

Employee's satisfaction towards the welfare measures provided by meenakshi mission hospital and research centre, Madurai

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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.

INTRODUCTION

Welfare measures

Welfare measures in the health care industry are essential strategies and programs designed to improve the well-being of both employees and patients. These measures are crucial for fostering a supportive work environment, ensuring high-quality patient care, and maintaining the overall efficiency and reputation of health care institutions.

Types of welfare measures

Welfare measures in the health care industry for employees are designed to enhance their overall well-being, job satisfaction, and productivity. These measures can be categorized into various types, each focusing on different aspects of employee welfare:

Health and Safety Measures

Health Insurance: Providing comprehensive health coverage, including medical, dental, and vision insurance, to ensure employees and their families have access to necessary health care services.

Occupational Safety: Implementing strict safety protocols, regular training on workplace hazards, provision of personal protective equipment (PPE), and ergonomic workplace setups to prevent injuries and promote safety.

Mental Health and Well-Being

Mental Health Support: Offering counseling services, stress management programs, and mental health resources such as Employee Assistance Programs (EAPs).

Wellness Programs: Providing initiatives like yoga classes, fitness programs, mindfulness workshops, and wellness challenges to promote overall mental and physical health.

Work-Life Balance

Flexible Working Hours: Allowing flexible work schedules, part-time options, and remote work opportunities to help employees balance their professional and personal lives.

Leave Policies: Offering generous leave policies, including paid vacation, sick leave, parental leave, and personal days to ensure employees can take necessary time off without stress.

Financial Benefits

Retirement Plans: Providing retirement savings plans, such as 401(k) or pension schemes, often with employer contributions, to help employees plan for their future.

Bonuses and Incentives: Offering performance-based bonuses, profit-sharing plans, and other financial incentives to reward employees for their hard work and dedication.

Professional Development

Continuous Education: Supporting ongoing education and professional development through tuition reimbursement programs, scholarships, and opportunities for attending conferences and workshops.

Career Advancement: Providing clear career progression paths, mentorship programs, and leadership development initiatives to help employees advance in their careers.

Support Services

Childcare Services: Offering on-site childcare facilities or subsidies for external childcare services to help employees manage their family responsibilities.

Employee Assistance Programs (EAPs): Providing confidential services that assist employees with personal and professional issues, including financial counseling, legal advice, and family support.

Recognition and Rewards

Employee Recognition Programs: Implementing programs to recognize and reward employees for their achievements and contributions, such as Employee of the Month awards, service recognition, and peer-nominated awards.

Appreciation Events: Hosting events like staff appreciation days, team-building activities, and social gatherings to foster a positive work environment and show appreciation for employees' efforts.

Additional Benefits

Commuter Benefits: Providing subsidies or assistance for transportation costs, including public transit passes, carpool programs, and parking allowances.

Discount Programs: Offering discounts on various services and products, such as gym memberships, travel, and entertainment, to enhance employees' lifestyle.

STATEMENT OF PROBLEM

The effectiveness and satisfaction derived from welfare measures are critical factors influencing employee retention and performance in health care institutions. Madurai Meenakshi Mission Hospital and Research Centre (MMHRC) has implemented various welfare measures aimed at enhancing employee well-being and job satisfaction. However, there is a need to systematically evaluate the impact of these measures on employee job satisfaction. Despite the significant investment in welfare programs, anecdotal evidence suggests variability in employee perceptions and satisfaction levels. This discrepancy necessitates a detailed investigation to identify gaps, understand the underlying reasons for employee dissatisfaction, and recommend improvements.

Employee job satisfaction is a critical component of organizational success, particularly in the health care sector where the well-being of employees directly impacts patient care and outcomes. Madurai Meenakshi Mission Hospital and Research Centre (MMHRC) has implemented various welfare measures to support its employees. Despite these efforts, there appears to be a disparity in how these measures are perceived and their effectiveness in enhancing job satisfaction. This study aims to address the gap by systematically investigating the relationship between welfare measures and employee job satisfaction at MMHRC

OBJECTIVES OF THE STUDY:

Primary objectives:

- To find out the level of satisfaction of employees on the various welfare measures provided by MMHRC to its employees

Secondary objectives:

- To study the existing welfare facilities provided by Meenakshi Mission Hospital and Research centre to its employees.
- To give suggestion to improve the working conditions and welfare facilities
- To understand the opinion of the workers about their improvement of present welfare facilities in Meenakshi Mission Hospital and Research centre.
- To find out there are any special schemes available which would satisfy or motivate the employees of the company.

SCOPE OF THE STUDY

The study aims to investigate employee job satisfaction concerning welfare measures at Medical Mission Hospital and Research Centre (MMHRC). Through a comprehensive review of existing literature, the study will establish a theoretical framework, highlighting the significance of employee welfare measures in healthcare settings and their impact on job satisfaction. The research objectives include assessing the current level of job satisfaction among MMHRC employees, identifying existing welfare measures provided by the

organization, and exploring employees' perceptions and satisfaction levels regarding these measures. The study's findings are expected to provide valuable insights for MMHRC and similar healthcare organizations, offering recommendations for enhancing welfare measures to improve employee job satisfaction and organizational performance.

RESEARCH METHODOLOGY

Data collection is a term used to describe process of preparing and collecting data. Systematic gathering of data for a particular purpose from various sources, that has been systematically observed, recorded, organized. Data are the basic inputs to any decision-making process in business. In this survey in order to meet the objectives of the study both primary data and secondary data were collected

Primary Data

The primary data are those which are collected for the first time and thus happen to be original characters in primary data do not already exist in any publications. In this study the primary data is collected by questionnaire. The questionnaire was handed over to various respondents and the data is collected.

Secondary Data

The secondary data is the data that have been already collected by and readily available from other sources. Such data are cheaper and quickly obtained than the primary data. The secondary data are collected from the company records and magazines, journals, internet etc.

TOOLS FOR DATA COLLECTION

Among the various methods, which can be used to collect the primary data, the researcher has adopted questionnaire method. The researcher has prepared has prepared structured questionnaire, which contained predominately multiple choice questions. The respondent's opinion is gathered with regard to the problem with the help of the questionnaires.

Sampling Design

A sample is a small representation of a larger whole. When some of the elements are selected with the intention of finding out something about the population from which they are taken, that group of elements is referred as a sample, and the process of selection is called sampling.

Sampling Unit

The respondents of the study are part of population of employees of Meenakshi Mission Hospital and Research Centre. Each employee is considered to be sampling unit.

Population

The number of employees in Meenakshi Mission Hospital and Research Centre is above 6000 employees.

Sample Size

The number of item to be selected constitutes a sample. 130 employees are selected as sample for the research.

Sampling criteria

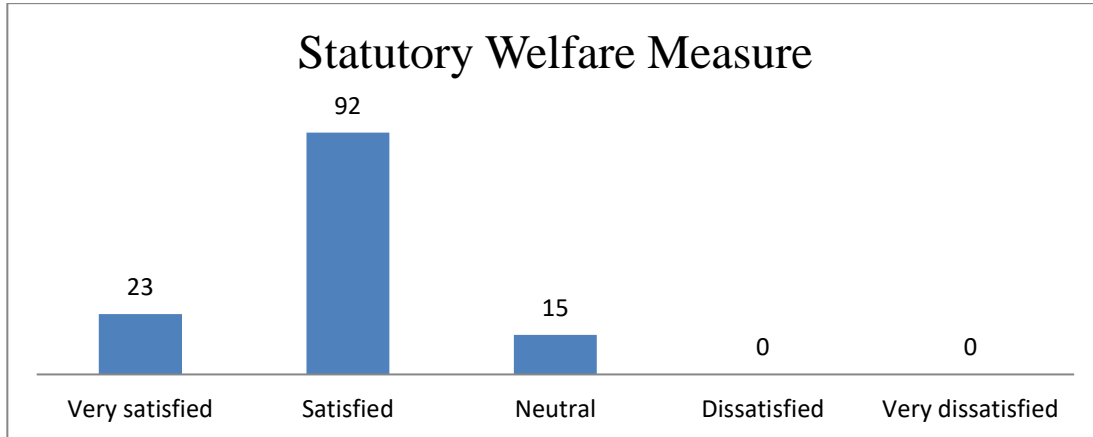
The sample was collected from all the level employees.

Frame Work for analysis

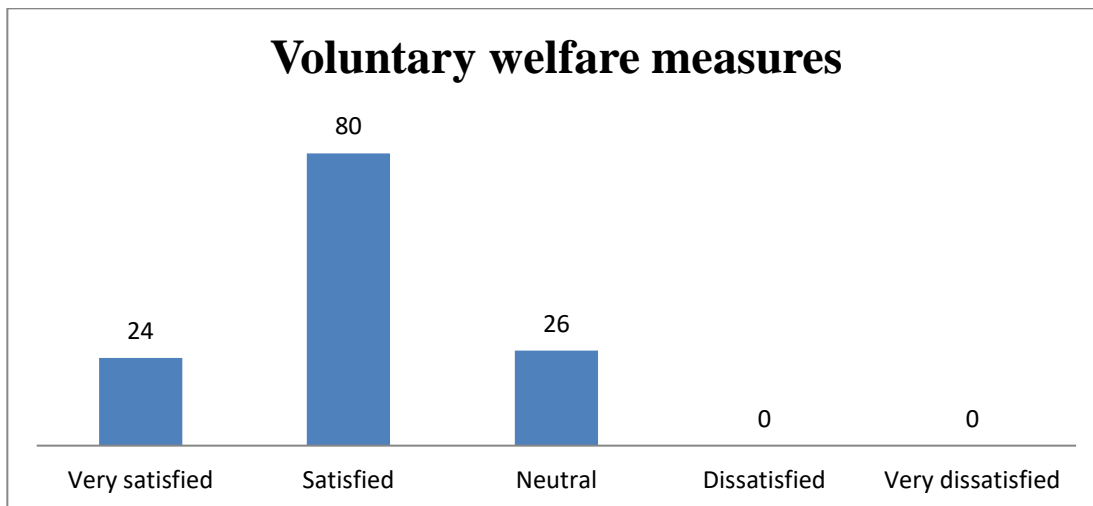
The primary data was from the respondents has been sorted, classified, edited and tabulated a proper format ad analyses by developing appropriate statistical tools. The researchers used SPSS software for recording and calculating 130 samples.

DATA ANALYSIS AND INTERPRETATION

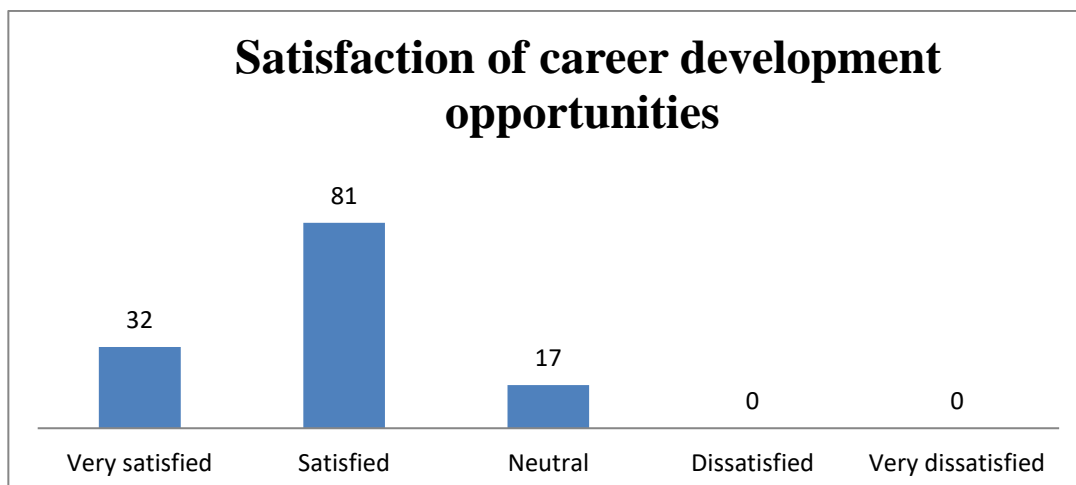
RESPONDENTS BY THEIR STATUTORY WELFARE MEASURE



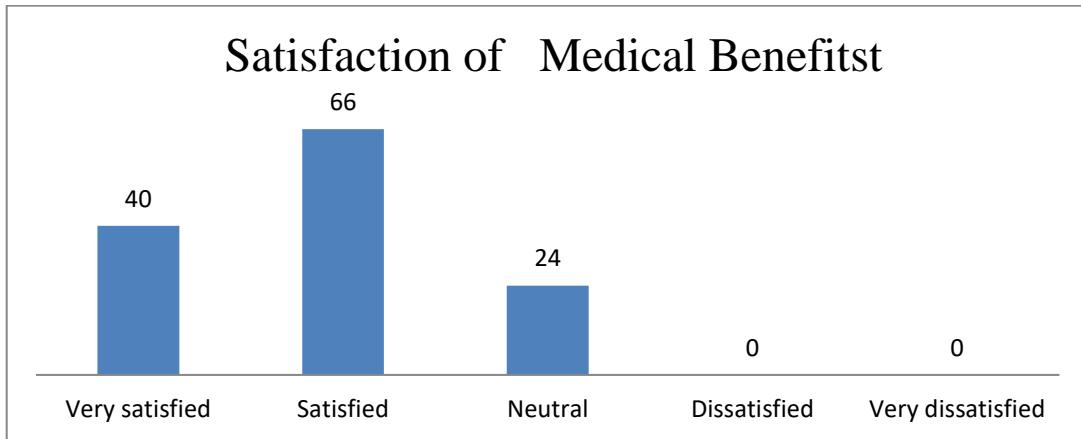
RESPONDENTS BY THEIR VOLUNTARY WELFARE MEASURES



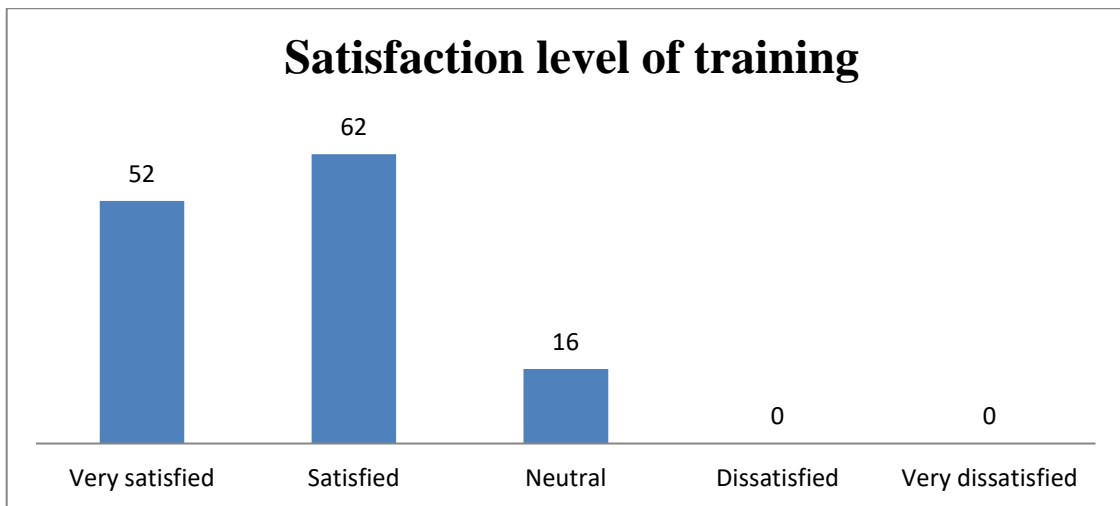
RESPONDENTS BY SATISFACTION OF CAREER DEVELOPMENT OPPORTUNITIES



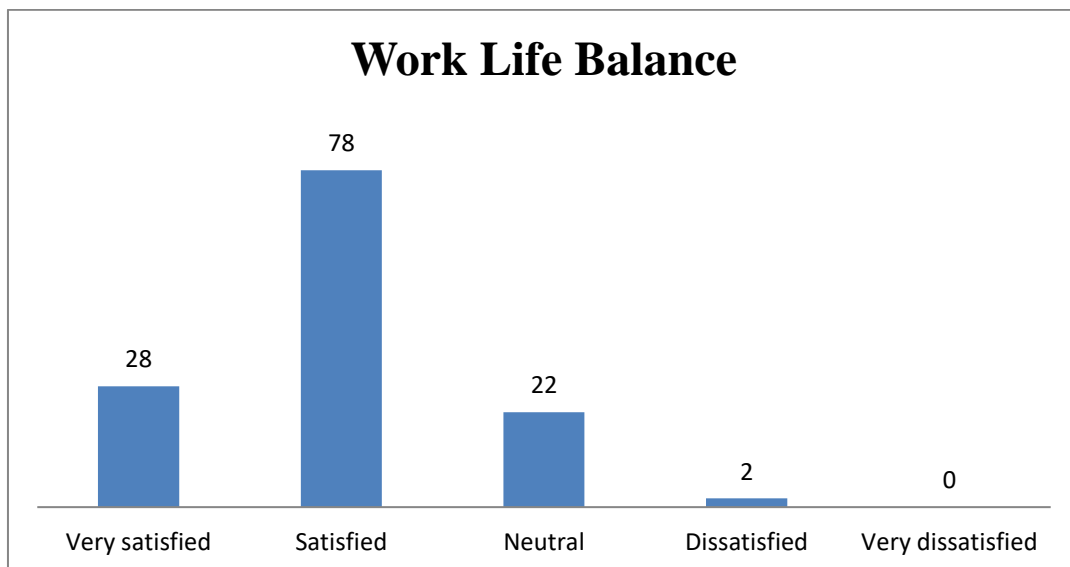
RESPONDENTS BY SATISFACTION OF HEALTHCARE BENEFITS



RESPONDENTS BY THEIR SATISFACTION LEVEL OF TRAINING



RESPONDENTS BY THEIR WORK LIFE BALANCE



SUGGESTION

- The organisation conduct meeting to all the head of department to reduces of the grievances.

- Excess manpower must be utilised properly for the improvement of the firm.
- The company should provide entertainment opportunity for the employees.
- The company should properly settle the statutory compensation to the employees.
- Then organisation must consider with seniority and merit for promotion.
- The employee should increase to the production.
- The employee can work hard for the organizational goals.
- The employee should have good relationship with superiors.
- The employee should keep up their time.
- The employee should maintain the equipments properly

CONCLUSION

Welfare measures Meenakshi mission Hospital and Research centre, Madurai was analyzed based on the detailed study conducted and the inference were revealed. It's inferred the majority of the respondents are working in a peaceful environment. In some changes are under taken then all the employees will be contended. The world in which organization operates today is intensely competitive, as we move towards a more competitive position, we must be prepared both physically and mentally taking the welfare into consideration as a priority.

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