different sectors.

## Findings:

- Majority of the employees have good opinion on working culture in the company
- Employees are satisfied with promotional facilities in this Infosys Company.
- Employees respondents are motivate through welfare facilities in this company
- Majority of employees have satisfied with leave policy in this Infosys Company.
- Most of the Employees satisfied with the facilities, resources, and canteen facilities in the company

## Suggestions:

Based on the findings in this research I would like to suggest as below mentioned.

- Management should provide proper administrative arrangements to the Employees.
- There should be improvement in working hours provided by the company.
- Management should take care of the employees regarding nightshifts.
- There should be interaction between the employees regarding job related work.
- Management should provide proper improvement for canteen facilities.
- Mostly half of the above employees are satisfy with over all welfare facilities' provided by the company is good.
- To satisfy more respondents certain change be taken in shift allowances.

## Conclusion:

The paper discusses conceptually the relationship between Employees satisfaction and welfare services and facilities provided by the Infosys Company. Several studies have examined the relationship empirically and as shown in the literature in the paper, non-monetary incentives and job satisfaction positively influence employee job performance directly. However, it was hypothesized that non-monetary incentives relate positively to job satisfaction as well. The paper

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recommended three propositions to be tested. Testing these relationships would help supplement means of improving employee job performance in practical terms.

After the observation of analysis facts, I would like to conclude this topic majority of the companies that their welfare facilities are good there should be improvement in shift Allowances, working hours. By providing welfare to the employees so that they can completely dedicate their services to the firm. The development and survival of any firm is influenced by a vital factor “Human resources” so every firm should maintain proper welfare measures and norms in Order to achieve its goals.

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