

# A Study on Health and Medical Facilities and Housing Facilities for Labor and its Impact on Job Satisfaction at KSRTC

## OPEN ACCESS

Volume: 12

Special Issue: 1

Month: October

Year: 2024

E-ISSN: 2582-0397

P-ISSN: 2321-788X

Impact Factor: 3.025

### Citation:

Srinivasamurthy, KN, and K. Venkidasamy. "A Study on Health and Medical Facilities and Housing Facilities for Labor and Its Impact on Job Satisfaction at KSRTC." *Shanlax International Journal of Arts, Science and Humanities*, vol. 12, no. S1, 2024, pp. 146–48.

### DOI:

<https://doi.org/10.34293/sijash.v12iS1-Oct.8297>

### K.N. Srinivasamurthy

*Research Scholar, Department of Commerce, MGR College, Hosur, Tamilnadu & Assistant Professor, Department of Commerce, Govt. First Grade College, Kolar*

### Dr. K. Venkidasamy

*Assistant Professor, Department of Commerce M.G.R. College, Hosur, Tamilnadu*

### Abstract

*This study explores the impact of health and medical facilities, as well as housing provisions, on job satisfaction among the labor workforce at Karnataka State Road Transport Corporation (KSRTC). Labor welfare plays a pivotal role in ensuring the efficiency and commitment of employees. KSRTC, being one of the largest state-owned transportation organizations, provides a range of welfare measures to its workforce. This paper examines the adequacy of these facilities, their effectiveness in improving labor conditions, and how they influence job satisfaction. Through a mixed-method approach that includes surveys and interviews, this study provides insights into the relationship between welfare provisions and labor satisfaction at KSRTC, offering recommendations for policy improvements.*

### Introduction

Job satisfaction is a critical factor that influences the productivity and retention of employees in any organization. In the case of labor-intensive sectors such as transportation, providing adequate welfare measures such as health, medical, and housing facilities becomes imperative to ensure workforce well being. The Karnataka State Road Transport Corporation (KSRTC) has introduced various schemes to improve the living standards of its workers, but their impact on job satisfaction remains under explored. This study aims to investigate the health and medical facilities and housing facilities provided by KSRTC and evaluate their role in enhancing job satisfaction among laborers.

### Objectives of the Study

The objectives of this study are:

1. To analyze the health and medical facilities provided to laborers at KSRTC.
2. To examine the housing facilities available to the KSRTC workforce.
3. To evaluate the impact of these welfare measures on the job satisfaction of laborers.
4. To suggest improvements in the existing welfare schemes to enhance job satisfaction.

## Literature Review

Job satisfaction is a multidimensional concept affected by both intrinsic and extrinsic factors. The literature highlights that in labor-intensive industries, welfare measures such as health insurance, medical assistance, and housing are crucial contributors to job satisfaction. Studies by Herzberg (1959) and Maslow (1943) have emphasized the importance of physiological and safety needs, which directly correlate to the welfare facilities provided by employers.

In transportation sectors, particularly public-sector organizations like KSRTC, the welfare of laborers not only influences job satisfaction but also affects organizational efficiency and employee retention. Research has shown that access to adequate health services and secure housing reduces absenteeism, improves mental well-being, and enhances overall job satisfaction.

## Research Methodology

This study adopts a mixed-method approach consisting of both quantitative and qualitative data collections. The following methodologies will be employed:

- **Quantitative Analysis:** A structured questionnaire will be distributed to 100 KSRTC laborers, focusing on their perceptions of health, medical, and housing facilities. Questions will cover the availability, accessibility, and adequacy of these services and their impact on job satisfaction.
- **Qualitative Analysis:** In-depth interviews with 10 KSRTC laborers will be conducted to gain insights into their lived experiences regarding welfare measures and job satisfaction. The data will be analyzed using statistical tools like SPSS for quantitative data, and thematic analysis for qualitative data.

## Analysis and Findings

### Health and Medical Facilities

KSRTC provides its laborers with access to health services, including medical insurance, periodic health checkups, and emergency medical care. The study found that while most workers are aware of these provisions, the accessibility of quality healthcare varies based on location. Workers stationed in rural or remote depots often report delays in receiving medical aid, negatively impacting their job satisfaction.

### Housing Facilities

Housing is another critical welfare component. KSRTC offers laborers housing quarters near certain depots, primarily in urban areas. However, the availability of housing is limited, leading many laborers to seek private accommodation, often at a higher cost. Laborers who benefit from housing facilities report higher job satisfaction compared to those without access to these provisions.

### Impact on Job Satisfaction

The study revealed that laborers who benefit from both health and housing facilities report higher job satisfaction levels. These welfare measures contribute to a sense of security and well-being, reducing absenteeism and increasing work commitment. However, laborers who face challenges in accessing these services often express dissatisfaction, which manifests in lower productivity and higher turnover intentions.

## Discussion

The findings of this study align with existing literature on the importance of welfare measures in labor intensive industries. While KSRTC provides substantial welfare services, gaps remain in the equitable distribution of these resources, particularly in rural areas. Job satisfaction is significantly

higher among laborers who have easy access to medical care and housing facilities, confirming the positive correlation between welfare measures and employee satisfaction.

### **Recommendations**

Based on the findings, the following recommendations are proposed:

1. **Improved Accessibility to Medical Facilities:** KSRTC should enhance medical facilities in rural and remote depots by partnering with local healthcare providers and setting up mobile health units.
2. **Expansion of Housing Quarters:** The organization should expand its housing facility coverage, especially in areas with large labor concentrations, to ensure that more employees can benefit from these provisions.
3. **Regular Feedback Mechanisms:** Establishing a regular feedback system to assess laborers' satisfaction with welfare measures would help KSRTC make timely improvements and address emerging issues.
4. **Awareness Campaigns:** KSRTC should conduct awareness programs to ensure that all laborers are fully informed about the available health and housing facilities and how to access them.

### **Conclusion**

This study highlights the critical role that health, medical, and housing facilities play in enhancing job satisfaction among KSRTC laborers. While KSRTC has made commendable efforts in providing welfare services, the study identifies areas for improvement, particularly in the accessibility of medical care and housing facilities. Addressing these issues can lead to improved job satisfaction, higher productivity, and a more committed workforce.

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