

**WELFARE AND JOB SATISFACTION: STUDY OF PUBLIC HOSPITALS IN PUNE.****Author****Prof. Mrs. Mandakini R. Bhosale**

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Chandrapur**ABSTRACT**

The present research focused on the labour welfare facilities provided and the job satisfaction of public hospitals in Pune It aims to study labour welfare facilities provided and the level of job satisfaction of employees (medical ,paramedical staff ) The study seeks to find out which dimensions in the labour welfare inventory significantly influence the level of job satisfaction in these hospitals. Further the study will verify whether the statutory or the non-statutory labour welfare facilities are a better predictor of job satisfaction. The research will analyze the influence of personal variables such as gender, age and experience on the job satisfaction of employees in public hospitals.

**Key word – statutory, non statutory welfare facilities, satisfaction, Dimensions.**

**OBJECTIVES OF THE RESEARCH**

- 1) To study the labour welfare facilities provided in Public sector hospitals in Pune
- 2) To measure the job satisfaction of employees
- 3) To study the influence of labour welfare facilities on the level of job satisfaction of employees
- 4) To investigate the dimensions in the labour welfare inventory that influence the job satisfaction of employees .

**Hypothesis : There is sound relationship between welfare facilities and employee job satisfaction.**

**LIMITATIONS OF THE RESEARCH**

The study has focused only on labour welfare facilities (statutory and non-statutory) influencing job satisfaction. There could be other factors/variables that have an effect on job satisfaction.

The impact of labour welfare and job satisfaction on the public sector hospitals in Pune The results of the study depend upon the co-operation, willingness and sincerity of the employees in answering the standardized instruments given to them.

**Literature Review**

The concept of labour welfare has received inspiration from the concepts of democracy and welfare state. Democracy does not simply denote a form of government; it is rather a way of life based on certain values such as equal rights and privileges for all. The operation of welfare services, in actual practice, brings to bear on it different reflections representing the broad cultural and social conditions.

The Oxford dictionary defines labour welfare as "efforts to make life worth living for workmen".

Chamber's dictionary defines welfare as a state of faring or doing well, freedom from calamity, enjoyment of health, prosperity, etc. Labour welfare work is also defined as "voluntary efforts on the part of the employees to improve the existing industrial system and the conditions of employment in their own factories".

In a Resolution in 1947, the ILO defined labour welfare as "such services, facilities and amenities as adequate canteens, rest and recreation facilities, arrangements for travel to and from work, and for the accommodation of workers employed at a distance from their houses and such other services, amenities and facilities as contribute to improve the conditions under which workers are employed.

According to N. M. Joshi (1927) labour welfare work covers "all the efforts that employers make for the benefit of their employees over and above the minimum standards of working conditions fixed by the Factories Act and over and above the social legislations providing against accidents, old age, unemployment and sickness".

Arthur James Todd (1993) defines welfare work as "anything done for the comfort and improvement, intellectual and social, of the employees over and above the wages paid, which is not a necessity of the industry".

Labour welfare also referred to as betterment of employees, relates to taking care of the well — being of workers by employers, trade — unions, and government and non — governmental agencies. According to the Royal Commission on Labour (1931) "Labour welfare is a term which must necessarily be elastic, bearing a somewhat different interpretation from one country to another, according to the different social customs, the degree for industrialization and educational level of the workers".

According to the Report of National Commission of Labour (1969) the concept of labour welfare is necessarily dynamic, having a different interpretation from country to country and from time to time and even in the same country, according to its value system, social institution, degree of industrialization and general level of social and economic development. Even within one country its content may be different from region to region.

#### **METHOD OF DATA COLLECTION**

Data was collected from both primary and secondary sources for the purpose of the research. Primary data was collected through field survey using interview schedules and questionnaire method. Secondary data was collected from books, journals, monographs, unpublished thesis, government reports and the Internet.

For the purpose of data collection the researcher contacted the human resource /personnel manager of the selected hospitals in pune city. The objectives of the study and the instruments of Labour Welfare and Job Satisfaction were explained to them. The researcher on taking permission from the human resource/Hospital Superintendent of the public sector hospitals in Pune .

A total of 1000 employees randomly selected for the study. Questionnaire were administered to the respondents and response was quite good .956 were received.

Sampling used in this research is simple random sampling. The survey conducted on employees of Public Sector hospitals. The target audience was Doctor, Nurses, technical staff and administrative staff. A

semi-structured questionnaire has been used with a number of variables related to job satisfaction. The following five point likert scaling technique has been used for obtaining response on each question:

Strongly Disagree = SD, Disagree= D, Neither agree nor disagree = NAND, Agree = A, Strongly Agree =

### Questionnaire Reliability Test

A] Cronbach Alpha reliability value for Public Hospitals is 0.852.

Cronbach's alpha for the 'government\_ hospital' data-set

Items: 80                  Sample units: 62                  alpha: 0.852

The alpha values lies between  $0.7 \leq \alpha < 0.9$ , so the reliability of the questionnaire is good

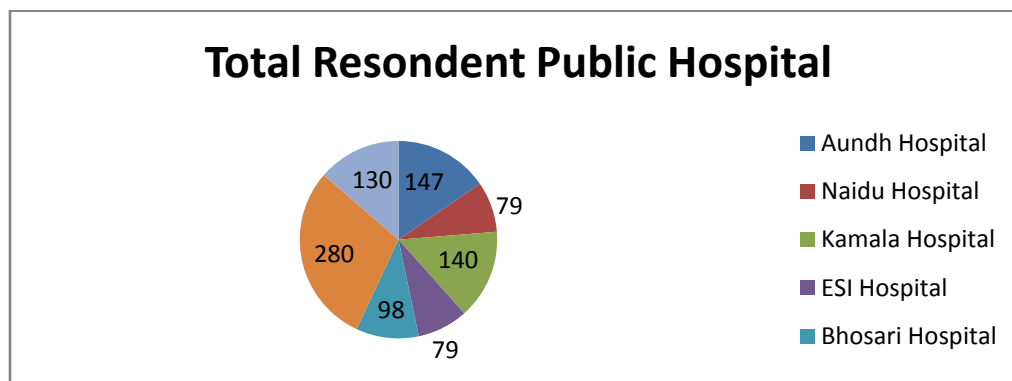
### STATISTICAL TECHNIQUES USED FOR DATA ANALYSIS

The statistical analysis was carried out on the data collected in order to test the hypotheses framed. Both descriptive and inferential statistical methods were used to analyze the data.

Mean was used to obtain the average score of a range of scores, and thus used as a basis for comparison.

Standard Deviation was used to assess the degree of dispersion of the values around its mean, and also for assessing the error to which the mean of a sample was subject to, when estimating the mean of the population from which the sample was taken.

Pearson's Coefficient of Correlation is the statistical analysis, which measures and analyses the degree or extent to which two variables fluctuate with reference to each other. In this study, there are two variables, labour welfare and job satisfaction. Pearson's Coefficient of Correlation is used to indicate whether there is any significant relationship



**Public hospital Employee Details**

Sr. No.	Name of Hospital	Doctor	Nurses	Paramedical Staff	Office Staff	Class Staff	IV	Total
1	Aundh Hospital	18	80	3	10	36		147
2	Naidu Hospital	7	12	8	10	42		79
3	Kamala Hospital	60	46	16	8	10		140
4	ESI Hospital	5	40	9	10	15		79
5	Bhosari Hospital	5	36	0	25	32		98
6	YCM Hospital	52	144	23	15	46		280
7	Military Hospital	23	35	25	14	33		130
	<b>Total</b>	<b>170</b>	<b>393</b>	<b>84</b>	<b>92</b>	<b>214</b>		<b>953</b>

**WELFARE**

The term *welfare* suggests many ideas, meanings and connotations, such as the state of well-being, health, happiness, prosperity and the development of human resources.

**LABOUR WELFARE**

It means the adoption of measures to promote the physical, social, psychological and general well-being of the working population.

A significant definition describes labour welfare work as “the voluntary efforts of the employer to improve the living and working conditions of his employees; the underlying assumption, of course, being that ‘the first essentials to the welfare of the employees are steady work, a fair wage and reasonable hours of labour.’

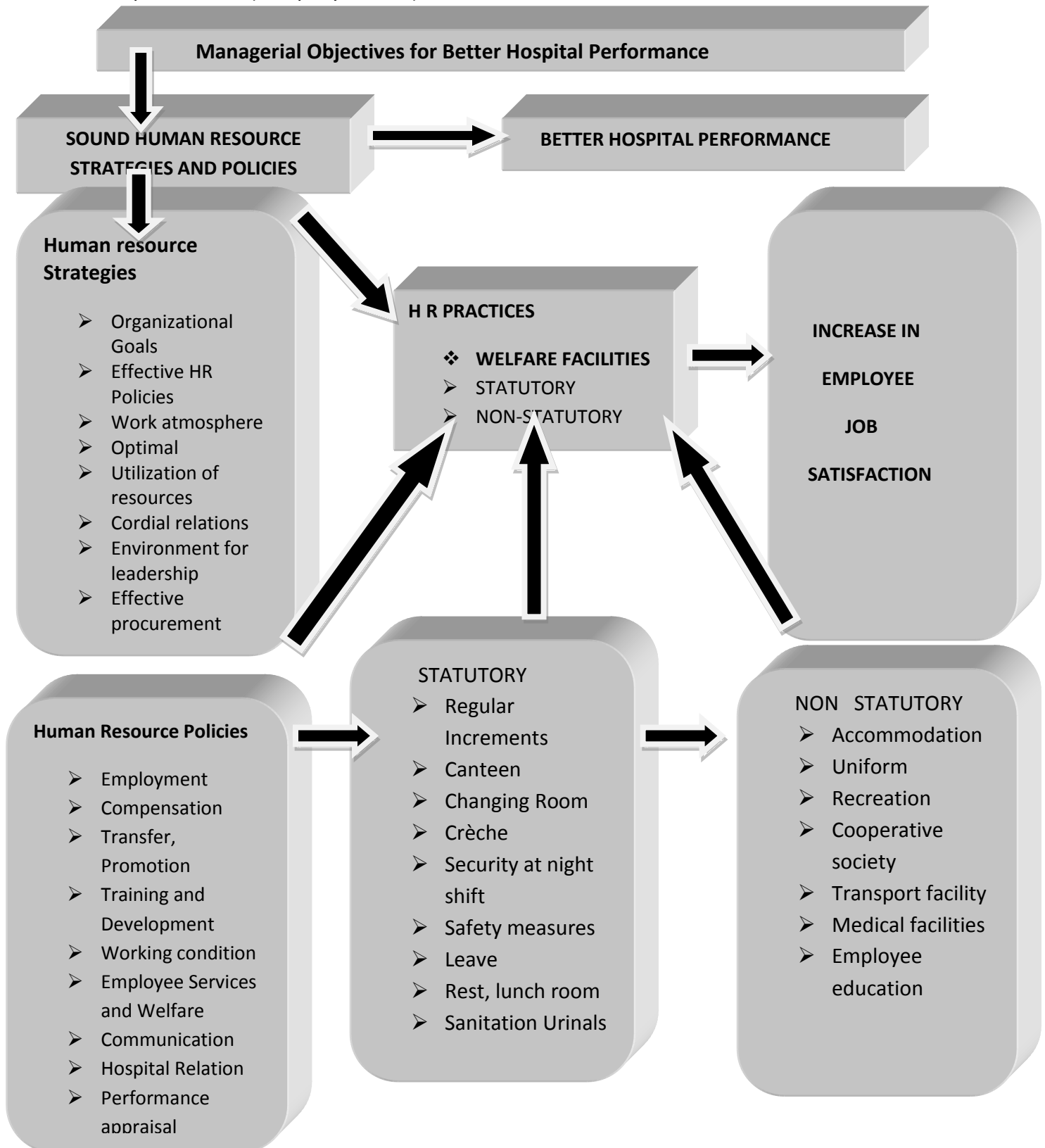
Labour welfare is also understood to mean “such services, facilities and amenities, which may be established in, or in the vicinity of, undertakings to enable persons employed therein to perform their work in healthy and congenial surroundings and to provide them with amenities conducive to good health and good morals.

**SIGNIFICANCE OF LABOUR WELFARE**

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration.

The welfare measures need not be in monetary terms only but in any kind/forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families. Labor welfare entails all those activities of employer which are directed towards providing the employees with certain facilities and services in addition to wages or salaries.

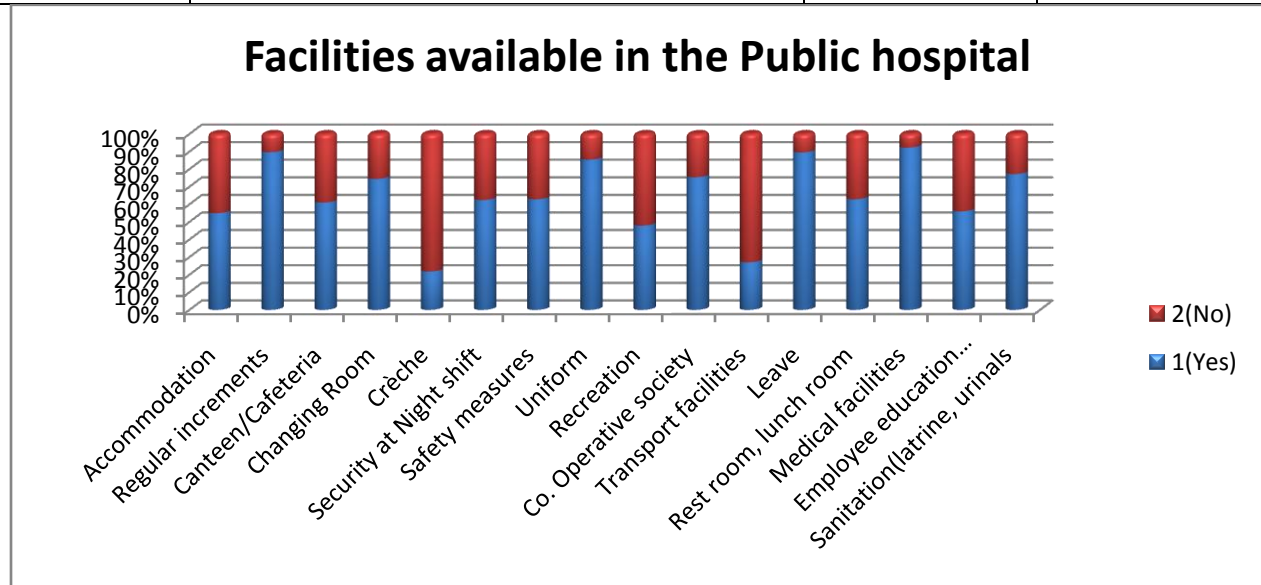
Conceptual Framework (developed by Researcher)



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**DATA ANALYSIS**

Frequency Table		Public Hospital	
Sr. No.	Particulars	Yes	No
1	Accommodation	522	427
2	Regular increments	851	98
3	Canteen/Cafeteria	579	370
4	Changing Room	707	242
5	Crèche	207	742
6	Security at Night shift	593	356
7	Safety measures	597	352
8	Uniform	811	138
9	Recreation	455	494
10	Co. Operative society	716	233
11	Transport facilities	257	692
12	Leave	850	99
13	Rest room, lunch room	597	352
14	Medical facilities	876	73
15	Employee education scheme	532	417
16	Sanitation(latrine, urinals	733	216

**Interpretation****For Public**

**From the Descriptive statistics table we conclude that**

Most of the facilities available from hospitals for staff are regular increments , Canteen/Cafeteria, Changing room, Uniform, Security at Night shift, Safety measures, co-operative society, leave, rest room, medical facilities and Sanitation.

Less available facilities from hospitals for staff are accommodation, creche, recreation, transport facilities, employee education scheme.

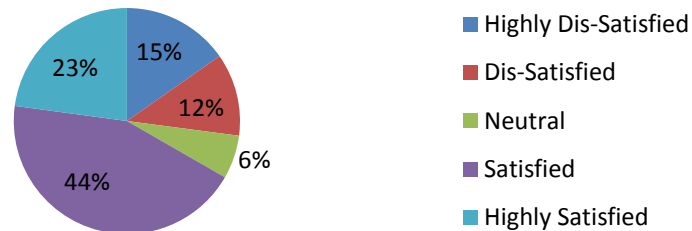
Sr. No.	Descriptive Statistics Particulars	Public Hospital				
		Low	Neutral	High	Mean	SD
1	Rate the overall satisfaction related welfare facilities of the hospital	27.08	6.22	66.70	3.472	1.364
2	Working environment of the hospital	21.18	11.38	67.44	3.573	1.267
3	Medical benefits provided by the hospital	19.60	2.95	77.45	3.750	1.297
4	Maternity leave	15.07	6.32	78.61	3.832	1.240
5	Working hours of the hospital	22.44	3.58	73.97	3.622	1.217
6	Canteen/cafeteria facilities	45.52	3.90	50.58	3.028	1.556
7	Number of Latrines/ Urinals in premises	22.97	8.85	68.18	3.614	1.281
8	Overall working conditions	22.02	11.59	66.39	3.600	1.217
9	Feeling of job security	33.51	12.43	54.06	3.634	1.344
10	Care of employees working at night shift	27.29	11.91	60.80	3.374	1.292
11	Provision of safety measures while working at highly infected area	31.40	12.01	56.59	3.279	1.371
12	Provisions / arrangement of counseling centre on various matters	32.14	10.64	57.22	3.327	1.320
13	Satisfaction related to Maternity/Adoption leave	20.34	9.38	70.28	3.691	1.227
14	Performance appraisal is used with fairness	20.55	15.70	63.75	3.544	1.171
15	Performance from innovation is properly rewarded	34.14	12.33	53.53	3.243	1.335

**Interpretation**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Public</b>
1	<i>Rate the overall satisfaction related welfare facilities of the hospital</i>	Neutral
2	<i>Working environment of the hospital</i>	Satisfied
3	<i>Medical benefits provided by the hospital</i>	Satisfied
4	<i>Maternity leave</i>	Satisfied
5	<i>Working hours of the hospital</i>	Satisfied
6	<i>Canteen/cafeteria facilities</i>	Neutral
7	<i>Number of Latrines/ Urinals in premises</i>	Satisfied
8	<i>Overall working conditions</i>	Satisfied
9	<i>Feeling of job security</i>	Satisfied
10	<i>Care of employees working at night shift</i>	Neutral
11	<i>Provision of safety measures while working at highly infected area</i>	Neutral
12	<i>Provisions / arrangement of counseling centre on various matters</i>	Neutral
13	<i>Satisfaction related to Maternity/Adoption leave</i>	Satisfied
14	<i>Performance appraisal is used with fairness</i>	Satisfied
15	<i>Performance from innovation is properly rewarded</i>	Neutral



### overall satisfaction related welfare facilities of the hospital



According to the results, The employees of Public sector hospitals were satisfied with work environment, maternity leave, working hours, number of latrine/urinals, working conditions and job security and performance appraisal. And the Factors such as canteen, inadequate facilities, securities at night shift, provision of safety measures, counseling centre results in Neutral, It reveal that the employees didn't want to response positive or negative .satisfaction record which has to be improved. As such, Public sector hospitals are expected to pay more attention to factors that could enhance staff satisfaction related to such factors. Now a day's employee security is major problem. Doctor Assaultation demoralized if they are treated respectfully, they will work more effectively as greater satisfaction could result in better job performance. Among the benefits of greater career satisfaction could be a more encouraging career environment, in which the staff and authorities could effectively move forward to sound hospital performance.

**Hence It is proved that There is sound relationship between welfare facilities and employee job satisfaction.**

Conclusion:

The Welfare measures are more important for every employee, without welfare measures employee cannot work effectively in the organization. Majority of employees are satisfied with welfare measures. They should take necessary steps to solve problems in those measures; So that the Employee can do his job more effectively. The company can concentrate on the other Non-statutory measures to boost the Employee morale.

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