

# A Comprehensive Literature Review of Effect on Employees Welfare in Service Industries

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## ABSTRACT

*The present study is an attempt to identify the employee welfare measures adopted in different service industries. This paper presents a comprehensive review of theoretical studies and researches conducted on employee welfare in service industries.*

*This study will be an attempt to find how employee welfare, facilities, different provisions effect the working of employee. The paper seeks to present the summary of already done work by different researchers with the scope of further improvement.*

## Keywords

*Employee Welfare, Welfare provisions services industries*

## INTRODUCTION

Employee welfare is a dynamic concept. Welfare includes various facilities services and amenities provided to workers for improving their health, social status, economic status. It includes everything such as facilities, benefits and services.

Employer welfare defines an "Effort to make, life, worth living for workmen". Employer welfare relates to taking care of the well being of employees with the object of motivation, retention and raise the standard of living and most important to achieve work-life balance with the feeling of job satisfaction.

## OBJECTIVE

This paper is an attempt to explore the different researches already carried out in the relevant area and presents their objectives, methodology and finding with a view to verify the gap for the proposed research in the area of employee welfare banking services sector.

## REVIEW OF LITERATURE

Johri Puja and Mehrotra Sanjeev<sup>1</sup> (2014) from their study they concluded that voluntary welfare measure should be provided to employee. They study the level of awareness of employee about the various welfare measures.

Bharti P., Parul and Ashok Kumar<sup>2</sup> (2013) stated to identify where any relation exists between welfare provisions and employee's satisfaction. His study also reviews on welfare provisions and employee's satisfaction.

Sriniva K. T.<sup>3</sup> (2013) in his study find out various welfare facilities provided at the company (Bosch limited Bangalore). The study discusses extend of awareness among the employee's with various statutory and non-statutory welfare measure. It is found that most of the welfare facilities like medical canteen, working environment safety measure etc. are provide by company and most of the employee's are satisfied with the welfare facilities.

Mohan Reenu & Panwar<sup>4</sup> (2013) their paper aims at providing information about the employee welfare schemes prevalent in retail stores in Udaipur region. Their studies provided not only intra-mural facilities but also extra-mural facilities. Wading up their welfare policies by including health and enduing standard of the employee's which leads to malware employee's welfare schemes are a means to imp lone the productivity and efficiency of the employee's. This paper aims at studding the retail sector which is winging out innovating schemes to please its talented work force and retain them out a longer time period.

Reshma S. BasuaraRajuDr.<sup>5</sup> (2013) the statutory welfare measure provided by donimalai iron ore mine. They study analysis and interpret about the statutory welfare measures in the proposed sample unit. It stated the employee's

welfare is a comprehensive term including various services offered to employees of the organization.

Salaria Poonam & Salaria Sumit<sup>6</sup> (2013) the analysis of their study concept of employee welfare. The study resultant that employee's in auto sector are highly satisfied with the intra-mural welfare measure.

Chaudhary Asiya Dr.<sup>7</sup> (2011) through her paper she identifies the employee welfare measure in Indian railway, her study analysis that inadequacy of financial resources is one of the important reasons pointed out by railway in lack in welfare facilities provided to customer. By the study suggestion are made that it may be railway minimize the cost of social burden and apply for government for betterment of welfare provisions.

Venugopal P. Dr., Bhaskar T; Usha P.<sup>8</sup> (2011) the study is conducted in chittoor industry; to know about the welfare program already conducted by the industry. By this they want to assess the overall satisfaction level regarding welfare program. Through their papers they want to obtain correction between statutory and non-statutory welfare activities at industry and to obtain relationship between department and welfare activating and their affect's.

Manzine and Gwandure<sup>9</sup> (2011) Studied that the concept of employee's welfare has been used by many organization as a strategy of imp rousing productivity of employee. It is argued that welfare services can be used to secure the employee force by providing proper human conditions of work.

Sabari Rajan A. Meharajan. T,<sup>10</sup> (2010) shows that study throws lights on important of welfare measure on OWL among the employee's. The study taken place among the employee's of textile mills in Salem district. The study conclude 39% of the employees are overage with their welfare measure, 15% of the employee's are highly satisfied with the welfare measure, 22% of the employee's are satisfied with their welfare measure, while 26% of them are in highly dissatisfied level. Welfare measure plays important role in employee's satisfactions and it result in improved quality of work life.

Michael Armstrong<sup>11</sup> (2006) in his book, "A hand book of Human Recourses Management, discussed the different welfare resources provided to employees in details. He categorized that the provision of welfare services in let of individual services, group services help in improving employees relations with the employee's relations with the companies where he/she works.

Michael V.P.<sup>12</sup> (2001) in his book, "Human Resource Management and Human Relations, said that provision of intra. Mural and extra mural welfare facilities help in improving the quality of work life of employee's there by good human relations will develop among different employees.

## SUMMARY

Numbers of studies and researches have been conducted on Employee welfare includes labour welfare includes labour welfare, women welfare: satisfaction level of employee;

In some of research we found that extramural Intramural benefit leads to quality of life. Some of studies were focused on voluntary welfare and satisfaction level of employee and its effect on there working.

Researchers discussed the various types of benefits and services provided to employee in terms of payment, insurances benefits compensation benefits. In some papers it is mentioned that the ways to provides the services and benefits in effective and in better way.

It is also noted that employees with the statutory and non-statutory welfare measure are more satisfied and its keeps their moral and motivation high for longer duration.

After going through different research papers the researcher concludes that Welfare is an area of social conceptually and operationally that is done for the comfort and improvement of employee.

## CONCLUSION

The review of literature focuses a gap for the proposed research which offers scope for well structured theoretical approach in the area of employer welfare from banking industry. The study of above researches has guided a way to conduct a fresh study to identify the in depth impact of employee welfare on banking services industries.

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