

Analyses Of Employees' Perception Towards Welfare Measures (A Study With Reference To Tamil Nadu State Transport Corporation Ltd., Villupuram)

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Abstract:

The present research study was conducted to explore the employees' perception towards welfare measures provided by Tamilnadu State Transport Corporation (TNSSTC) Ltd., Villupuram. Exploratory and descriptive research design was adopted to collect employee's perception through a structured questionnaire with two sections by adopting non-random convenient sampling technique. The collected data were subjected to analysis using some statistical tools such as, percentage analysis; weighted average mean score and Karl Pearson correlation were used in this study to find out meaningful solution to the research problems of the study. The result indicates that, Employee Satisfaction of Welfare Measures variables have been reduced to six independent factors. The employees have moderately satisfied with welfare facilities such as workplace related, Daily needs, and medical facilities. On the other hand financial supports, employee benefits indicating good level of satisfaction and family benefits reflect generally positive perception.

Key words: Welfare Measures, TNSSTC, perception, workplace facilities, financial supports and Monetary Satisfaction.

1. INTRODUCTION

In recent years, employee welfare measures and their satisfaction have emerged as important factor to determine the social rights of the employees. Employee welfare measures are very essential component to maintain the cordial and healthy relationship between the employer and employees, in addition it also to increase the standard of living of the employees as well as people. Employee welfare measures are commonly classified into statutory and non-statutory in nature and it contrast based on the industry or sector for the better maintenance of employee job satisfaction.

2. REVIEW OF LITERATURE

The Government plays a pivotal role to determine the satisfaction level on the employee welfare measures for their socio-economic enhancement (Salamon, 1987 & Tirole, 1994). However, these welfare measures are only to widen the area of its applicability (Briggs, 1961 & Rhodes, 1998). Labour welfare is a concept of flexibility and changeability due to the nature of industry and its structure (Mishra & Manju, 2007). Sunder.K (2009) made an attempt to study, "Job Satisfaction of Drivers and Conductors in Tamil Nadu State Transport Corporation – A research Study." A study of job satisfaction of drivers and conductors attached

to Villupuram Region in Tamil Nadu. India brought to light both positive aspects and dark spots. While there is high level of satisfaction on certain determinants of job satisfaction such as job commitment; security of job etc, there is negative response on some other factors connected with satisfaction determinants.

Sabarirajan, Meharajan, Arun (2010) the present paper investigation issues of "A study on the various welfare measures and their impact on QWL provided by the Textile Mills with reference to Salem District, Tamil Nadu, India" welfare measures are recreational, medical, educational, housing, sanitation and so on. Every organization provides the statutory welfare measures but some organization provides some more welfare facilities to the employees so that they may retain the employees and their quality of work life. Asiya Chaudhay, Roohi Iqbal (2011) has made, "an empirical study on effect of welfare measures on employees' satisfaction in Indian Railways" Indian Railways are one of the biggest public sectors in the country and its employee's more than 13 laks of people under different categories. It has separate department to deal with the employees' problems and tries to manage them effectively. From the very beginning of the industrial venture Employees has been an important factor of production. This paper

is devoted to study on effect of welfare measures on employee's satisfaction in Indian Railways. Employees' welfare has acquired an important place in the modern commercial world. Even today no technical development has been able to undermine the place of labour in the industrial field. Application of these labour welfare measures are primarily depends on the nature of industry, geographical location, living standards and economic condition of peoples hailing from same ideologies (Inglehart, 2018; Gourevitch, 1986 & Boserup, Tan, & Toulmin, 2013). Labour welfare measures in the form of amenities, environment and other benefits are very important to enhance the standard of living of the employees (Patro, 2017; Venugopal, & et. al., 2011 & Bagul, 2014). Fulfillment in the various basic and required amenities helps to employees to attain their satisfaction in both personal and social life (Abramovitz, 2017). Government is establishing the certain statutory guidelines and procedures to the different type of employees based on their nature and level of employment (Harilal, & et. al., 2006). In general, labour welfare is known as voluntary efforts and benefits given by employer to their employees for the betterment of working conditions (Pigou, 2017 and Jones, 1983).

3. RESEARCH GAP

There is a noticeable disparity and lacunas in the perception of employee welfare facilities provided by transport sectors and their outcomes across different demographic groups within the Transport sector to satisfy the employees in the working conditions for developing a more equitable and effective achievement of organizational goals.

4. STATEMENT OF PROBLEM

The success of a country is depends on its economic development, in such a way that the transport industry plays a pivotal role in determining the boom economic condition of a nation. Transportation is service oriented industry as it renders a multiplicity of service to the people. The efficient transport system accomplishes the social and economic needs and also plays an important role in the overall economic development of the country. The whole structure on industry and commerce respites upon the well structured foundation of transport. The success of transportation depends on their employees and their job satisfaction. It is simply an imbalance between the employees' expectation from the job and what he gets from the employer. Job satisfaction and performance are concerned with the personal as well as organizational factors such as the employee welfare facilities provided by the employer, these are

likely to influence the job satisfaction of employees. In India, especially in Tamilnadu, the public sector transport sector faced the problem of loss due to rendering transport service under social welfare motive. This has also resulted in to the reduction of employee welfare facilities. Further, the government has decided not to fill the required number of employees, with this result the burden of remaining employees has become doubled. In the midst of shortage employee welfare facilities, the existing employees got fatigued. Therefore, it is necessary to provide necessary welfare facilities to the transport employees. It is also quite complex, being influenced by many intervening variables such as rewards that an employee receives. In view of the above problems faced by both transport sector and its employees, it is highly necessary to study perception level of employees towards the welfare facilities provided by TNSSTC Ltd., Villupuram and the reasons for their satisfaction and dissatisfaction is considered by the researcher. Hence, present study has been undertaken. The researcher intends to explore the various welfare facilities provided by the TNSSTC Ltd., Villupuram.

5. RESEARCH OBJECTIVES

- To analyze the demographic profile of employees in Tamilnadu State Transport Corporation TNSSTC Ltd., Villupuram.
- To measure the employees' perception towards welfare measures provide by Tamilnadu State Transport Corporation TNSSTC Ltd., Villupuram.
- To suggest suitable measure to inculcate the performance management system among employees.

6. RESEARCH HYPOTHESES

In order to test hypothesis for the collected and analyzed data, the following hypothesis was formulated.

- **H₀:** The perception level of employees towards the various types of welfare facilities do not influenced each other.

7. SIGNIFICANCE OF STUDY

The transport industry is a service oriented sector and rendering essential services to the public. In addition to that the public sector transport corporations are providing transport service under the public welfare motives. In the state of Tamil Nadu, the public sector transport corporations are rendering uninterrupted transport facilities with affordable price. Therefore, present study is important because of it focuses to measure the level of perception level of and analyze impact of demographic and job profiles employees towards the various employee welfare facilities provide by

TNSTC Ltd., Villupuram. The study will be enlightened to the transport industry in particular Tamilnadu State Transport Corporation Ltd., Villupuram, to measure the level of perception of employees towards welfare facilities.

8. PROFILE OF TAMILNADU STATE TRANSPORT CORPORATION (TNSTC) LTD., VILLUPURAM

This Corporation was commenced during 1975 and came into existence with effect from 16.01.1975 with a fleet strength of 172 buses to provide efficient, economical well co-ordinate transport facility to the public of North Arcot, South Arcot Districts and Union Territory of Pudhucherry. This Corporation was bifurcated during 1983 to formation as M/s. Pattukottai Azhagiri Transport Corporation with its Head quarter at Vellore, and in 1992 to formulate M/s. Puratchi Thalaivar M.G.R. Transport Corporation with its Head quarter at Kancheepuram. The fleet strength of the Corporation before bifurcation of P.A.T.C was 492 and before bifurcation of P.T.M.G.R.T.C. was 1062. This Corporations which were in the name of political leaders have been renamed w.e.f. 1997 as T.N.S.T.C. (VPM DIVN-I), T.N.S.T.C.(VPM DIVN-II), and T.N.S.T.C.(VPM DIVNIII) with its headquarters at Villupuram, Vellore and Kancheepuram respectively. The above three divisions have been amalgamated as T.N.S.T.C.(VILLUPURAM) Limited, w.e.f. 30.12.2003 with its Corporate office at Villupuram and Regional offices at Villupuram, Vellore, Kancheepuram. New regions formed at Thiruvannmalai on 22/01/2007 and on 04/08/2008 at Cuddalore and Tiruvellore. The fleet strength of this corporation as on 31.03.2019 is 3437. This corporation is effectively functioning with the following branches, to serve the public at large and in and around Villupuram, Cuddalore, Vellore, Tiruvannamalai, Kancheepuram and Thiruvallur Districts and Union Territory of Puducherry.

9. RESEARCH METHODOLOGY

9.1. Research Design

The main purpose of the present study is to measure means score perception of employees towards welfare facilities provided by TNSTC, Villupuram division. In order to analyze the impact of demographic profile and Job profile of the employees, perception level of employees taken in to consideration. Thus, the descriptive research design is adopted to achieve the research objectives.

9.2. Population and Sample

The population of interest comprised all the employees of TNSTC, Villupuram division was taken as population for this study because the

Transport sector rendering services to the general public as the public services rendered by the Government of Tamilnadu. In order to collect the primary data from all the possible respondents in a population of universe, the Judgment Sampling method has been adopted. The researcher has collected the data from the sample of 185 respondents (Employees of TNSTC)

9.3. Data Collection

To conduct the present study, both primary and secondary data sources were used. The primary data were collected from the respondents (Employees of TNSTC) by using a structured interview schedule to measure means score perception towards employee welfare facilities provided by TNSTC Villupuram. Simultaneously, the secondary data were collected from published sources of books, journals magazines and previous research studies.

9.4. Tool for data Collection

The tool for primary data collection is structured interview schedule and prepared with three parts, Part one consisted of demographic profile of the employees, part two consists job profile of Employees of TNSTC and part three contains 29 statements with respect to employee welfare facilities with five point Likert's scale from 1 strongly disagree to 5 strongly agree. A total of 200 interview schedules were distributed to the employees at various level 190 were returned and only 185 were fully completed and were considered to analyze data and responses given by 185 respondents (Employees of TNSTC).

9.5. Validity and reliability

Reliability (Cronbach's Alpha value) is used to test if particular techniques would yield the same results if applied repeatedly to the same object under the same conditions (Mouton, 2002). In order to test the reliability and validity of the developed tool, Cronbach's Alpha reliability test was applied and to determine internal consistency of the tool, it gives the alpha value for all the 29 variables is (0.721 > 0.7, 15 variables) as alpha coefficient at 0.7 or more is considered acceptable and hence the data collection tool is more reliable to executed this study.

9.6. Data Analysis

The data were collected as quantitative in nature by using 5 point Likert's scale the data was ranked by ordinal scale. The data were processed and analyzed using SPSS version 20 for windows and appropriate statistical techniques like descriptive statistics, arithmetic mean used to measure level of perception towards welfare facilities have applied, Karlpeason coefficient of correlation test the impact of various

types of employee welfare facilities provided by TNSTC, Villupuram Ltd.,

10. LIMITATIONS OF THE STUDY

- The present study is confined to the TNSTC Villupuram Ltd., Division only

11. RESULT AND DISCUSSION

11.1. Demographical Profile

Table - 1

Demographic and Job Profile of the Employees (N=185)

Variable Description	N	%
1. Age of the Respondents		
20 - 30 Years	40	21.6
31 -40 Years	72	38.9
41-50 Years	45	24.3
51 -60 Years	28	15.1
Total	185	100
2. Gender of the Respondents		
Male	118	63.8
Female	67	36.2
Total	185	100
3. Marital Status		
Married	139	75.1
Unmarried	38	20.5
Destitute/widow	8	4.3
Total	185	100
4. Family Members		
1-3 Members	68	36.8
4-6 Members	113	61.1
Above 6 Members	4	2.2
Total	185	100
5. Nativity of the Respondents		
Metropolitan	46	24.9
Urban	102	55.1
Semi Urban	37	20.0
Total	185	100
6. Educational Qualification		
SSLC	10	5.4
HSC	32	17.3
ITI/Diploma Holder	35	18.9
Graduates	47	25.4
Post-Graduates	21	11.4
Professional	27	14.6
Others	13	7.0
Total	185	100

Variable Description	N	%
7. Monthly Income		
Less than Rs.25,000	25	13.5
Rs.25,001 to Rs.35,000	40	21.6
Rs.35,001 to Rs.45,000	39	21.1
Rs.45,001 to Rs.55,000	35	18.9
Rs.55,001 to Rs.65,000	20	10.8
More than Rs.65,000	26	14.1
Total	185	100
8. Department		
Technical	48	25.9
Operation	65	35.1
Human Resource	23	12.4
Stores and Spares	23	12.4
Commercial	26	14.1
Total	185	100
9. Job Status		
Managerial	24	13.0
Supervisor	17	9.2
Clerical	43	23.2
Checking officer	24	13.0
Conductor	32	17.3
Driver	35	18.9
Others	10	5.4
Total	185	100
10. Experience of Service		
Below 5 years	14	7.6
6-10 years	48	25.9
11-15 years	26	14.1
16-20 years	19	10.3
21-25 Years	44	23.8
Above 25 Years	34	18.4
Total	185	100

Majority (38.9%) of respondents are aged 31–40 years, indicating a predominantly mid-career workforce. Only 15.1% are aged above 50, suggesting a smaller senior-age group nearing retirement. The workforce is male-dominated, with 63.8% males and 36.2% females.

A large majority (75.1%) of employees are married, suggesting family responsibilities play a role in employment stability. Most employees (61.1%) belong to families with 4–6 members, pointing toward nuclear or small joint families. More than 55.1% of employees are from urban areas, while 24.9% are from metropolitan regions and 20% from semi-urban areas reflecting urban-centric employment.

Regarding educational qualification 25.4% are graduates and 18.9% are ITI/Diploma holders. Majority of respondents earns between Rs.25, 001 and Rs 45,000 and balanced income distribution, with a notable 14.1% earning above Rs.65, 000.

Operations department has the highest representation (35.1%), followed by Technical (25.9%), and Commercial (14.1%). Clerical roles dominate at 23.2%, followed by Drivers (18.9%) and Conductors (17.3%). Managerial and Checking Officers each make up 13%, while Supervisors account for 9.2%. A mix of experienced and mid-level staff 25.9% have

6–10 years of service. Only 7.6% have less than 5 years of experience, showing low new employee inflow and a stable, long-serving workforce.

11.2. Analysis of Mean score Perception of Employee welfare facilities provided by Tamil Nadu State Transport Corporation Ltd., Villupuram.

Employee welfare is a critical component in ensuring workforce satisfaction, motivation, and productivity. In the context of public sector organizations such as the Tamil Nadu State Transport Corporation Ltd., Villupuram, the provision of adequate welfare facilities is essential not only for employee well-being but also for maintaining operational efficiency and service quality. This section presents an analysis of the mean score perception of employees regarding various welfare facilities offered by the Corporation. The data collected from employees has been statistically analyzed to understand their level of satisfaction and the effectiveness of the welfare measures implemented. The insights derived from this analysis will help identify areas of strength and those requiring improvement, ultimately contributing to better human resource management within the organization.

Table - 2

Mean score Perception of Employee welfare facilities provided by Tamil Nadu State Transport Corporation Ltd., Villupuram

Descriptive Statistics		Mean	Std. Deviation	Analysis N
Factor Variable	Variables			
1	Rest Rooms	3.3027	1.62027	185
2	Sufficient toilets and wash rooms facilities	3.1676	1.16050	185
3	Drinking water	3.1676	1.18369	185
4	Drinking water	2.7027	1.32421	185
5	The workplace is clean and neat	2.5351	1.59487	185
	Workplace –Total Mean Score	14.8757	6.88354	
6	Canteen cleanliness	3.2216	1.60487	185
7	Rate of food in canteen	3.3351	1.15444	185
8	Facilities of canteen	3.3135	1.20645	185
9	Quality of food	2.7514	1.36446	185
	Daily Needs –Total Mean Score	12.6216	5.33022	
10	Medical Facilities	2.6324	1.65340	185
11	First Aid Facilities	3.3135	1.62824	185
12	Medical allowances	3.3730	1.16392	185
13	Medical check up	3.2486	1.15288	185
	Medical Facilities –Total Mean Score	12.5675	5.59844	
14	Facilities for Loan and Advances	2.7189	1.31749	185
15	House rent allowance	3.5838	1.49810	185
16	Marriage Allowances	3.4811	1.20728	185
17	Uniform allowances	3.5459	1.37101	185
18	Leave encashment	3.3297	1.42357	185

19	Working Allowances	3.2432	1.55349	185
20	Festival Allowances	3.5568	1.47746	185
	Financial Supports –Total Mean Score	23.4594	9.8484	
21	Workers Education	3.4919	1.18926	185
22	Pension Scheme	3.5297	1.37146	185
23	Death Benefit Scheme	3.2162	1.43586	185
24	Settlement: Gratuity	3.4216	1.42782	185
25	Employees' Insurance	3.2216	1.26387	185
26	Post Retirement Benefits for employees	2.7838	1.16878	185
	Employee Benefits –Total Mean Score	19.6648	7.85705	
27	Family Benefit Fund	2.5730	1.49504	185
28	Education for children	3.6432	1.64590	185
29	Free Family Bus Pass Card	3.5568	1.69663	185
	Family Benefits –Total Mean Score	9.773	4.83757	185

Source: Computed from primary data.

The table shows that the arithmetic mean score was calculated to measure the employees' perception towards the welfare facilities provided by TNSTC Ltd., Villupuram. The data collected from 185 respondents' put forward insight into employee perception across several welfare facilities such as workplace-related facilities, daily needs, medical support, financial benefits, employee related benefits, and family-related benefits.

Starting with **Workplace Facilities**, the overall mean score is 14.88, suggesting a moderate level of perception (average of 2.98 per item). Specific areas like restrooms (mean = 3.30) and toilet/washroom facilities (mean = 3.17) received relatively fair ratings, while cleanliness of the workplace scored low (mean = 2.53), indicating a notable dissatisfaction with hygiene and upkeep. Drinking water shows inconsistency with one score at 3.17 and another significantly lower at 2.70, pointing to possible issues in availability or quality across locations.

In the area of **Daily Needs**, which includes canteen services, the total mean score is 12.62 (average = 3.15 per item), reflecting moderate satisfaction. While respondents were fairly satisfied with aspects like canteen cleanliness (mean = 3.22), food pricing (mean = 3.34), and facilities (mean = 3.31), the quality of food received a lower mean score of 2.75, suggesting that improvements in food preparation or options could enhance employee satisfaction.

Regarding **Medical Facilities**, the total mean score of 12.57 (average = 3.14 per item) again points to moderate satisfaction. While medical allowances (mean = 3.37) and first aid facilities (mean = 3.31) were relatively well-received, general medical facilities had a lower rating (mean = 2.63), signaling a need for improved health infrastructure or access to healthcare on-site.

Financial Support received one of the highest total mean scores at 23.46 (average = 3.35 per item), indicating good satisfaction levels overall.

Employees were particularly pleased with benefits like house rent allowance (mean = 3.58), uniform allowances (mean = 3.55), and festival allowances (mean = 3.56). However, the loan and advances facility was rated relatively low (mean = 2.71), hinting that employees might be facing difficulties in accessing financial help when needed.

Employee Benefits also fared well, with a total mean of 19.66 (average = 3.28 per item), reflecting a generally positive outlook. Benefits such as the pension scheme (mean = 3.53), workers' education (mean = 3.49), and gratuity settlement (mean = 3.42) received good feedback. However, post-retirement benefits scored lower (mean = 2.78), showing that long-term financial security is an area that may require attention.

Lastly, in the category of **Family Benefits**, the total mean score was 9.77 (average = 3.26 per item), indicating a mixed but generally positive perception. While employees expressed high satisfaction with education for children (mean = 3.64) and free family bus pass cards (mean = 3.56), the family benefit fund scored notably lower (mean = 2.57), which may imply a lack of awareness or accessibility to this support system.

Overall, the data reveals that while employees are generally satisfied with financial benefits and some aspects of medical and daily facilities, there are notable concerns in areas such as workplace cleanliness, post-retirement planning, food quality, and direct healthcare facilities. Addressing these gaps can lead to a more positive and supportive work environment.

11.3. Analysis of correlations between the types of employee welfare facilities provided by Tamil Nadu State Transport Corporation Ltd., Villupuram.

Understanding the relationships between different types of employee welfare facilities is essential for effective resource allocation and policy development. This section explores the correlations

among various welfare measures provided by Tamil Nadu State Transport Corporation Ltd., Villupuram, to identify how these facilities are interlinked. By analyzing the statistical correlations, insights can be

gained into whether improvements in one area of welfare may influence satisfaction or effectiveness in others, thereby aiding in more strategic and integrated welfare planning.

Table - 3
Correlation among the Employee welfare facilities provided by Tamil Nadu State Transport Corporation Ltd., Villupuram

Correlations		X1	X2	X3	X4	X5	X6
Workplace Y1	Pearson Correlation	1					
	Sig. (2-tailed)						
	N	185					
Daily Needs Y2	Pearson Correlation	.919**	1				
	Sig. (2-tailed)	.000					
	N	185	185				
Medical facilities Y3	Pearson Correlation	.921**	.859**	1			
	Sig. (2-tailed)	.000	.000				
	N	185	185	185			
Financial Supports Y4	Pearson Correlation	.249**	.257**	.236**	1		
	Sig. (2-tailed)	.001	.000	.001			
	N	185	185	185	185		
Employee Benefits Y5	Pearson Correlation	.359**	.481**	.286**	.772**	1	
	Sig. (2-tailed)	.000	.000	.000	.000		
	N	185	185	185	185	185	
Family Benefits Y6	Pearson Correlation	-.090	-.113	-.094	-.019	.052	1
	Sig. (2-tailed)	.221	.125	.203	.793	.478	
	N	185	185	185	185	185	185
**. Correlation is significant at the 0.01 level (2-tailed)							

It is clear and structured interpretation of Karlpearson correlation table based on the Pearson correlation coefficients and significance levels provided.

- Variables (Y1–Y6) are aspects of employee-related benefits/services (e.g., Workplace, Daily Needs, Medical Facilities, etc).
- Correlations between these variables (X1–X6) are reported.
- Significance (Sig. 2-tailed) at the **0.01 level** is highlighted with **, indicating strong evidence of a real relationship.
- **Workplace**
- There is strong positive correlations between Daily Needs (Y2) ($r = 0.919^{**}$, $P < 0.01$) with Medical Facilities (Y3) ($r = 0.921^{**}$, $P < 0.01$) (Significant)
- Moderate positive correlations between Employee Benefits (Y5) ($r = 0.359^{**}$, $P < 0.01$) with Financial Supports (Y4) ($r = 0.249^{**}$, $P < 0.01$) (Significant)

- No significant relationship with Family Benefits (Y6) ($r = 0.090$, $P = 0.221$) (Non-Significant)
- **Inference:** Workplace-related factors are strongly linked to daily needs and medical facilities, suggesting these elements are perceived together positively by employees. Whereas, no evidence of a relationship between workplace and family benefits.

Daily Needs

- There is strong positive correlations between Medical Facilities (Y3) ($r = 0.859^{**}$, $P < 0.01$) with Employee Benefits (Y5) ($r = 0.481^{**}$, $P < 0.01$) and Moderate correlation between Financial Support (Y4) ($r = 0.257^{**}$, $P < 0.01$) (Significant)
- No significant correlation with Family Benefits (Y6) ($r = 0. - 0.113$, $P = 0.125$) (Non-Significant)

Inference: Daily needs satisfaction is associated with perceptions of better medical and employee benefits but not with family benefits.

Medical Facilities

- ✓ There is strong correlations between Employee Benefits (Y5) ($r= 0.286^{**}$, $P< 0.01$) with Financial Support (Y4) ($r= 0.236^{**}$, $P< 0.01$) (Significant)
- ✓ No significant link with Family Benefits (Y6) ($r= 0.094$, $P = 0.203$) (non-significant)

Inference: Employees who are satisfied with medical facilities also tend to report better financial and employee benefits.

Financial Supports

- ✓ There is very strong correlation between Employee Benefits (Y5) ($r= 0.772^{**}$, $P< 0.01$) (Significant)
- ✓ Weak or no correlation Family Benefits (Y6) ($r= 0.019$, $P= 0.793$) (non-significant)

Inference: Financial support is closely tied to overall employee benefits. However, it's unrelated to family benefits.

Employee Benefits

- ✓ There is weak positive correlation with Family Benefits (Y6) ($r= 0.019$, $P= 0.793$) (non-significant)

Inference: Employee benefits are highly connected to other support mechanisms but not to family-related benefits.

Family Benefits

- ✓ No significant correlations with any of the other variables as the all P values are greater than 0.01 or 0.05 (non-significant)

Inference: Family benefits are perceived independently from the other support structures.

12. MAJOR FINDINGS

12.1. Perception towards Employee welfare facilities

- Starting with **Workplace Facilities**, the overall mean score is 14.88, suggesting a moderate level of perception (average of 2.98 per item).
- In the area of **Daily Needs**, which includes canteen services, the total mean score is 12.62 (average = 3.15 per item), reflecting moderate satisfaction.
- Regarding **Medical Facilities**, the total mean score of 12.57 (average = 3.14 per item) again points to moderate satisfaction.
- **Financial Support** received one of the highest total mean scores at 23.46 (average = 3.35 per item), indicating good satisfaction levels overall.
- **Employee Benefits** also fared well, with a total mean of 19.66 (average = 3.28 per item), reflecting a generally positive outlook.

- Lastly, in the category of **Family Benefits**, the total mean score was 9.77 (average = 3.26 per item), indicating a mixed but generally positive perception.

12.2. Correlation between various types of Employee welfare facilities

- Workplace-related factors are strongly linked to daily needs and medical facilities, suggesting these elements are perceived together positively by employees. Whereas no evidence of a relationship between workplace and family benefits.
- Daily needs satisfaction is associated with perceptions of better medical and employee benefits but not with family benefits.
- Employees who are satisfied with medical facilities also tend to report better financial and employee benefits.
- Financial support is closely tied to overall employee benefits. However, it's unrelated to family benefits.
- Employee benefits are highly connected to other support mechanisms but not to family-related benefits.
- Family benefits are perceived independently from the other support structures.

13. SUGGESTIONS

- Most welfare categories show moderate to good satisfaction, with financial support and employee benefits rated highest.
- Family benefits are consistently less correlated with other welfare facilities, indicating a potential disconnect.
- Strong correlations between workplace, daily needs, medical, and employee benefits suggest these areas work well together and influence overall satisfaction.
- Tie improvements to health and safety standards, which may also enhance perception of medical support.
- Explore healthier food options in the canteen to reinforce the health-welfare connection.
- Involve employee representatives in welfare discussions to build trust and understanding.
- Run focused surveys on family benefits to better understand the disconnection.

14.

15. CONCLUSION

The article entitled Analyses of Employees' Perception towards welfare measures – A study with reference to 'TNSTC Ltd., Villupuram' reveals that the workers are positively perceived with the welfare measure provided to them. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages including financial and non

financial benefits. The researcher concluded the employees of TNSSTC are satisfied in financial and non financial benefits. Strong correlations between workplace, daily needs, medical, and employee benefits suggest these areas work well together and influence overall satisfaction and tie improvements to health and safety standards, which may also enhance perception of medical support. It is pointed and suggested with alternative to overcome the dissatisfaction level in the particular area. Hence the research should enhance the employees' satisfaction towards employee welfare in TNSSTC.

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