

PSYCHOLOGICAL SATISFACTORY LEVEL OF EMPLOYEES CONCERNING WELFARE BENEFITS AND ORGANIZATIONAL EFFECTIVENESS IN MANUFACTURING COMPANIES IN URAGADAM, CHENNAI

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Abstract

Effectiveness of the organization depends on the psychological satisfaction of its employees. There are many factors for referring psychological satisfaction of employees in workplace. For example components like working conditions, payment system, non-monetary benefits, supervisor, peer group, promotion system, safety measures, productivity or target system, and the work itself. In this paper we have focused on the level of psychological satisfaction of employees in workplace concerning the welfare benefits received from their employer and its effects on organizational effectiveness. Employee's psychological satisfaction is the terminology used to describe whether employees are feeling contented, happy, fulfilling their needs at workplace. The psychological satisfaction regarding welfare benefits provided have a great impact directly on the organizational effectiveness.

Keywords: Psychological Satisfactory, Welfare Benefits, Motivation, Employee Satisfaction, Organizational Effectiveness.

1. Introduction

Human beings are complex creatures having different personalities and characteristics. Psychological Satisfaction is a common factor or an ultimate thing that has to be fulfilled in every-body's life in all aspects. Employees working in manufacturing sector are motivated in work through various ways, satisfaction is the root cause of motivation which results in high productivity and organizational effectiveness. Psychological satisfaction in workplace means fulfillment of employees' needs and wants which may be either monetary or non-monetary need. Satisfaction is obtained from receiving the expected things getting done. Employee satisfaction is measured by the happiness they have in their workplace. Psychological satisfaction is one among the important things to be happened in manufacturing organization. Organizational effectiveness is one of the main things that is necessary for an organization to survive in the market with talented human resources. Monetary and non-monetary benefits given as welfare benefits are playing a great role in psychological satisfaction of employees. A positive psychology reveals good organizational climate and effectiveness.

2. Review of literature

According to (Berry 1997) "Job satisfaction is "an individual's reaction to the job experience". Discrepancy theory suggests that dissatisfaction will occur when a person

receives less than what they want (Berry, 1997).1) Berry, Lilly M. (1997). Psychology at Work. San Francisco: McGraw Hill Companies Inc. Argues that what the employees receives in return for his work rendered determines the satisfaction.

Employees tend to be loyal when he/she is satisfied Hunter & Tietjen, (1997), and these employees are playing main role in customer satisfaction and organizational productivity, Potterfield, (1999). The ultimate success of business lies in the satisfaction of customers, the key for customer satisfaction lies in the employees service in aspects and hence employee psychological satisfaction leads to customer satisfaction.

“The psychology of Employee Satisfaction”. Boundless Psychology. Boundless, 26 May 2016.

According to Nancy C. Morse (1997) “Satisfaction refers to the level of fulfillment of ones needs, wants and desire.” Hence to fulfill the employees monetary and non-monetary needs, monetary benefits and non-monetary benefits should be given in plenty.

3. Objectives

- To analyze level of psychological satisfaction towards the welfare benefits received from their respective organization.
- To study the effects of employee welfare benefits on job satisfaction.
- To find out the relationship of psychological satisfaction towards benefits received and organizational effectiveness.

4. Research Methodology

Type of Research

Experimental research was carried out for this study.

Sample

Convenient-sampling method is used. Experimental survey was conducted for ground-level employees working in five manufacturing companies in uragadam, Chennai, Tamil nadu. The researcher has approached 120 employees for this study who were willing to respond for the questionnaire, hence these respondents are considered as the sample size.

Research Instruments

In this study, a structured questionnaire was used for data collection. The questionnaire consisted of 40 questions concerning the research topic. The researcher has framed a five point scale questionnaire to carry out the experiment for assessing the psychological satisfactory level of employees regarding the welfare benefits they receive from their respective organization. The five point scale consisting of strongly agree, agree, neutral, disagree, strongly disagree and highly satisfied, satisfied, neutral, dissatisfied, highly dissatisfied was used to analyze the satisfactory level on welfare benefits provided. The analytical tool SPSS (Statistical Package for Social Science) has been used to analyze

the primary data collected from the respondents.

5. Analysis and interpretation

In this chapter analysis and interpretation has been carried out on the select respondents of sample size 120, and discussed. The opinion of the respondents were collected through the questionnaire comprising personal and study factors. The collected information was analyzed and tabulated and interpreted using statistical tools with reference to the objectives of the given study. Table 1 Provides the Percentage Analysis of the Independent Variables

Table 1 Descriptive Statistics (Percentage Analysis)

DESCRIPTIVE STATISTICS			
Factors		Frequency(n)	Percentage
Age	25-30	51	42.5
	30-35	17	14.2
	35-40	31	25.8
	40-45	21	17.5
Gender	Male	93	77.5
	Female	27	22.5
Religion	Christian	37	30.8
	Hindu	60	60.0
	Muslim	11	9.2
Marital status	Single	48	40
	Married	72	60
Type of family	Nuclear	101	84.2
	Joint	19	15.8
Family Income	<25000	47	39.2
	25000-35000	67	55.8
	35000-45000	5	4.2
	>45000	1	0.8
Nature of work	Regular	82	68.3
	Shift Basis	38	31.7

Source: Primary Data

Table 2 Demographic Factors and Satisfactory Mean Value of Monetary Benefits

Demographic Factors	Level of Satisfaction		Test Used	T value/F value	P value	Inference
Age	MEAN	SD	ANOVA	2.259	0.085	Not Significant- H ₀ accepted
25-30	59.52	7.592				
30-35	60.81	8.479				
35-40	62.52	7.391				
40-45	57.42	4.843				
Gender	Mean	SD	t-test	1.292	0.199	Not Significant- H ₀ accepted
Male	60.58	7.602				
Female	58.50	6.479				
Marital Status			t-test	0.148	0.883	Not Significant- H ₀ accepted
Single	60.23	7.492				
Married	60.03	7.373				
Nature of Family			t-test	-1.367	0.174	Not Significant- H ₀ accepted
Nuclear Family	59.71	7.300				
Joint Family	62.23	7.705				
Income			ANOVA	0399	0.754	Not Significant- H ₀ accepted
<25000	60.67	7.142				
25000-35000	59.53	7.775				
35000-45000	62.06	4.9222				
>45000	63.24	.				
Nature of Work			t-test	-0.496	0.621	Not Significant- H ₀ accepted
Regular	59.88	7.675				
Shift	60.60	6.805				

Source: Primary Data

It is found from the Table 2 that, Since p value of demographic factors is higher than the table value, the null hypothesis is accepted in all cases. Hence it is concluded that there is no relationship between demographic factors of the respondents and their level of satisfaction towards the welfare measures received.

Table 3 Paired Sample Test

Benefits	N	Mean	SD	Correlation	P Value
Welfare benefits received	120	60.11	7.390	-.009	.922.
Organizational effectiveness		79.40	5.757		

Source: Primary Data paired difference

Benefit	T Value	P value	Inference
Satisfactory on welfare benefits	-22.456	.000	There is a significant difference. H_0 Rejected
Organizational effectiveness			

Source: Primary Data

H_0 - There is no significant relationship in the satisfactory level of welfare benefits received and organization effectiveness.

H_a - There is a significant relationship in the satisfactory level of welfare benefits received and organization effectiveness.

From the above TABLE 3 it is clear that there is no correlation between satisfactory level on welfare measures received and organizational effectiveness score as the level of significance is more than 0.05.

Further analysis shows that significance value is less than 0.05 and hence H_0 is rejected.

It is concluded that there is a significant relationship in the satisfactory level of welfare benefits received and organization effectiveness.

6. Findings of the study

A. Percentage Analysis

- Majority (42.5 Percent) of the respondents are in the age group of 25 to 30.
- Majority (77.5 Percent) of the respondents are found as male.
- Majority (60.0 Percent) of the respondents belong to hindu religion.
- Majority (60.0 Percent) of the respondents are married.
- Majority (84.2 Percent) of the respondents live in nuclear family.
- Majority (55.8 Percent) of the respondents are have the family income ranging from 25000 to 35000.
- Majority (68.3 Percent) of the respondents are working in regular basis.

B. Independent Sample t-test Analysis

Through this analysis it is observed that the p value of demographic factors is higher than the table value, the null hypothesis is accepted in all cases. Hence it is concluded that there is no relationship between demographic factors of the

respondents and their level of satisfaction towards the welfare measures received.

C. *Paired-Sample T-test Analysis*

Through this analysis it is observed that null hypothesis is rejected and the alternate hypothesis framed had been accepted since the p value is less than 0.05.

Hence it is concluded that there is a significant relationship between the satisfactory level on welfare benefits received and the organizational effectiveness.

7. Conclusion

Psychology satisfaction among employees plays a greater role in the organizational effectiveness. When the satisfactory level of the employees increase in terms of their employment concerning various compensation plans, bonus schemes, incentives and all other work related non-monetary benefits which includes leave benefits, flexibility benefits; the employees attitude will change good and favor for high productivity. Resulting in high morale and productivity. Hence it is recommended that organizations can increase the welfare benefits of employees in order to have the visible change in organizational effectiveness.

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