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Impact of welfare measures on the quality of worklife of information technology employees with special reference to Chennai City

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Abstract---In today's competitive market, a corporate organization must focus clearly on providing welfare facilities to workers, since this result in their happiness with the company, which leads to an improved quality of work life. Human resource management plays a critical part in optimizing a member of staff's output and making the most of the company's valuable assets. This goal will help to boost staff performance and passion to reach the tactical business goal. To improve a member of staff's efficiency and motivation by providing better performance management programs, rewards and recognition initiatives, stress management programs, work-life balance programs and excellent quality stability between work and personal life. The primary goal of employee welfare is to improve employees' lives and keep them happy while they work. Job happiness, productivity, job participation, and job enrichment are all factors that go into determining the quality of work life for people and businesses. In Chennai, a research was conducted to determine the many employee welfare activities skillfully performed by various IT sector activities, as well as their influence on the employees' quality of work life.

Keywords---welfare measures, quality work-life, employee welfare, employees, job satisfaction, performance.

Introduction

The concept of welfare connotes a state of well-being, as well as the individual living being's integrity. Welfare amenities enable individuals to live a more

prosperous and secure existence. The welfare measures do not need financial circumstances to be simply excluded in some way. A Wide Range of Forms of Loans, free medical services, leave compensation, education benefits for employees and their families, and accommodation settlement are examples of welfare activities that may be provided to employees. The goal is to improve workers' living standards and, as a result, the quality of their work lives. Proper working environment, competitive compensation, amenities, great management, and fascinating, demanding employment are all part of QWL. Several companies provide these welfare activities to their employees to keep their morale up. It is an appealing condition of sustenance that connects an individual's psychological, physiological, ethical, and touching factors. The key quantitative dimensions of employment that enhance employees' quality of life and effectiveness include a sufficient level of income, safe and pleasant working conditions, and access to a few minimal social security benefits. Employee well-being is a factor in flat employee-manager relationships. Intramural and extramural services can be used to describe welfare activities. By incorporating these welfare activities into the workplace, the company's quality of life may be improved while also increasing their level of satisfaction with management. It entails striking a balance between a professional member's job life and his or her relationships with the community or social life.

India's fastest-growing sectors include software and information technology. Attrition is one of the primary issues facing HR managers in the IT sector across the world today, and the impact of attrition has gotten a lot of attention from management and HR experts. In FY12, the IT industry had an average attrition rate of 17-25 percent, whereas the average attrition rate across all sectors—manufacturing, banking, and others—was about 8%. In FY11, the software sector saw one of its highest attrition rates. (Rajesh Kurup, 2012). Employee surveys are conducted from time to time to determine what makes workers like or dislike their boss. Based on the results of these studies, IT organizations that wish to keep their female staff take the necessary efforts to reduce attrition. In addition to remuneration, 'culture' is a crucial retention motivator. (Rajeswari Sharma, 2012).

Review of Literature

(Rao, 2019) explain that a welfare measure is a process of recognizing the worker's unique role in society and doing good for them, as well as keeping and inspiring employees and improving the company's local reputation. Anju (2016) within the study recognized to the charge of absence have be abridged to a huge level by knowing that home, physical condition and relatives care, cafeteria, enlightening and guidance capability, and stipulation of benefit activity. He too affirmed to this opinion intended for winning implementation of employee benefits activities is not anything other than an addition of self-governing standards in a manufacturing civilization.

S.ShwetaPandey & M. S Khan in their study (2016) Organizations with a superior overall employee experience are more likely to recruit and retain employees, according to the findings. The research supports the link between QWL, employee performance, and career advancement chances. V. Sumathi & Dr.K.Gunadundari,

(2016) In their study, "Work-Life Balance of Women Employees in Selective Service Sector concerning Coimbatore District," discovered the current predicament of a big number of well-qualified women who have been laid off owing to different situations must be addressed. The issues they encounter are numerous, but still, the "pause in their professions" is frequently caused by motherhood and home obligations." Work-life policies are most successfully maintained in the organizations which have a clear understanding of their business rationale and that respect the Importance of work life balance for all the employees.

Prem Singh Khetavath (2015) performed research on the factors that influence employees in the Indian private sector's work-life balance. Employee engagement and loyalty, growth feelings, job state and complex, prospective, organizational and interpersonal associations, and prospects all have a substantial impact on employees' Work life balance, according to the findings. Mr. Ramana T.Ventata (2015) found to welfare services are provided to the workers to stay the inspiration level high. He states to the internal and external welfare measures existing for the workers include enhancing their rate of satisfaction with the job. VikramandSayeeduzzafar (2014) it examines the rule of job satisfaction on employee performance and establishes an important impact on satisfaction levels. They explain performance appraisal plays a very important role in which motivated employees come with amplified satisfaction levels.

K.Lalitha & T.Priyanka (2014) conduct a study on employee welfare measures concerning the IT industry. They concluded that human resource plays an important role in any organization. Employee welfare facilities are a concern to this department, if the employees are happy with welfare facilities then only the productivity of that organization can be increased. Based on the study of employee welfare facilities in the IT industry it is clear that the companies are very keen on promoting all the welfare facilities provided by the IT industry.

H. Mohammadia& M. A. Shahrabib (2013) is an empirical study that looked at the link between work quality and job satisfaction. A t-test was employed to evaluate the hypothesis, which was based on a questionnaire with Likert scale questions that were issued to 86 full-time workers of two Iranian government institutions, the Supreme Audit Court and the Ministry Of interior. Various facets of employment have a major impact on job satisfaction, according to the findings.

NoushinKamaliSajjadet al (2013) because the researcher intended to recognize the association between quality of work life and OC and its elements, he researched the relationship between Quality of work life and Work Engagement. During data collection, random stratified sampling was used. Pearson correlation coefficient has been used to quantify the frequency of significant association among elements, and the Kolmogorov-Smirnov test was performed to determine statistical population normalcy. The Variable that was utilized The results reveal a direct and significant link between fair and sufficient compensation (salary and allowances) and commitment, as well as a link between health security and working conditions and organizational commitment, and a link between work-life balance and organizational commitment. The dependent and independent variables were ranked, and social integration, cohesiveness, and overall space of

life were shown to be the most connected to work success. Fair and adequate compensation, as well as opportunities for advancement and long-term security, were the factors that had the least impact on work performance. At the very least, salary and allowance have an impact on organizational commitment. The most essential factors determining OC are health and security, as well as employment conditions. Last but not least, development is a significant component influencing OC.

Prethi Vijaimadhavan and Venkataraman Raju (2013) examines an empirical study on the quality of work life of IT professionals and the relation between quality of work life and its factors. The dimensions used to measure QWL in this study are job and career satisfaction, working conditions, general well-being work life balance, career prospects, and compensation and training and development. The results show that employee relationship is positively correlated to all the factors of quality of work life. Thus the relationship between management, employee and peer does have a great impact on the work life of an individual.

Seyed Mehdi Hosseini (2010) contends that job satisfaction, fulfillment, and consistency aren't just important factors in obtaining a good quality work, but the quality of work-life (QWL) or quality-of-work system is one of the most findings that will benefit motivating employees and is a key way to have a career advancement that has its origins in employees' and managerial' behaviors toward encouragement, that is more concerned with fair pay.

Objectives of Study

- To measure the QWL among the Information Technology employees.
- To identify the level of quality of work life among IT employees.
- To suggest suitable measures to improve the quality of work life among IT employees.
- To find out the relationship between the level of job satisfaction and job performance attributions.
- To explore the impact of employee welfare measures on the quality of work life of IT employees.

Research Methodology

This research deals with the survey research method. This research is inclusive of both descriptive and diagnostic designs. In this study used for snowball sampling is used to collect the primary data by using a questionnaire. The total sample size taken for the study is 72 and the statistical tools used Descriptive statistics, weighted average, chi-square test, and Kruskal-Wallis test.

Data Analysis and Interpretation

Table: 1 Shows The Descriptive Statistics Of Respondents

Demographic variables	Category	Number of respondents	percentages
Gender	Male	48	66.7

Age	Female	24	33.3
	Total	72	100
	18-30 years	27	37.5
	31-40 years	21	29.2
	Above 41 years	24	33.3
Marital status	Total	72	100
	Unmarried	30	41.7
	Married	19	26.4
	Widow	12	16.7
	Widower	11	15.3
Monthly income	Total	72	100
	Up to- Rs 20000	15	20.8
	Rs 21000-Rs 40000	45	62.8
	Above Rs 41000	12	16.7
	Total	72	100

Table: 2 Weighted average of Satisfaction level on welfare measures and Quality of work life of IT employee

Satisfaction level on welfare measures and Quality of work life of IT employee	Weighted average	Rank
IT Employee satisfaction level on welfare measures	3.57	3
Employee level of quality of work life	3.58	2
Employee satisfaction on welfare measures and safety measures in IT employee	3.68	1
Satisfied with flexibility towards the working hours	3.29	4
Appreciation for your contributions to the job	3.14	5

Interpretation: From the above table it is denoted that majority of the employees are satisfied with the Employee satisfaction on welfare measures and safety measures in IT employee and less than satisfaction is Appreciation for your contributions towards the job.

H0 There is no association between gender and overall employee satisfaction level on welfare measures

Table: 3 chi-square tests for gender and Internal quality work life of IT Employee, perks benefits offered by the company, factors attribution of company

Gender of respondents * Overall satisfaction					CHI-SQUARE	P VALUE
GENDER	Overall satisfaction level			Total		
	Low Level	Moderate	High level			
Male	18	30	0	48		
	(37.5%)	(62.5%)	(0.0%)	(100.0%)		
	[100.0%]	[83.3%]	[0.0%]	[66.7%]		

.000**

Female	0	6	18	24	49.500	
	(0.0%)	(25.0%)	(75.0%)	(100.0%)		
	[0.0%]	[16.7%]	[100.0%]	[33.3%]		
TOTAL	18	36	18	72		
	(25.0%)	(50.0%)	(25.0%)	(100.0%)		
	[100.0%]	[100.0%]	[100.0%]	[100.0%]		

Note

1. The value within () refers to the Row percentage
2. The value within [] refers to the column percentage
3. ** denotes significant at the 1% level

Interpretation

Since the p-value is less than .000, the null hypothesis is rejected at the level of significance level on gender and Internal quality work life of IT Employees, perks and benefits offered by the company, and factors attribution of the company. Hence on row percentage female employees are highly satisfied in the IT Company and the male employees are low-level satisfaction in the welfare facilities of IT companies.

H0 There is no significant difference between the mean Ranks of the monthly income of respondents concerning Welfare measures on quality of work life

Table:4 Kruskal-Wallis Test for significant difference among the mean rank of the monthly income of respondents concerning Welfare measures on quality of work life

Welfare measures on quality of work life	Monthly income of respondents			Chi-square value	P-value
	Up to Rs20000	Rs20001 to Rs 40000	Above Rs 40001		
Internal quality of IT employees	8.00	38.00	66.50	53.543	.000**
Perks benefits offered by company	8.27	38.31	65.00	50.538	.000**
Factors that determine the attribution level of the company	8.07	38.31	66.25	52.543	.000**
Overall satisfaction level	8.00	38.00	66.50	52.788	.000**

Note: 1. ** denotes significance at a 1% level

Interpretation

Since p-value is then 0.01, the null hypothesis is rejected at a 2% level of significance. Hence concluded that there is a significant difference between the mean Ranks of the monthly income of respondents with respect to Welfare measures on quality of work life. Employees who earn above Rs 40001 are highly satisfied with the perks and benefits of given provided by the company, person

who earns above 40001 are highly satisfied with the internal quality of the IT Company.

Finding

- In this study, most of the employees are male gender
- Most the female are satisfied with their welfare facilities
- In the income up to 20000 earning employees are not satisfied with their Internal quality of the organization
- In these perks benefits offered by our company, the income category of respondents of above 60000 is satisfied with their welfare measures on quality of work life.
- Most IT companies are unmarried employees.
- The satisfaction level on Quality of work life 14% of employee is dissatisfied with their flexibility towards the working hours.

Conclusion

But companies, on the other hand, give additional welfare benefits to employees to retain people by improving their quality of life at work. Employees' participation in their jobs increases as a result of enhanced work life quality, resulting in higher organizational productivity. As a result, the organizations maintain a seamless interaction between employees and management, resulting in improved industrial relations and the achievement of the organization objectives. The respondents of women employees, in particular, are happy with the welfare measures since their income is secondary income, according to the findings of this study. As a result, they do not anticipate the company to pay them more money. On the other hand, because male employees are the breadwinners of the family, they demand more of the employer. As a result, employees are dissatisfied with the welfare initiatives aimed at improving employee quality of life at work. Employees of the IT organization are generally happy with the steps taken by their employer. The study solely looks at IT workers in Chennai.

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