

**An Empirical Study On Labor Welfare Measures In KSRTC And Its
Impact On Job Satisfaction With Reference To The Kolar District**

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Abstract: *Managing the workforce in the organization is one of the essential goals of the organization, which helps to improve productivity. To do so, organizations should implement various labor welfare measures. The present study deals with identifying the multiple determinants of labor welfare facilities and their impact on job satisfaction. The success of an organization depends on the job satisfaction of the workforce. In the present study, the parameters of job satisfaction are identified by an extensive literature survey. The present study identifies that labor welfare facilities and job satisfaction of employees will affect the quality of work life. In this context, the study addresses the labor welfare schemes, job satisfaction level, and its impact on Quality of Worklife, Job Satisfaction in KSRTC Kolar District. Data is collected through primary sources with an interview schedule with a Likert five-point scale with a sample size of 150.*

Keywords: *Job satisfaction, Labour Welfare, Quality of Worklife, Job Satisfaction*

1.INTRODUCTION

Labour Welfare refers to measures taken by employers to provide better conditions of work to the employees and to enhance their wellbeing. The main aim of labor welfare is to improve the quality of life of the employees, which will have a positive impact on their working life, family life, and overall well-being. Labour welfare includes housing, medical facilities, educational benefits, maternity benefits, ample canteen facilities, recreational facilities, medical and social insurance, and transportation facilities. These welfare measures provided by the employer boost the morale and efficiency of employees, which in turn increases their productivity. One of the reasons for the provisions of welfare activities in some companies is to build an atmosphere of friendliness between the employer and employees and win over the employee's trust. The welfare measures make the worker feel responsible for his duties and his organization, and as a result, it reduces the employee's recklessness, lack of interest, and involvement in his work, which leads to greater efficiency.

Job Satisfaction is a measure of an employee's contentment towards his job. It is one of the crucial goals of human resource personnel. Job satisfaction is a part of life fulfillment. In fields such as industrial psychology and interpersonal communication, it involves a significant spot. There, numerous approaches to look for achievement in a job; nevertheless, it is perplexing to measure precisely the degree of job satisfaction as perceived by employees. Happy and satisfied employees are progressively devoted to the company and make an extra effort to accomplish their goals and invest wholeheartedly in their job. In developing countries like India, the presence of higher job satisfaction implies to a workforce that is empowered and dedicated to high-quality performance, and an inspired work power is a significant advantage to the management. The study of job satisfaction is ancient and as deep-rooted as the discipline of industrial psychology. Happiness in a job is assumed to be a good indicator of employee conduct at work. Employees who have a significant level of satisfaction, by and large, are committed to their job. They sense equality in an atmosphere they work in, and they believe that their job gives them a challenge, excellent pay, and security. If one's working conditions are amiable to the tasks one seeks to achieve, the job will be appealing to them. Right working conditions include adequate lighting, space available for work, temperature, excellent sanitary facilities, ventilation, health care and safety, travel or commuting facilities, canteen facilities, protection against hazardous working conditions, and protection against accidents.

Quality of work-life refers to how much the employee is satisfied and contented with his work. The quality of work-life has obtained increasing significance and interest worldwide. It is essential concerning the dedication, motivation and job performance of the employees. It is apparent from history that work has taken a significant spot in the life of people. How individuals have considered the working experience have additionally been a deep-rooted worry for both worker and supervisors. The quality of work incorporates factors such as pay, wellbeing, social circle and other factors such as contentment and joy. Quality of life is the life of an individual. This includes the sentiment of an individual about every aspect of his work including monetary rewards and benefits, working conditions, security, and interpersonal relations. Hence we can necessarily say Quality of Work Life is not only concerned with improving work life but also life outside work.

2. Review of Literature

Viswanadh (2008), from his research work on "A Study on Welfare Facilities and its Impact on the efficiency of employees in APSRTC," found that work productivity depends on welfare facilities provided to the employees.

Joseph, Injodey, and Varghese [2009] in their article on "Labour Welfare In India" mentioned that labor welfare activities in India originated in 1837 and underwent a lot of changes. The paper concentrated on details of changes and addition to labor measures over a while.

Khan [2010] researched the “Welfare facilities provided concerning job satisfaction in Apollo Tyres Ltd.” Perambra, Chalakudy (Kochi), Kerala observed that job satisfaction is the positive orientation of an individual towards all aspects of the work situation.

Moulvi [2003] researched the “Impact of Social Security-cum Employee Welfare Measures on Production, Absenteeism, and Attitudes of Industrial Worker- A comparative study of KSRTC Regional workshop of Hubli and Bangalore. He found that the productivity of the workers has increased with the provision of welfare facilities. Further, employees have formed positive attitudes. However, the provision of social security and welfare measures has not helped in the reduction of absenteeism

Rajkumar, B. (2014), tried to identify the problems prevailing in IT industries in Chennai concerning the labor welfare and social security measures. He found that proper labor measures motivated employee motivation, which resulted in work productivity.

Manzini and Gwandure (2011) researched how employee welfare is used as a strategy to improve the productivity of employees in mobile industry. According to the study the inadequate welfare facilities will have an impending effect on performance in work which will reduce the work productivity and also a negative impact on the life of workers and families.

3. Need for the study

Employees face a lot of problems due to poor working conditions, pressure, and work culture of the organization, which will affect job satisfaction. Therefore the organization should focus on the job satisfaction of the employees which is possible only when efficiency and effectiveness of organization concerning working conditions and labor welfare schemes are improved.

3.1 Scope and limitations of the study

This study is restricted to the KSRTC Kolar district. There is a time limitation for the study

4. Objectives of the Study

The present study aims to analyze labor welfare facilities and their impact on job satisfaction.

1. To know the determinants of labor welfare in KSRTC.
2. To analyze job satisfaction levels in KSRTC.
3. To measure the relationship between Personal characteristics of employees on Job Satisfaction.
4. To measure the impact of Labor welfare and Job satisfaction on Quality of Work Life.

4.1 Hypothesis

The following Alternative hypothesis is constructed on demographic variables, Labor welfare, Job Satisfaction, and Quality of work-life

Hypothesis 1: There is a significant difference in the opinion of respondents on Labor welfare and Job Satisfaction concerning demographic variables

Hypothesis 2: There is a linear relationship between Job satisfaction of employees and Labor Welfare Facilities

Hypothesis 3: The Quality of work life is dependent on labor welfare facilities and Job Satisfaction of employees.

5. METHODOLOGY

The present study is based on primary data. The primary data is collected from the employees of KSRTC from Kolar district with the help of a questionnaire. The questionnaire is constructed by using an extensive literature review. The primary data is collected from the respondents by the personal interview method. The sample size is an essential feature of an empirical study in which the goal is to make inferences about a population from a sample. A total of 150 sample units were selected, and the responses were collected by the interview method. All the questions were close-ended. The collected data were analyzed using descriptive statistics, t' test, Analysis of Variance (ANOVA), and Regression.

5.1 Sampling Procedure

The personal Judgmental sampling was employed for the selection of Depot in Kolar District. Further simple random sampling was used to select 150 respondents.

5.2 Statistical tools used

To analyze the opinion of employees on labor welfare facilities, level of satisfaction, and QWL descriptive statistics such as mean, standard deviation, and inferential statistics such as t-test, ANOVA and Regression analysis are employed.

6. Methods and Findings

6.1 Method

Respondents who are employees of KSRTC were asked about the various facilities related to safety, working environment, and labor welfare schemes. The demographic information of

employees was also collected. Further, the respondents were asked about the level of satisfaction about various determinants of working environments, safety measures, and labor welfare schemes. The Quality of work-life was measured concerning Labor welfare facilities and Level of satisfaction. The personal details of the respondents are depicted in table 1. According to the demographic information, most of the respondents are male, which is 81.3 %, whereas female respondents form 18.7% of the total respondents. Most of the respondents are aged between 41-50 years with an experience of 30 and above and income between twenty thousand to thirty thousand.

Table 1: Demographic variables of respondents

Demographic variables		Frequency	Percentage
Gender	Male	122	81.3
	Female	28	18.7
Age	BELOW 30	15	10
	31 TO 40	36	24
	41 TO 50	59	39.3
	50 AND ABOVE	40	26.7
Experience	LESS THAN 10 YEARS	36	24
	11 TO 20 YEARS	35	23.3
	21 TO 30 YEARS	38	25.3
	30 AND ABOVE	41	27.3
Income	LESS THAN 10000	14	9.3

	10000 TO 20000	56	37.3
	20000 TO 30000	65	43.3
	ABOVE 40000	15	10

The determinants of Labor welfare, job satisfaction, and QWL and their descriptive statistics are depicted in tables 2, 3, and 4, respectively.

Table 2: Determinants of Labor Welfare

Determinants of Labor Welfare	N	Mean	Std. Deviation
Sufficient toilets, washrooms, Drinking water Facilities	150	2.6733	1.31841
The workplace is clean and neat	150	2.5800	1.40120
There is on job security in your Organization	150	2.4067	1.34662
Facilities for Canteen	150	2.5000	1.43190
Facilities for Loan and Advances	150	2.5067	1.33485
House rent allowance	150	2.8933	1.42907
Leave encashment	150	2.2467	1.36070

Table 3: Determinants of Job Satisfaction

Determinants of Job Satisfaction	N	Mean	Std. Deviation
Incentive and other Benefit	150	3.1267	1.39653
Work Culture	150	3.0467	1.36267
Job Design	150	2.9467	1.43207
Employee Discipline:	150	3.1200	1.37533
Employee Empowerment:	150	2.9933	1.52164
Job Evaluation	150	2.9867	1.40463

Table 4: Determinants of Quality of work-life

Determinants of quality of work-life	N	Mean	Std. Deviation
Opinion on welfare measures	150	2.7467	1.44327
Opinion on recruitment and selection	150	3.1133	1.41201
Opinion on Training and Development	150	2.6267	1.49517
Opinion on Working Conditions	150	3.0200	1.41170
Opinion on Wages And Salary Structure	150	2.9467	1.35501
Opinion on Employee Motivation	150	2.9133	1.41391
Opinion on Promotion and Transfer	150	3.1000	1.45975
Opinion on Safety Measures	150	2.6867	1.42432
Opinion on Labor Welfare Measures	150	2.9600	1.39933
Opinion on Job Satisfaction	150	2.9733	1.40921
Trade Union and Relation Industrial Relations	150	2.9467	1.43207

The significance of opinion on labor welfare and job satisfaction concerning demographic variables are mentioned in table 5.

Table 5: Significance of opinion on labor welfare and job satisfaction concerning Demographic variable

Demographic variable	Labor welfare		Job satisfaction	
	P Value	Significance	P Value	Significance
Gender	.419	Not significant	.06	Not significant
Age	.353	Not significant	.118	Not significant
Experience	.986	Not significant	.308	Not significant
Income level	.559	Not significant	.589	Not significant

From the table it is evident from independent sample t-test that the opinion on labor welfare facilities and level of Job satisfaction with regard to gender is not significant as P-value is higher than 0.05 and the hypothesis that there is significant difference in the opinion of respondents on Labor welfare and Job Satisfaction with regard to gender is rejected. From one way ANOVA test the opinion on labor welfare facilities and level of Job satisfaction in relation to Age, Experience and Income level is not significant as P-value is higher than 0.05 and the hypothesis that there is significant difference in the opinion of respondents on Labor welfare and Job Satisfaction with regard to age, experience, and income level is rejected

The level of satisfaction and labor welfare facilities are positively correlated which is depicted in table 6

Table 6: Correlation between Job Satisfaction and Labor welfare

		Job Satisfaction	Labor welfare
Pearson Correlation	Job Satisfaction	1.000	.332
	Labor welfare	.332	1.000
Sig. (1-tailed)	Job Satisfaction		.000
	Labor welfare	.000	
N	Job Satisfaction	150	150
	Labor welfare	150	150

The hypothesis that there is a linear relationship between the level of satisfaction of employees and labor welfare is statistically significant as $P < 0.05$

Table 7: Model fit table of labor welfare and Job Satisfaction

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
	(Constant)	1.035	.179		5.780	.000
	Labor welfare	.390	.091	.332	4.286	.000

The hypothesis that there is a linear relationship between the level of satisfaction of employees and labor welfare is statistically significant as $P < 0.05$, as shown in table 7.

Table 7: Model fit table of labor welfare and Job Satisfaction

From table 8, it is evident that there is a positive correlation between QWL, Labor welfare, and Job Satisfaction and also significant.

Table 8: Correlation table between QWL, Labor welfare, and Job Satisfaction

		QWL	Labor welfare	Job Satisfaction
Pearson Correlation	QWL	1.000	.249	.212
	Labor welfare	.249	1.000	.474
	Job Satisfaction	.212	.474	1.000
Sig. (1-tailed)	QWL		.001	.005
	Labor welfare	.001		.000
	Job Satisfaction	.005	.000	

The next table shows the multiple linear regression model summary and overall fit statistics. We find that the adjusted R^2 of our model is .297 with the $R^2 = .808$. That means that the linear regression explains 8.8% of the variance in the data.

Table 9: Multiple linear regression model summary

Model	R	R Square	Adjusted R Square	Std. error of the Estimate
1	.297 ^a	.088	.076	.243

The next output table is the F-test. The linear regression's F-test has the null hypothesis that the model explains zero variance in the dependent variable (in other words, $R^2 = 0$). The F-test is highly significant; thus, we can assume that the model explains a significant amount of the variance in QWL.

Table 10: F test table

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	.844	2	.422	7.131	.001
	Residual	8.694	147	.059		
	Total	9.537	149			

Table 12 explains multiple regression estimates, including the intercepts and the forecast. It is found that the intercept and the coefficients of labor welfare and job satisfaction are significant.

Table 11: Intercept and coefficient

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.429	.157		9.079	.000
	Labor welfare	.129	.053	.201	2.423	.017
	Job satisfaction	.160	.080	.165	1.996	.038

If we consider all variables into the multiple linear regression, we find that both Labor welfare facilities and Job satisfaction are significant. We can conclude the labor welfare facilities has a higher impact than Job Satisfaction by comparing the beta value.

Conclusion

The study is not confined to only labor welfare facilities and job satisfaction towards KSRTC employees but also its impact on QWL. The dependent variable QWL is dependent on the welfare measures implemented and even the job satisfaction of the employees. The productivity of employees is not only dependent on the monetary benefits but also influenced by psychological and social dynamics. By the analysis made on the opinion on the satisfaction level of labor welfare facilities and job satisfaction levels, it is clear that there is a need to improve the welfare facilities to motivate the employees, which will have an impact on QWL. In the present context, employees are assets to the organization; therefore, the government should intervene and consider the opinion of employees as well as an organization for the general public.

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