

Impact on Determining Validity and Reliability Revising on Welfare Facilities of Employee Satisfaction in IT Sector

Aruna Dhamija,

Professor, Institute of Business Management, GLA University, Mathura, aruna.dhamija@gla.ac.in

Abstract

The term welfare commends the condition of prosperity, wellbeing, satisfaction, success and the advancement of HR. The present examination is an endeavor to recognize the worker welfare programs being directed in IT industry. The study targets to discover how the welfare activities are effecting employee satisfaction. The successful and proficient approaches (statutory and non-statutory) make the worker to play out the activity better, which prompts adequacy of the association and is a factor of representative commitment. As a part of the investigation, various IT companies such as Tech Mahindra, TCS, Infosys employees were chosen to study the welfare facilities and employees satisfaction levels. It is found that welfare activities are showing significant impact on employee satisfaction. Conceptual information was taken through different diaries, magazines and various sites. The primary information became collected through questionnaire from employees of various IT companies. For data analysis Cronbach's alpha was used for determining validity and reliability of the variables used in this study.

Keywords: Welfare Activities, Employee Satisfaction, IT Sector.

1. Introduction

1.1 Employee Welfare

Employee welfare activities refer to something this is carried on the consolation and development of personnel and is given over and above the wages. The safety process wants no longer to be in financial terms but in any shape. Worker welfare consists of observing of functioning situations, introduction of commercial agreement thru infrastructure for health, industrial own family participants and insurance in competition to illness, coincidence and unemployment for the humans and their families.

Employee welfare has the following objectives:

- To increase employee loyalty and morale.
- To fight modify unionism and collective information.
- To build up solid labour pressure, to reduce labour proceeds and absence.
- To encourage productivity and capability among employees.
- To earn goodwill and decorate public image.
- To lessen the hazard of further authorities' intervention.
- To make recruitment greater effective.

1.2 Employee Satisfaction

Employee happiness is the end sensation of a character subsequent to finishing a job. To the diploma that an individual's career achieves his main desires and in steady together by expectation and values, the job can be satisfying. The sentiment might be constructive or negative relying upon whether or not want is satisfied or now not. Activity delight is poles aside from proposal & shallowness. Inspiration refers back to the eagerness to paintings. Pleasure however, implies a positive sentimental state.

The employee welfare has given extremely good consideration in organizational take a look at. The focus of this have a look at is to finish the crash of a variety of human resource control trainings like process control, group labour environment and control moves on artwork satisfaction. An employee's pleasure relies upon as a high-quality deal on the constructive reasonable, spiritual, substantial, and emotional belongings the employees bring to the place of work.

1.3 Welfare Activities

Statutory Facilities

Under this category, welfare activities are furnished in step with the labour legislation surpassed with the aid of the authorities. The character and coverage of those activities vary among various countries. Again these facilities may be either intra-mural or extra-mural facilities. These activities should be supplied by way of all of the employers and should be considered. Any contravention of the statutory provisions shall render the enterprise punishable underneath the act concerned. Employers are required to provide welfare facilities to employees below distinctive labor laws as follows:

THE FACTORIES ACT, 1948

The act presents the following services to people:

- Separate washing facilities to male and lady people.
- Rooms for accumulating and aeration garments
- Rooms for session
- First aid use
- Canteens
- Shelter, Restroom and lunch room
- Crèches
- Welfare officers

THE PLANTATION LABOR ACT, 1951

The act presents the following services:

- Canteen if one hundred fifty or more employees are employed
- Crèche if 50 or greater ladies people are employed
- Leisure centers for employees and their kids
- Instructional preparations in the property if there are 25 or more kids of workers, among the age of 6 and 12
- Residential lodging for every worker and his circle of relatives living within the state
- Electricity to make regulations relating to housing

- Scientific useful resource to workers and their families, illness and maternity allowance
- Offering umbrellas, blankets, raincoats to workers a protection towards rain or cold – as prescribed by means of the country government
- Welfare officer, if 300 or more workers are hired

THE MINES ACT, 1951

The act presents the following services:

- Shelters for taking meals and relaxation if 50 or greater workers are employed
- First resource bins and first-useful resource rooms if 150 or more people are hired
- A canteen if hired 250 or greater people
- A crèche if hired 50 or extra females
- Pit-heat baths prepared with showers, sanitary latrines
- Welfare officer if 500 or greater workers are hired

THE CONTRACT LABOR ACT, 1970

The act presents the following services:

- Canteen, if hired 100 or more people
- Relaxation rooms or different suitable alternative accommodation where settlement labour is required to halt at night for office work.
- Washing facilities
- First aid boxes with prescribed medicines.

2. NON STATUTORY FACILITIES

Non statutory facilities are those which are not based on laws or statutes. These non-statutory welfare facilities are as follows:

- Annual or Regular health check-ups
- Flexible work times
- Holidays and leave entitlement
- Employee state insurance scheme
- Housing facilities
- Conveyance
- Tour facilities
- Recreational facilities
- Library facilities
- Employee guidance programs
- Referral Schemes
- Birthday Celebrations

3. Literature Review

Nanjundeswaraswamy T.S, Vanishree Beloor and Swamy D.R and Nagesh P (2019), An empirical study on effect of welfare facilities on job satisfaction revealed the relationship between welfare facilities and

employee satisfaction using. A sample of 50 employee's responses were considered for the study and the data was analyzed using K-S Single sample Test and K-S Two-Sample Test conducted to check the stated Hypothesis and Regression analysis. Structural Equation Modeling was designed.

A Flora Noyal, K Saranya and L Lal Priya (2019), Tested the worker satisfaction towards the welfare measures provided by means of MMHRC using both subjective and statistical records techniques have been utilized to investigate the data that changed into accumulated on this observe. Specially, descriptive facts became used to summarize the information and analysed the use of correlation and regression analysis to give the records and they also made it less complicated to compute and interpret and located that maximum of the employees have been no longer utilizing the mess advantages and suggested to reduce the costs to show it into exceedingly useful welfare degree.

G. Aarthi and P. Srinivasan (2018), explored the welfare measures in automobile industry, stated employee welfare as expression to philanthropic and paternalistic feeling and used anova test to reveal that Beneath 30 years and 30 -40 age institution employees have higher opinion on worker welfare facility than other age corporations, the usage of impartial t-test result they indicated male employees has high-quality opinion on worker health and safety measures and also suggested to improve the medical facilities as per employee needs.

Pooja and Nayanpreet Kaur (2018), identified various welfare activities provided in insurance and banking sector using factor analysis and Improvement in operating circumstance have been cautioned to improve effectiveness of the employee welfares measures like canteen facility, spittoons, educational loan and home loan benefits and concluded that welfare activities have direct impact on employee satisfaction, employee performance and employee development.

Ravishankar S Ulle, Kotresh Patil and Aparna J Varma (2018), Describes that there exists strong high-quality correlation among statutory and non-statutory measures and employee delight and most people of welfare centers are subjects of sanitation which isn't given very less satisfaction among experts are inspired via giving welfare activities and aimed to find out the numerous exertions welfare facility to understand the significant have an impact on the employee's delight level and strongly recommended to cognizance more on worker seating preparations to benefit powerful worker productiveness.

Shagufta Parveen (2018), A conceptual observation on welfare activities to find the impact of welfare activities at the way of life and productivity of the organization and concluded that some welfare sports together with incentive scheme, award/praise structures could not preserve to generate motivation for longer length and necessity become felt to study those welfare sports and introduce range of latest gear for exclusive welfares.

Ferdinand Waititu, Peter Kihara and Thomas Senaji (2017), determined the effect of welfare activities on performance of the employees and stated that five employee welfare programs such as health, succession plans, training and development, employee referral scheme and remuneration regulations have giant impact on performance of the employees.

Agrawal and Dhamija (2020), observe that decision making is an volatile process which includes certain level of risk. This is applicable on the employee welfare programs as well because decisions need to be taken in this regard by the higher management wherein the employees need to be considered as per their standing in the organization which is a subjective assessment hence risky.

Hemalatha.K, Benita S. Monica and Ch. Bala Nageswara Rao (2017), Noted that 87% of personnel are quite happy with medical and protection measures provided by means of an corporation in chennai and

strongly made opinion that employee welfare has a splendid impact on process satisfaction based on the arrived p value which was analysed by using the usage of one manner anova take a look at via spss software and advised to improve the transportation facility to be able to attain more pleasure stage of personnel which similarly leads to increased productivity.

Manasa Vadnala and P. Buela Prasanna Kumari (2017), Measured the satisfaction stage of personnel on welfare facilities by sampling 100 employees from numerous departments, facts changed into amassed through the structured welfare measures questionnaire and analyzed via percent evaluation and correlation method and stated that most of the employees felt that statutory welfare measures are not that beneficial to the business compared to non statutory measures and additionally advised to improve the healthcare measures that allows you to acquire more employee pleasure.

Sudhamsetti Naveen and K. Madhavi (2017), Studied the effect of numerous dimensions of labour welfare measures on employee delight by means of accumulating facts thru nicely dependent questionnaire as secondary assets and percentage evaluation and suggest rectangular technique has been used for statistics analysis and after analysing the gathered statistics they suggested to improve welfare centers that allows you to maximize the productiveness of the employees.

T.R. Thiruvankaraj and M. Thangapandian (2017), Conceptual study on labor satisfaction on welfare activities stated various categories of employee welfare and stated that excessive charge of labour absenteeism in indian industries is indicative of the dearth of dedication on the part of the people which may be reduced to a notable volume by provision of true housing, fitness and own family care canteens, instructional and training facilities, provision of welfare sports allows the workers to live a richer and more nice lifestyles.

Kirthika J (2016), identified the welfare measures provided by BHEL Trichy and by using Chi-square test as a tool for analysis the researcher stated that there exists Vast affiliation between grade for personnel and the level of recognition of various welfare measures of employees.

Madusanka, WAGN and Perera, GDN (2016), investigated effect of welfare activities on job pride and revealed that there is a good sized nice relationship among welfare sports and process satisfaction and standard sampling technique became used for data collection with a sample consisted of a hundred group leaders from the off avenue tyre production enterprise and the information consequently accumulated had been analyzed using variate analysers with the spss and stated that the welfare centers help to increase the same old of residing of team leader personnel.

Ramya T.J, Bhavani shree Arepalli and Lakshmi.P (2016), used descriptive research to describe the characteristics of the variables where primary data accrued from 50 respondents via questionnaire and secondary records thru journals, enterprise internet site and utilized correlation test and component evaluation to pick out the impact of worker welfare facilities in the direction of worker delight and stated that employees in hotels of mysuru are satisfied by the health and safety measures and not satisfied with the extra-time allowances provided by the company.

Regina Wangui Muruu, Susan Were and Mwajuma Alice Abok (2016), Analyzed the effect of welfare applications on labour delight in public region and established the outcomes of compensation programmes and protection and fitness programmes affected employee satisfaction in public quarter and recommends that management team of workers of public service commission need to introduce employees repayment programmes inside the business enterprise since it had a wonderful effect on worker pleasure and similarly

recommends that control group of workers of public provider fee must galvanize safety and fitness programmes at work region with a view to decorate worker pleasure.

P. Venakata Rao, Chandra Sekhar Patro and K. Madhu Kishore Raghunath (2015), Provided an empirical proof with the aid of investigating the impact of welfare activities on employee performance in both non-public, public groups. They mentioned that personnel have constantly been an fundamental a part of an employer. This research had drawn empirical evidence by way of studying the effect of welfare measures as stated in each public and private industry.

Jain Ankita and Goyal Ankita (2014), Defined about the effect of welfare measures on banking industry personnel satisfaction. They stated that employees are tremendously glad with operating hours and advised to offer growth opportunities to the personnel, so that attrition fees can decrease down and must provide beyond regular time pay & leave to each one and additionally to alter the reimbursement coverage in an effort to acquire better worker pleasure.

Srinivas KT (2013), Identified the impact of welfare facilities on employee delight and observed that respondents are aware of the statutory and non - statutory employee welfare centers furnished on the business enterprise, welfare centers like scientific, canteen, operating environment, safety measures etc., are supplied via the employer and most of the employees are satisfied with the welfare centers followed there for the worker's benefit and suggested to provide recreational centers to reinforce employees morale.

Atul R Kadam, Snajit N Waghole and Swapnil More (2012), Empirical study on welfare facilities Studied the impact of welfare facilities on worker overall performance and located that ninety eight percent employees have been satisfied with cultural activities taken with the aid of the enterprise and 2% have been in two minds however no one changed into unhappy with it and also said that employees are greater glad with the running surroundings and cautioned to goal at transportation provider to be made extra bendy and pleasant and also to promote worker improvement and department gelling seminars, enhance canteen and scientific facilities.

Sabarirajan A, Meharajan T and Arun B, stated that employees having 5-10 years of revel in are exceptionally happy with the safety measures, operating situations and showed that 15% of the employees are tremendously glad with their welfare measures, these measures paly an crucial position in employee pride and it consequences in improved excellent of labor lifestyles recommended to enhance the leisure centers such as go away truthful, safety equipments and compensatory preparations on medical grounds with a purpose to growth the employee pleasure.

Around 20 research papers related to the employee welfare activities and its impact on employee satisfaction and employee productivity were reviewed for the purpose of the study. Out of the reviewed papers, 3 researchers addressed the concept in conceptual form. Most of the other researchers collected primary data using structured and semi-structured questionnaires and the data collected through these questionnaires were analysed using various statistical techniques. In their study most of the researchers used correlation, regression and factor analysis for the purpose of analysing the collected data. From the above research papers it is observed that there exists positive correlation between the welfare activities provided by organization and the employee satisfaction. They stressed that when employees are more satisfied with the welfare activities they tend to work hard which increases the productivity that leads to increase in profits and vice versa. The researchers also stated that most of the employees are satisfied with the financial, healthcare benefits provided by organizations among other welfare facilities and few researchers suggested to improve accommodation and recreational facilities in order to attain greater employee satisfaction.

4. Research Methodology

4.1 Overview of Research Problem

Firms are dealing with the trouble of employee pleasure, due to the erosion costs inside the association has been expanded. If you want to decorate the fulfilment degree of employees the agency is supplying welfare services to their employees. This research is behaviour to estimate of welfare process are supplied with the aid of it businesses to personnel to hold them.

4.2 NEED FOR STUDY

Employee welfare practices have been utilized by the agencies to beautify the worker satisfaction degree because it presents sufficient of possibilities to the business enterprise to keep their functionality personnel within the businesses. To apprehend whether or no longer employee welfare activities plays a necessary job on the powerful of employees, and to recognize the employees are satisfied with wellbeing activities will assist them to get stimulated. So the studies are taken on to recognize the welfare capability of it industry and its effect on worker pleasure.

4.3 OBJECTIVES OF STUDY

- To know the various welfare facilities provide by IT organizations
- To study the relationship between welfare activities and employee fulfilment
- To study the crash of welfare amenities on employee fulfilment

4.4 DATA COLLECTION METHOD

Sample Unit: In this research, employees of IT companies are surveyed.

Sample Size: Sample size of 100 is taken in this study.

- **Primary data**
Main data consign to the newly obtained information by the researcher on various aspects for specific purpose of the study. In this study main data has been composed throughout web based survey.
- **Secondary data**
Secondary data has been gathered from various journals, magazines and previous research papers related to employee welfare activities.

4.5 HYPOTHESIS:

1. There is no significant association among welfare facilities and employee fulfilment.
2. Employee welfare activities do not have important crash on employee fulfilment.

4.6 TOOLS AND TECHNIQUES OF ANALYSIS

The tool used for data collection is structured questionnaire. For data analysis Cronbach's alpha was used for determining the validity and reliability of the variables used in this study. The hypothesis is tested by using correlation analysis in Statistical Package for Social Sciences (SPSS) software to achieve the primary objective of the study i.e. to find the impact of welfare activities on employee satisfaction. Then to

find out influence of each factor on employee satisfaction, correlation analysis is performed on each variable with overall employee satisfaction.

5. DATA ANALYSIS AND INTERPRETATION

5.1 DATA ANALYSIS TOOLS

For data analysis Cronbach’s alpha was used for determining the validity and reliability of the variables used in this study. The hypothesis is tested by using correlation analysis in SPSS software to achieve the primary objective of the study i.e. to find the impact of welfare activities on employee satisfaction. Then to find out the influence of each factor on employee satisfaction, correlation analysis is performed on each variable with overall employee satisfaction.

5.2 RELIABILITY TEST

Instrument	Cronbach’s Alpha
Welfare Activities	0.687
Employee Satisfaction	0.904

Table.1. Reliability test

Interpretation

Reliability was examined using the Cronbach’s Alpha test. The results of Cronbach’s Alpha test are as shown in table 5.2.1. The Alpha value for welfare activities is 0.687 and employee satisfaction is 0.904, which clearly indicates that reliability of each variable is satisfactory.

REGRESSION

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.437 ^a	.191	.103	.847
a. Predictors: (Constant), Rate the leave policy of your organization, Rate the accommodation benefits provided by your organization, Rate the financial benefits provided by your organization, Rate the CSR activities provided by your organization, Rate the family benefits such as maternity, paternity benefits provided by your organization, Rate the career benefits such as flexible time, job rotation provided by your organization, Rate the psychological benefits such as complaint boxes, harassment policies provided by your organization, Rate the flexibility level of working hours in your organization, Rate the healthcare benefits provided by your organization, Rate the relocation benefits provided by your organization b. Dependent Variable: Overall Job satisfaction				

The above table Gives the r and r² values. The r value represents the simple correlation and is 0. 437 (the "r" column), which suggests a mild degree of correlation. The r² (the "r square" column) shows how a lot

of the total version within the established variable, welfare measures may be defined through the impartial variable, activity delight. In this case, 19.1% can be explained, which is very much less.

ANOVA ^b					
Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	17.121	11	1.556	2.169	.022 ^a
Residual	72.489	101	.718		
Total	89.611	112			

a. Predictors: (Constant), Rate the leave policy of your organization, Rate the accommodation benefits provided by your organization, Rate the financial benefits provided by your organization, Rate the CSR activities provided by your organization, Rate the family benefits such as maternity, paternity benefits provided by your organization, Rate the career benefits such as flexible time, job rotation provided by your organization, Rate the psychological benefits such as complaint boxes, harassment policies provided by your organization, Rate the flexibility level of working hours in your organization, Rate the healthcare benefits provided by your organization, Rate the relocation benefits provided by your organization

b. Dependent Variable: Overall Job satisfaction

The following table suggests that the regression model predicts the structured variable substantially properly. Here, $p = 0.02$, that is much less than 0.05, and suggests that, basic, the regression version statistically notably predicts the final results variable (i.e., it is a best fit for the information).

Coefficients

Model		Unstandardized coefficients		Beta	t	Sig.
		B	Std. Error			
1	Constant	2.947	0.800		3.684	0.000
	Rate the flexibility level of working hours in your organization	0.149	0.149	0.106	1.005	0.318
	Rate the leave policy of your organization	-0.024	0.121	-0.020	-0.200	0.842
	Rate the financial benefits provided by your organization	0.186	0.118	0.167	1.578	0.118
	Rate the career benefits such as flexible time, job rotation provided by your organization	-0.119	0.111	-0.109	-1.075	0.285

	Rate the psychological benefits such as complaint boxes, harassment policies provided by your organization	-0.056	0.119	- 0.04 8	- 0.46 9	0.64 0
	Rate the healthcare benefits provided by your organization	0.023	0.134	0.01 8	0.17 2	0.86 3
	Rate the CSR activities provided by your organization	0.055	0.129	0.04 3	0.42 4	0.67 3
	Rate the family benefits such as maternity, paternity benefits provided by your organization	-0.131	0.121	- 0.10 7	- 1.08 3	0.28 2
	Rate the relocation benefits provided by your organization	-0.304	0.142	- 0.22 7	- 2.13 4	0.03 5
	Rate the accommodation benefits provided by your organization	-0.039	0.111	- 0.03 5	- 0.35 1	0.72 7
a. Dependent Variable: Overall Job satisfaction						

Let's focus on the ten predictors, whether they are statistically significant and, if so, the direction of the relationship. The rate of flexible working hours ($b=0.149$) is not significant ($p=0.318$). Next, the effect of leave policy, career benefits, psychological benefits, family benefits, accommodation benefits ($b=-0.024, -0.119, -0.056, -0.131, -0.039$ & $p=0.842, 0.285, 0.640, 0.282, 0.727$) is insignificant and its coefficient is negative indicating that the greater the welfare facilities, the lower the job satisfaction. Finally, the relocation benefits ($b=-0.304, p=0.035$) seems to be related to job satisfaction. This would seem to indicate that the relocation benefit is an important factor in predicting job satisfaction.

6. FINDINGS, SUGGESTIONS & CONCLUSION

FINDINGS

- The Alpha value for welfare activities is 0.687 and employee satisfaction is 0.904, which clearly indicates that reliability of each variable is satisfactory.
- According to Regression analysis, it is clearly evident that there exists moderate degree of positive correlation as the R value is 0.437 and also there exists very less variation as the R square value is 19.1% among welfare activities and job satisfaction.
- Based on ANOVA results, we can state that regression model predicts the dependent variable i.e., job satisfaction significantly well.
- From the coefficients table, it is observed that among ten predictors, flexible working hours is not significant though it is positively correlated, relocation benefits shows positive correlation as well as significant and the remaining 8 predictors are insignificant and also shows negative correlation.

SUGGESTION

According to the results of regression analysis, it was proved that there was moderately positive significant relationship and also very less variance between the employee welfare facilities and the job satisfaction of the employees in IT Industry. As the results of other predictor variables are concerned, it is observed that the relocation benefits have significant positive impact on job satisfaction. However, it was revealed that, this relationship could be improved in future through the introduction of additional employee welfare facilities to employees. In order to attain more employee satisfaction companies are suggested to introduce new potential welfare programs as most of the present welfare programs are showing negative relation. It is also suggested to conduct internal employee surveys in order to know the preference of employees about welfare programs and their satisfaction levels on welfare schemes provided by the company.

7. CONCLUSION

The welfare measures will improve the physique, intelligence, morality and trendy of living of the workers, which in turn enhance their efficiency and productiveness. From the look at on employee welfare facilities in IT industry, it is observed that various welfare facilities are causing negative impact on employee satisfaction which means that by changing the welfare schemes by considering the preference levels of employees will provide clear idea to employers about employee needs and also leads to positive internal relations. Based on the analysis, we can conclude that, relocation benefits and flexible working hour's facilities in IT industry allows employee to live a rich and satisfactory life. It also contributes to growing in productivity of the organization and improving efficiency of the worker and increases their well known of living.

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