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IMPACT OF EMPLOYEE WELFARE FACILITIES  
ON JOB SATISFACTION: A STUDY WITH  
REFERENCE TO SECUNDERABAD DIVISION OF  
SOUTH CENTRAL RAILWAY

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**ABSTRACT**

**E**mployee or labour welfare is a comprehensive term including various services, benefits and facilities offered to employees by the employer. Through such generous fringe benefits the employer makes life worth living for employees. The welfare amenities are extended in addition to normal wages and other economic rewards available to employees as per the legal provisions. The basic purpose of labour welfare is to enrich the life of employees and keep them happy and contented. Employee welfare and fringe benefits motivate the employees for the better performance, it also boosts up employee morale and improves human relations and thereby it increases the job satisfaction of the employees. Job satisfaction is a complex and multifaceted concept. It is more of an attitude, an internal state of mind. Job satisfaction is an integral component of organisational climate and an important element in management of employee relationship.

**KEY WORDS:** Job satisfaction, Welfare, Railway employees, Secunderabad, and Division.

## **INTRODUCTION**

After employees have been hired, trained and remunerated, they need to be retained and maintained to serve the organisation 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. Nor are these facilities provided by employers alone. Governmental and non-governmental agencies and trade unions too, contribute towards employee welfare. The welfare facilities together contribute to better work. Welfare facilities are in the interest of the employees, the employer and society as a whole. Employees are not only asset to the organisation but also raise the standards of the organisation. The satisfied employees are asst to the organisation so it is the railway responsibility to see that the employees are satisfied and their expectations are met. There will be win-win situation if employee's expectations and Management expectation go hand in hand. The productivity of the organisation depends on the employee's satisfaction.

Welfare means fairing or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional wellbeing of an individual. Employee or Labour welfare, also referred to as betterment work for employees, relates to taking care of the well-being of employees by employers, trade unions, and government and non-government agencies.

International Labour Organisation has defined Employee or Labour welfare as a term which understood to include such services, facilities and amenities as may be established in or in the vicinity of undertakings to enable the persons employed in, them to perform their work in healthy, congenial surroundings and provide them with amenities conducive to good health and high morale.

## **OBJECTIVES OF EMPLOYEE WELFARE FACILITIES**

The important objectives are:

1. To create and improve sound industrial relations.
2. To boost up employee morale.
3. To motivate the employees by identifying and satisfying their unsatisfied needs.
4. To provide qualitative work environment and work like.
5. To provide security to the employees against social risks like old age benefits and maternity benefits.
6. To protect the health of the employees and to provide safety to the employees against accidents.
7. To promote employee's welfare by providing welfare measures like recreation facilities.
8. To create a sense of belongingness among employees and to retain them. Hence, fringe benefits are called golden hand-cuffs.
9. To meet requirements of various legislations relating to fringe benefits.

Employee welfare facilities are categorised as (a) intra-mural and (b) extra-mural.

Intra-mural activities consists of facilities provided within the organisations or factories and include medical facilities, compensation for accidents, provision of crèches and canteens, supply of drinking water, washing and bathing facilities, provision of safety measures, activities relating to improving conditions of employment, and the like.

Extra-mural activities cover the services and facilities provided outside the factory such as housing accommodation, indoor and outdoor recreational facilities, amusement and sports, educational facilities for adults and children, and the like.



**The South Central Railway (SCR)** is one of the 16 Railway zones in India. It's headquartered at Secunderabad and has Secunderabad, Hyderabad and Guntakal including Bellary-Guntakal (MG), Vijayawada, Guntur, and Nanded Divisions.

It was created on 2<sup>nd</sup> October 1966 as the ninth zone of Indian Railways. The six divisions of this railway have a total 5752 route kilometres of track. Over the years, South Central Railway has attained sufficient transportation output with adequate infrastructure development and technological up gradation to serve the regions in its jurisdiction. South Central Railway plays a pivotal role as a catalyst for agricultural and industrial development in the Southern peninsula apart from fostering the growth of trade and commerce including import/export through ports by connecting sea ports with their hinterland inland container depots. In its forty eight years of committed service and path breaking progress has built a modern system of mass transportation fulfilling the aspirations of the passengers/customers and carved the niche for itself in Indian Railways System. In its great task of mass movement of people and material, SCR has a workforce of more than one lakh qualified, trained personnel. By providing service to the customer with efficiency and earning profit for the organisation, the fraternity of SCR has provided to a model workforce.

**Secunderabad Division (SC)** is the most important Division of South Central Railway. The present day Secunderabad Division takes its routes from erstwhile Nizam State Railway which was established in 1869. The Wadi-Secunderabad line was built with Nizam's finance became part of Nizam Guaranteed State Railway. It was extended up to Warangal in 1886. It carried 64 million tonnes of freight and 123

millions of passengers during the year 2012-13. In other words, it contributes over 64% of originating loading and over 35% of passenger traffic of South Central Railway. Gross earnings of the Division during the Year 2012-13 stood at Rs. 3958 Crore. A dedicated work force of 22,178 employees and a jurisdictional spread of 1311 route Kilo meters extending into the three states of Andhra Pradesh, Karnataka and Maharashtra.

During the current financial year (2012-13) till June'2012 end this Division carried 32.14 millions of passengers, 17.48 MT of freight and gross earnings stood at Rs. 1264.02 Crores. Besides setting mammoth targets and chasing with utmost devotion to achieve the set goals, this division is the breeding ground of several innovations, technological applications, best management practices and initiation of several schemes for the benefit of customers/passengers and welfare of railway men. Secunderabad division is the largest division of the Indian railways, considering all the aspects of the railway. South Central Railway always looks to Secunderabad Division for lions share in performance.

The Personnel Department of Secunderabad Division deals with all aspects of human resource management right from recruitment to post retirement and is headquartered at 4<sup>th</sup> floor, Sanchalan Bhavan, Secunderabad. The Personnel Department is dedicated, responsive and sensitive to the needs of the employees. The sanctioned strength of the Personnel Department is 269 and supported by 7 Raj Bhasha staff. Personnel department caters to the needs of 22,069 serving employees of the Division. Personnel department strives in keeping the work force satisfied and motivated by promptly attending to the employees and their welfare by means of sincere, efficient and transparent working.



## **OBJECTIVES OF THE STUDY**

- To know the employee job satisfaction with relation to the welfare facilities in Secunderabad Division.
- To offer suggestions for improving the employee job satisfaction.

## **RESEARCH METHODOLOGY**

The research data is collected by both primary and secondary sources of data.

The methods adopted to collect research data are:

- ◆ Personal interviews with the help of questionnaire.
- ◆ Introspection.
- ◆ The primary sources include data collected through interview schedule; personal observation and formal discussion with the railway employees.
- ◆ The secondary sources of data includes, reports published by SCR Journals, General Manager's Annual Reports, Yearbooks, Magazines. The data is also extracted from the Railways Section Officers of Secunderabad Division.
- ◆ The Secunderabad division railway employees have been taken as population of the study, conventional sampling method is used. Sample size is 150.

## **SCOPE AND LIMITATIONS OF THE STUDY**

The scope of present study entitled Impact of Employee Welfare facilities on Job Satisfaction: A study with reference to Secunderabad Division of South Central Railway. The scope of the study does not permit inclusion of all the Divisions. Thus, the study is confined to only Secunderabad Division (SC) of SCR.

## **EMPLOYEE WELFARE FACILITIES IN SECUNDERABAD DIVISION**

Secunderabad Division's welfare schemes cover a wide spectrum of activities in areas of intra-mural and extra mural activities.

### **Intra-mural activities are:**

- 1) Medical facilities: Secunderabad division health services are concerned with the care of the individual worker as well as with the control of the environment which affects his/her health. Its basic aim is to prevent diseases and ill health and to enable to each employee to remain a productive, happy individual for the longest period of the time. Secunderabad division goes further to protect the health of the employees and their dependents. A good medical service will help ensuring sturdy improvement of job satisfaction and productivity.
- 2) Crèches: In every organisation where more than thirty women workers are employed, there should be provided and maintained a suitable room or rooms for the use of children under the age of six years of such woman. In Secunderabad division there are crèches to take care of children and infants and suitable provisions are made in crèches for washing and changing the clothing of children.
- 3) Canteens: Canteens are provided in organisations employing over two hundred fifty employees. Secunderabad division has canteen facility. Canteens help to create a sense of solidarity among the employees and feeling of attachment to their work place, employees can relax and regain their

lost energy in a good canteen. Food sold in the canteen is invariably less costly and prepared under hygienic conditions. Canteen can play great role in promoting good working locations and high performance.

- 4) Supply of Drinking Water: Secunderabad division provides and maintain at suitable points conveniently situated for all employees therein. A sufficient wholesome drinking water is made available at all the time.
- 5) Washing and Bathing: Secunderabad division has adequate and suitable facilities for washing and maintained separate adequately screened facilities for the use of male and female employees and such facilities are conveniently accessible and kept clean.
- 6) Safety: employee should be educated in safety precaution and rules, every employee should be advised about the safety devices made available in Secunderabad division. Safety in the organisation can be achieved only if the employees appropriate the need for them and understand the safety methods provided.

**Extra-mural activities are:**

1. Housing Accommodations: Housing has a direct bearing on employee efficiency. In adequate and insanitary conditions cause lowering of health, morale, and standard of living and contributes to the high morality. Improved housing means improvement in health and output. Health and

housing are closed interlink and have a direct influence on work efficiency. Majority of the employees in cities are migrants from rural areas. The first and foremost problem that they have to face after securing a job is accommodation. A good housing scheme is an essential factor for fostering good working relations, reducing absenteeism, improving the morale of employees and intern job satisfaction of the employees.

2. Recreational and amusement facilities are provided to the employees and their families.
3. Educational facilities for adults and their children: Secunderabad division provides education facilities to its employees for pursuing higher studies on correspondence courses. For employee children it provides scholarships for pursuing any of technical/higher education like M.B.B.S/ B.D.S/ B.V. Sc./ B.H.M.S/ C.A/ I.C.W.A/ M.C.A/ M.B.A and soon.

**DATA ANALYSIS AND INTERPRETATION**

To understand the extent of Impact of Employee Welfare facilities on Job Satisfaction: A study with reference to Secunderabad Division of South Central Railway. Table-wise statements have been designed in the questionnaire. The responses have been analysed on the basis of percentage of each type of answer i.e., 1) Agree, 2) Disagree, 3) Cant' say. The data collected is analysed as per the statements.



Table No. 01  
Welfare Facilities and Job Satisfaction

Sl. No	Statements	Opinion of the respondents			Total
		1) Agree	2) Disagree	3) Cant' say	
<b>Intra-mural activities</b>					
1	I am satisfied with medical facilities in Secunderabad Division (SC).	73 (49)	56 (37)	21 (14)	150 (100)
2	I am satisfied with provision of crèches and canteen facilities in SC.	102 (68)	20 (13)	28 (19)	150 (100)
3	I am satisfied with supply of drinking water in the SC.	96 (64)	37 (25)	17 (11)	150 (100)
4	I am satisfied with washing and bathing facilities in the SC.	112 (75)	10 (7)	28 (18)	150 (100)
5	I am satisfied with the provision of safety measures in the SC.	100 (67)	24 (16)	26 (17)	150 (100)
<b>Extra-mural activities</b>					
1	I am satisfied with the housing facilities in the SC.	68 (45)	47 (31)	35 (24)	150 (100)
2	I am satisfied with indoor and outdoor recreational facilities in SC.	83 (55)	54 (36)	13 (9)	150 (100)
3	I am satisfied with educational facilities provided in the SC for our Children.	98 (65)	36 (24)	16 (11)	150 (100)
4	I am satisfied with holiday homes facilities in the SC.	78 (52)	51 (34)	21 (14)	150 (100)
5	I am satisfied with retirement benefits in the SC.	122 (82)	08 (5)	20 (13)	150 (100)
6	I am satisfied regarding labour welfare amenities in the SC.	87 (58)	45 (30)	18 (12)	150 (100)
7	I am satisfied with both(Intra-mural and extra-mural) welfare facilities in SC.	108 (72)	27 (18)	15 (10)	150 (100)

Source: Field Investigation. Figures in parentheses refer to percentage.

## FINDINGS

Based on the opinions of the respondents from the table no.1 findings are stated:

### Intra-mural activities:-

1. From the present study Impact of Employee Welfare Facilities on Job satisfaction, it was found that the majority of the respondents i.e., 73 (representing 49 % of the total) are satisfied that the medical facilities provided by the Secunderabad division of South Central Railway and 56 respondents (representing 37% of the total) are not satisfied with the medical facilities and 21 respondents (representing 14% of the total) cannot say anything about the medical facilities at the Secunderabad division.

2. It was found that the majority of the respondents i.e., 102 (representing 68% of the total) are satisfied that the provision of crèches and canteen facilities provided by Secunderabad division. And 20 respondents (representing 13% of the total) are not satisfied with the canteen facilities due to quality of food and 28 respondents (representing 19% of the total) cannot say anything regarding canteen facilities in the Secunderabad division.
3. It was found that the majority of the respondents i.e., 96 (representing 64% of the total) are satisfied with the supply of drinking water provided by the SC. About 37 respondents (representing 25% of the total) are dissatisfied with the supply of drinking water and 17

respondents (representing 11% of the total) cannot say anything about the supply of drinking water.

4. It was found that the majority of the respondents i.e., 112 (representing 75% of the total) are satisfied with the washing and bathing facilities provided by the SC and 10 respondents (representing 7% of the total) are dissatisfied with the washing and bathing facilities. 28 respondents (representing 18% of the total) cannot say anything about washing and bathing facilities in SC.
5. It was found that the majority of the respondents i.e., 100 (representing 67% of the total) are satisfied with provision of safety measures in Secunderabad division (SC), 24 respondents (representing 16% of the total) are not satisfied with the provision of safety measures and 26 respondents (representing 17% of the total) cannot say anything about provision of safety measures.

**Extra-mural activities:-**

1. It was found the majority of the respondents i.e., 68 (representing 45% of the total) are satisfied with the housing facilities in Secunderabad division and 47 respondents (representing 31% of the total) are dissatisfied with the housing facilities and 35 respondents (representing 24% of the total) cannot say anything about the housing facilities.
2. It was found that the majority of the respondents i.e., 83 (representing 55% of the total) are satisfied with the indoor and outdoor recreational facilities in Secunderabad division and 54 respondents (representing 36% of the

total) are dissatisfied with the indoor and outdoor recreational facilities and 13 respondents (representing 9% of the total) cannot say anything about the indoor and outdoor recreational facilities in the work place.

3. It was found that the majority of the respondents i.e., 98 (representing 65% of the total) are satisfied with the educational facilities in SC for employees' children, and 36 respondents (representing 24% of the total) are dissatisfied with the educational facilities because railway schools and high schools are situated at urban level not in rural or not in near to railway stations. About 16 respondents (representing 11% of the total) cannot say anything about the educational facilities.
4. It was found that the majority of the respondents i.e., 78 (representing 52% of the total) are satisfied with the holiday homes provided in the SC, and 51 respondents (representing 34% of the total) are dissatisfied with the holiday homes because these facilities available at Headquarter/Divisional Headquarter only not in Junctions and stations. 21 respondents (representing 14% of the total) cannot say anything about holiday homes facilities.
5. It was found that the majority of the respondents i.e., 122 (representing 82% of the total) are satisfied with the retirement benefits in by SC. About 08 respondents (representing 5% of the total) are dissatisfied with the retirement benefits provided by the SC. And 20 respondents (representing 13% of the total) cannot say anything about their retirement benefits.

6. It was also found that the majority of the respondents i.e., 87 (representing 58% of the total) are satisfied with the welfare amenities in the SC and 45 respondents (representing 30% of the total) are dissatisfied with welfare amenities, 18 respondents (representing 12% of the total) cannot say anything about the welfare amenities.
7. It was found that the majority of the respondents i.e., 108 (representing 72% of the total) are satisfied with the both (intra-mural and extra-mural activities) the welfare facilities in SC and 27 respondents (representing 18% of the total) are dissatisfied and 15 respondents (representing 10% of the total) cannot say anything about both the welfare facilities.

## **SUGGESTIONS**

Based on the findings of the study the following are suggestions:

- ♣ The Railway Administration should encourage the formation of Co-operative Housing Societies for Railway men wherever and whenever possible in order to solve the problem of housing accommodation. Railways management should also extend the coverage of housing scheme to workers in the division who have not been covered so far.
- ♣ There is a need to further improve these facilities by way of having modern equipments in the hospital and clinics and by providing quality medicines in hospitals and clinics of Junctions and Division.
- ♣ The SC should also pay attention on most importantly Staff Benefits Fund

because this fund is to be mainly utilized for education of staff and their children, grant for scholarships for technical and higher education, recreational and amusement of the staff and their children, grant to Railway institutions and club, sports and other tournaments, relief distress among the Railway employees, grant to maintenance of Railways employees.

- ♣ There are number of canteens which are highly subsidized. To further improve this facility it is suggested that the capacity of the existing canteen should be increased.
- ♣ Educational facilities provided by the Railways are generally confined to Primary, Middle and High and Higher Secondary Standards. The Railways do not normally enter into the field of college and Technical education. The Railway management should extend the coverage of educational facilities in light of technical education.
- ♣ Secunderabad division should enhance both the intra-mural and extra-mural activities in the organisation to satisfy and motivate the employees in the work place.

## **CONCLUSION**

The welfare measures involve three major aspects which are occupational health care, suitable working time and appropriate salary. The same work environment provides the basis for the person to enjoy working. The work should not pose a health hazard for the person. The welfare measures aim at integrating the socio-psychological needs of employees, the unique requirements of a particular technology, the structure and process of the organisation and existing socio-cultural environment. It creates a culture of work



commitment in organisations and society which ensures higher productivity and greater job satisfaction to the employees. Due to the welfare measures, the employees feel that the management is interested in taking care of the employees that result in the sincerity, commitment and loyalty of the employees towards the organisation. The employees work with full enthusiasm and energetic behaviour which results in the increase in production and ultimately the increase in profit.

While deciding the welfare facilities for the employees, the management has to do discussions with the persons who are now going to avail the facilities. The communication increases the cohesiveness between the management and the employees and thus working relations will improve.

From the survey it is clear that most of the employees are satisfied with welfare facilities provided by Secunderabad division if it provides expected welfare facilities it will definitely raise its standard and employees will be satisfied.

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