

A STUDY ON EMPLOYEE WELFARE MEASURES IN A PRIVATE HOSPITAL, COIMBATORE

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Abstract - In the healthcare sector, employees play a vital role and act as the backbone of the organization. In every organization, employee welfare is an extremely important factor, which is why the employer provides workers with statutory and non-statutory benefits along with their proper compensation to enhance their motivation. A closed-ended structured questionnaire design will be applied to study employee welfare measures and employee opinions about the welfare facilities. The hospital can align employee goals with their goals and make them believe that the organization is their own organization and their work is also playing a role in the growth of hospitals with this we can enhance their working quality and in addition the general execution level. The aim of employee welfare is to determine the awareness and level of satisfaction of the employees towards the employee measures, working condition, and welfare schemes provided by the hospital to the employees.

Key Words: Employee satisfaction, Work environment, EPF, Pay-scale, welfare measures & schemes.

I. INTRODUCTION

A. Definition:

In simple words, it means "the efforts to make life worth living for workers." It includes various services, facilities, and amenities provided to employees for their betterment.

B. Aims of employee welfare

- i. It helps to improve the loyalty and morale of the employees.
- ii. The welfare measure helps to improve the goodwill and public image.
- iii. It helps to improve industrial relations with employee and hospital peace and
- iv. It also helps to improve employee productivity.

C. Employee Benefits

The Hospital offers the following statutory and welfare schemes benefits for the employees.

STATUTORY SCHEME

1. **EMPLOYEE STATE INSURANCE (ESI)** - Implemented strictly as per the provision enumerated in the ESI Act 1948 and hospital rules.
2. **EMPLOYEES PROVIDENT FUND (EPF)** - Implemented strictly as per the provision enumerated in the EPS Act 1952 and hospital rules.
3. **EMPLOYEES DEPOSIT LINKED INSURANCE SCHEME (EDLI)** - This scheme is applicable to the employees who are eligible for EPF. In case of an employee while in service, benefit will be payable to the nominee or the family member by EPFO.
4. **GRATUITY** - The payment of gratuity to the employees is as per the payment of Gratuity Act 1972.
5. **LEAVE ENCASHMENT** - This is available to all the eligible employees and can be availed at the end of the calendar year as per policy.

WELFARE SCHEMES

1. **EMPLOYEE THRIFT AND CREDIT SOCIETY LTD** - All confirmed employees are eligible to join the Hospital Thrift Society. Those employees who have joined the above scheme can avail loans, as per the Hospital norms. However the sanction of the same is based on the discretion of the Hospital management.
2. **EMPLOYEES COOPERATIVE STORES LTD** - All employees who have completed 2 years of service as confirmed employees are eligible to join the society. Employees who have joined this society can avail loans for purchase of house hold articles, general items etc. The amount payable towards the loan will be deducted from his/her salary.
3. **COMPACT INSURANCE SCHEME (PERSONAL ACCIDENT)** - This insurance is taken by the organization on behalf of the employees from the United India Insurance Company. Here in-case of death of an employee by an accident (including RTA) while in service a sum of 50000/- will be payable to the nominee or the family member.

4. CRECHE FACILITY FOR WOMEN EMPLOYEE'S CHILDREN

5. ANNUAL HEALTH CHECKUP

6. MERITORIOUS PRIZE FOR EMPLOYEES CHILDREN, WHO SCORE HIGH MARKS IN SSLC & HR. SEC

7. COUNSELLING (INDIVIDUAL / GROUP)

8. FREE YOGA FOR STRESS RELIEF

9. GSC SPORTS CLUB

10. ARADHANA FESTIVAL (SIGNING COMPETITION) & ANTHAKSHARI PROGRAMME

11. SILVER JUBILEE (25 YEARS) SERVICE AWARD

12. CASH AWARD FOR EMPLOYEE WHO, NOT AVAILED THEIR ELIGIBLE LEAVE FOR THE YEAR

13. CONCESSION ON HOSTEL, CANTEEN & MEDICAL FACILITY

The objectives of the study includes,

- To study the existing welfare facilities offered to the employees
- To know the employee opinion about the present welfare facilities
- To suggest measures to improve the employee satisfaction towards the work

II. LITERATURE REVIEW

According to S.G.D.K. Bandara, F.N. Abdullah, Vijitha Disaratna, and B.A.K.S. Perera (2022), this study was conducted in a Sri Lankan hotel. The purpose was to investigate the impact of employee welfare facilities on job satisfaction. The study used a mixed methods approach consisting of a questionnaire survey and a series of interviews.

According to Schwepker, C.H., Valentine, S.R., Giacalone, R.A. (2021), little is known about how ethical organizational contexts influence employees' perceived stress levels and well-being. In this study, two theoretical approaches, ethical impact theory and ethical decision making, were used to examine the relationships between perceived organizational ethics, work-related stress, and employee well-being. These interventions were designed to reduce excessive work-related stress and improve employee well-being.

According to Aradhana Pachori, the study of employee benefits has meant that all services, amenities and facilities are to bring improvement in their working conditions and standard of living. Employee welfare is a broad concept in itself in other words, it is not possible. In terms of employee welfare, many scholars/thinkers and scribes of society have

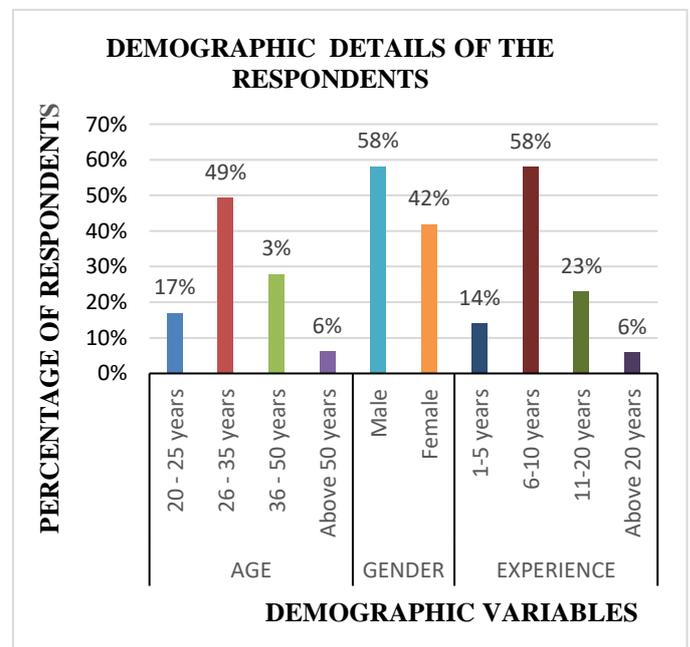
different opinions and definitions. But not all definitions/opinions are in agreement. However, it can be roughly said that. Provided that such services staff welfare personnel, resources and facilities works in continuous improvement. As a result, they can gradually improve their quality of life, functional ability, working position and economic development.

III. METHODOLOGY

This is a primary research aimed at the employees of the selected hospital and their opinion and satisfaction about the presence of employee benefits in their hospital. The simple random sampling method is used to collect data on 267 employees in the five selected departments of the hospital, and considering the Morgan table with 95% confidence and 5% error, 158 data were collected. For this purpose, a questionnaire was designed to ensure that the research questions were appropriate to what the researcher was trying to find out and to provide direction and form for the research. For this survey, a closed-ended structured questionnaire was used, divided into two parts. The first part contains demographic questions such as age, gender, and experience and the second part consists of fifteen questions that test the opinion and satisfaction level of the employees.

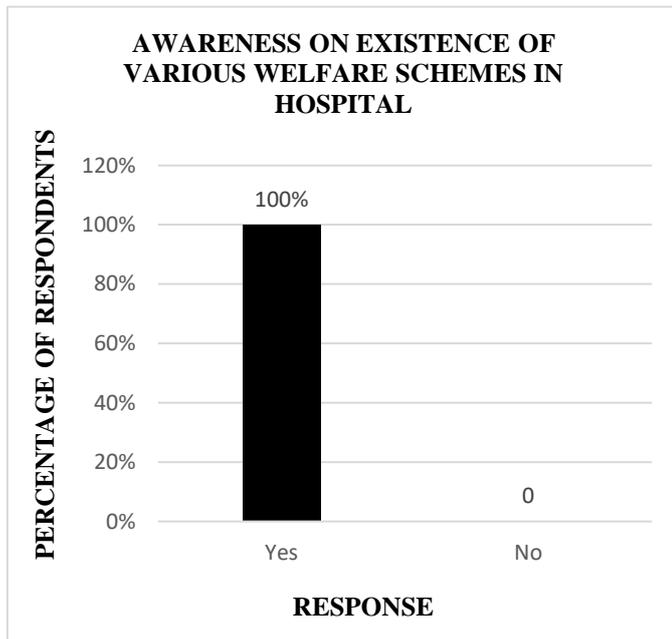
IV. ANALYSIS

Chart - I Chart showing the demographic data of the respondents



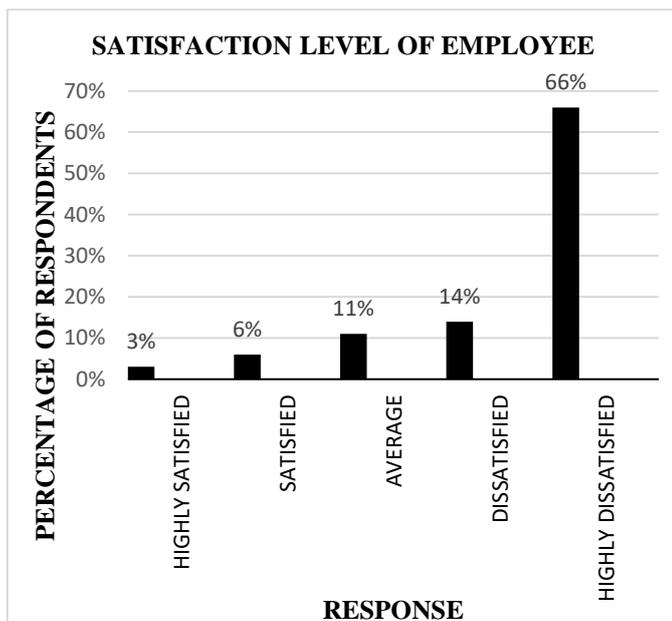
The above chart I shows three demographic variables in this study. It can also be seen that 58% of males and 42% of females reported. Employees ranging in age from 20 to 25 years, 49 percent from 26 to 35 years, 3 percent from 36 to 50 years, and 6 percent from Above 50 years have taken part. In this study, employees with 6–10 years of experience (58%) filled more positions than those with 1–5 years (14%), 11–20 years (23%), and Above 20 years (6%) of experience.

Chart II Chart showing the awareness of the respondents on the existence of various employee welfare schemes provided by the hospital



From the chart – II, it is evident that about 100% i.e. majority of the employee working in that hospital has very well awareness on the existence of various employee welfare schemes their work place.

Chart III Chart showing the satisfaction level of respondents to the question "How do you rate the salary in relation to your work and experience?"



From the chart III, 66% of employee's reported highly dissatisfaction due to a lack of salary, problems applying for EPF, problems with insurance, and lack of facilities related to their work and experience. This could have a negative impact on the organization, cause them to change jobs, and lead to

negative feedback for the organization. Only 3% of employees are highly satisfied.

V. MAJOR FINDINGS & RECOMMENDATIONS

- Majority, 58% of the respondents were men and only about 42% were women. This shows that men are more interested in giving their opinion and satisfaction with the 1 measures for employees.
- About 100% of the employees of the selected hospital are aware of the existence of various welfare schemes.
- It is evident from chart III, it can be seen that 66% of the employees of the selected hospital are highly dissatisfied because they receive too little salary and do not receive any increment in relation to their work and experience.

The recommendations include,

- Raising the salary scale for employees according to their performance
- Proposed to offer stress reduction programme for employees at least once a week.
- Proposed to implement a 360-degree performance appraisal system
- Proposal to improve food service in the hospital and in the residence hall
- Proposal to provide training on clinical and management aspects for new employees
- Suggested ways to reduce paperwork in the HIM department
- Proposal to hire qualified and appropriate staff for the position
- The management can make the employee feel that they are very much important to the organization and that in turn will make the employee to feel to work in the organization.

VI. CONCLUSION

The workforce is the fundamental resource for a functioning health sector. They are the components that help keep patients healthy, satisfied, and safe. Employee motivation and well-being is an important responsibilities of hospitals and nursing facilities to their employees. Well-being is not just about motivating employees financially, but also about giving them special attention to their health and recovery, improving their skills, and understanding their various problems. Work environment, wellness, and well-being programs not only have a positive impact on employee health but can also lead to remarkable increases in individual and group engagement and overall productivity. From the above conclusions, some important issues emerged such as saving for the future, EPF entitlement issues, health insurance, accommodation for a stay, salary increase, no health-oriented programs and cafeteria hygiene and flexible work schedules have a significant impact on employee performance, but to conclude that work environment, salary increase, and overall health security have no impact on employee performance is probably somewhat inappropriate. Thus, it would be proper to re-examine these three characteristics and their impact on job performance.

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