

Labour Welfare Measures On Employee Job Satisfaction Of Lab Technician During The Covid 19 Pandemic

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Abstract: *The current corona virus pandemic (COVID-19) has led the world toward severe socioeconomic crisis and psychological distress. It has severely hit the economy; but the service sector, particularly the hospitality industry, is hard hit by it. It increases the sense of insecurity among the employees and their perception of being unemployed, adversely affecting their mental health. The most businesses prefer to focus on employee satisfaction. Aside from being more pleasant to have around, happy and fulfilled employees feel motivated and productive than employees who are frustrated, sidelined, or dissatisfied. The primary goal of increasing employee satisfaction is to have great employees who stay long-term, reducing turnover and ultimately assisting the business in growing. The goal of this study is to see if there is a link between welfare measures and job satisfaction in an organization. A review of the literature revealed that little research has been conducted on organizational effectiveness among employees. In various organizations, a welfare measure has been identified as leading factors determining an employee's job satisfaction. This study conducted in lab technicians those who work in hospitals, Chennai. The sample for this study included 187 employees. Descriptive research design has been used for this study. The data were analyzed using the techniques are descriptive statistics, chi-square test, multiple comparison test and correlation. The findings of this study revealed a significant relationship between welfare measures and job satisfaction of employees in an organization.*

Keywords: *Job satisfaction, Labour welfare measures, safety facilities, Covid 19*

1. INTRODUCTION

"An organization that truly values its human capital as an asset makes an excessive investment on the employees welfare than an extravagant expenditure on the publicity welfare"---**Anuj somany**

Since the late nineteenth century, there has been a growing interest in the factors that differentiate functional organizations from successful organizations. For many years, researchers have attempted to explain organizational success by examining the value of a company's stock portfolio, administrative structure, and organizational chart. Recently, organizations have begun to pay closer attention to interpersonal factors that may influence workforce dynamics and productivity (Parnell & Crandall, 2003; Somech & Ron, 2007). Furthermore, they have begun to investigate people power and its role in organizational

networks.

The concept of 'labour welfare' is necessarily flexible and elastic and differs widely with time, region, industry, social values and customs, degree of industrialization, the general socio-economic development of the people and the political ideologies prevailing at a particular time. It is also moulded according to the age-group, sex socio-cultural background, marital and economic status and educational level of the workers in various industries. Accordingly, the concept cannot be very precisely defined. A series of sharply diverse opinions exists on the motives and merits of labour welfare as well. In its widest sense, it is more or less synonymous with labour conditions and as a whole, including labour legislation and social insurance. Another focus of interpretation centres round the voluntary or statutory nature of welfare for working class.

Welfare in Indian industry implies the provision of medical and educational services, a congenial work atmosphere, etc. The need for providing such services and facilities arises from the social responsibility of industry, a desire for upholding democratic values and a concern for employees. Labour welfare implies providing better work conditions, such as proper lighting, heat control, cleanliness, low noise level, toilet and drinking-water facilities, canteen and rest rooms, health and safety measures, reasonable hours of work and holidays, and welfare services, such as housing, education, recreation, transportation and counseling. Like previously discussed variables, there was no shortage of research related to job satisfaction and welfare. In fact, there were a vast number of studies examining the relationship between job satisfaction and welfare measures.

Over two decades ago, Spector (1985) argued that it was during the late 1970's that the interest in job satisfaction and human service workers began to be used as a comparison for investigating job satisfaction among industrial workers. Mankanjee et al. (2006) asserted that job satisfaction was essentially the way individuals thought and felt about their multifaceted work experience. Wegge et al. (2007) agreed that job satisfaction was a situational variable that was commonly interpreted as the employee's feelings of satisfaction or dissatisfaction with his or her job. Because job satisfaction is one of the most frequently measured organizational variables in research and applied settings it is often referred to as an employee's global attitudinal or affective response to their job. Job satisfaction could include specific interactions related to affective behaviors including: coworkers, pay, work environment, supervision, type of the work, and fringe benefits of employment (Spector, 1997; Wegge et al., 2007).

It was clearly advantageous for organizations to recognize that there were identifiable differences in components of employee commitment and finding out how those differences impacted work related behaviors such as, job performance, work involvement, and absenteeism. Much of the research related to organizational commitment focused on employees in small, private, and primarily blue-collar industries. Because of limited studies examining the public sector and organizational commitment across all levels of education, this study expected to make a significant contribution to the current body of literature.

The objectives of employee welfare are to improve the life of the working class, to bring about holistic development of the worker's personality and so on. Employee welfare is in the interest of employee, employer and the society as a whole. It enables workers to perform their work in healthy and favorable environment. Hence, it improves efficiency of workers and keeps them content, thereby contributing to high employee morale. It also develops a sense of responsibility and dignity amongst the workers and thus makes them good citizens of the nation. Apart from the wages and salary, anything done by the organization to improve the living standard of employees and keep them contented comes under the realm of employee

welfare. All those services, benefits and facilities offered to employees by the employer to make his life worth living, are included in employee welfare. In this aspect this paper focuses the influence of labour welfare measures on employee's job satisfaction in organization.

Lab Technician in Hospitals

Hospitals and doctors' offices depend on the important work of medical lab technicians. These professionals are a critical component of a well-functioning healthcare facility. They work under the supervision of physicians, lab managers or lab technologists to conduct lab tests on specimens. The work they do behind-the-scenes helps doctors detect diseases or illnesses and determine treatment options. Though you may not frequently come into contact with a medical lab tech as a patient, it doesn't mean they don't play a crucial role in your medical care. If you do encounter a lab tech, they will likely be donning a full lab coat, mask, gloves and goggles while collecting or handling specimens for testing. In a laboratory setting, there are always changes being made. There may be slow business one minute, and then the next minute, a bunch of tests could come through the door. This requires both a patience and flexibility in the job. Lab technicians are trained to deal with stressful situations that require quick and accurate turnaround. However, this doesn't mean that the work is easy. Each work day is different, which can make coming to work a little stressful for a lab technician. . In this aspect this paper focuses the influence of labour welfare measures on employee's job satisfaction of lab technician in hospitals during the Covid 19 period.

2. RESEARCH METHODOLOGY

The main objective of this study is to identify the most predicting variables of labour welfare measures on employees job satisfaction in Hospitals Chennai. A review of the literature revealed there is limited research that examined organizational effectiveness among the employees. A welfare measures such as Canteen facility, Transport facility, infrastructure, financial assistance, safety facility and medical facility have been identified as a leading factor impacting an employee's job satisfaction in various organizations. This study conducted in lab technicians those who worked in hospitals, Chennai. The sample for this study included 187 employees. This study used a descriptive research design and simple random sampling methods have used to collect data. The data were analyzed using the techniques are descriptive statistics, chi-square test, multiple comparison test and correlation. Descriptive statistics is used to describe the sample, to show the numbers and percentage of the items falling in categories, chi-square, rank and Correlation analysis is to measure the degree of relationship between the independent and dependent variables.

3. RESULT AND ANALYSIS

Table-1: Opinion towards job satisfaction of employees

Employees job satisfaction	Mean	S.D
I feel I am being paid a fair amount for the work I do.	3.78	1.360
My job is enjoyable.	3.46	1.568

I feel satisfied with my chances for salary increases.	3.70	1.568
The benefit package we have is equitable	3.24	1.661
Communications seem good within the organization.	3.42	1.416
The benefits we receive are as good as most other organizations offer.	3.56	1.445
I am satisfied with my chances for promotion.	3.26	1.440

Source: Primary data computed.

Employee satisfaction is of utmost importance for employees to remain happy and also deliver their level best. Satisfied employees are the ones who are extremely loyal towards their organization and stick to it even in the worst scenario. They do not work out of any compulsion but because they dream of taking their organization to a new level. Employees need to be passionate towards their work and passion comes only when employees are satisfied with their job and organization on the whole. Employee satisfaction leads to a positive ambience at the workplace. People seldom crib or complain and concentrate more on their work.

The respondents opinion towards the job satisfaction is analyzed with the statements of I feel I am being paid a fair amount for the work I do, My job is enjoyable, I feel satisfied with my chances for salary increases, The benefit package we have is equitable, Communications seem good within the organization, The benefits we receive are as good as most other organizations offer and I am satisfied with my chances for promotion. Their opinion is displayed in the table-1.

Respondent's opinion was collected in the five point scale for each factor, and then mean and standard deviation are calculated. From the mean score, it is noted that majority of the respondents are stated that I feel I am being paid a fair amount for the work I do (3.78) followed by I feel satisfied with my chances for salary increases. (3.70), The benefits we receive are as good as most other organizations offer. (3.56), My job is enjoyable (3.46), Communications seem good within the organization (3.42), I am satisfied with my chances for promotion (3.26) and The benefit package we have is equitable (3.24). The corresponding standard deviation value also indicated that there is no much deviation within the group of the respondents.

It is evident from the table that regarding the employee's job satisfaction in an organisation by paid a fair amount for the work obtained the highest mean value than other statements of job satisfaction. So it is inferred that respondents are highly satisfied with their organisation in term of wages and benefits provided for their employees.

Table-2: Respondents opinion towards welfare measures in organisation

S. No	Welfare Measures	Mean	S.D	Friedman's test Rank	Chi square value	P-value	Multiple comparison test
1	Canteen facility	3.30	1.486	3.30	53.594	0.001*	4

2	Transport facility	3.41	1.455	3.63			5,2
3	Infrastructure	3.43	1.379	3.43			3,1,6
4	Financial assistance	3.59	1.422	3.75			
5	Safety facility	3.51	1.426	3.66			
6	Medical facility	3.25	1.459	3.23			

Source: Primary data computed; * Significant @ 1% level.

Employee's welfare includes all those facilities, services and benefits which are provided by employer to its staff for their comfort. Employee's welfare, safety and health are the measures that promote the efficiency of the staffs. Different welfare programs provided by any organization to its workers have direct impact on the physical, health and mental efficiency alertness, morale and overall efficiency of the employees. Some of the welfare facilities include accommodations arrangements, canteen facilities, it can be categorize as to comfort of living as well as for the working environment.

Respondent's opinion towards the welfare measures provided in organisation is displayed in table-2. Canteen facility, Transport facility, infrastructure, financial assistance, safety facility and medical facility of the respondents are the various welfare measures of in organisation. The respondents rate their opinion towards these measures. The mean value is ranged from 3.25 to 3.59. Based on the mean value, it is inferred that the respondents suggested about financial problem is at average level. The corresponding standard deviation values indicate that there is no much deviation within the group of respondents.

H₀: Opinion about financial problems is found to be similar among all the respondents.

In order to test the above stated hypothesis Friedman test is applied. The Friedman mean rank lies between 3.25 to 3.59, chi square value is 53.594 which is significant at one percent level. Hence the hypothesis is rejected. To identifying the highest contributing factor to the financial problem, friedman multiple comparison test is applied. After applying the test, 6 statements are grouped into 3 categories. Financial assistance placed as first rank and this factor highly contributing towards financial problems, followed by safety facility and Transport facility together occupies the second place. Infrastructure, canteen facility and medical facility respondents along occupies the last place.

Table-3: Relationship between welfare measures and employees job satisfaction

Welfare measures	Employees job satisfaction	
	r-value	p-vlaue
Canteen facility	0.460	0.001*
Transport facility	0.401	0.001*
Infrastructure facility	0.396	0.001*
Financial assistance	0.379	0.001*
Safety facility	0.355	0.001*
Medical facility	0.417	0.001*

Source: Primary data computed; * Significant @ 1% level.

Relationship between welfare measures and job satisfaction of employees in an organisation is displayed in table-3.

H₀: There is no relationship between welfare measures and job satisfaction.

In order to examine the above hypotheses, Pearson correlation is employed. From the r values, it is inferred that the study variables have relationship with itself, because r values are significant and also positive. Hence the stated hypothesis is rejected. Employee's opinion about that various measures such as Canteen facilities, Transport facilities, Infrastructure facilities, financial assistances, Safety facilities, and medical facilities have high relationship with employees job satisfaction.

It is observed that among various welfare measures, Canteen facilities has secured the highest r -value of 0.460 with challenges followed by medical facilities (0.417), Transport facilities (0.401), Infrastructure facilities (0.396), financial assistances (0.379) and Safety facility (0.355) . It is observed that Canteen facilities, medical facilities and Transport facility are highly influencing the job satisfaction among the other welfare measures.

4. CONCLUSION

Several studies report the amount of research being conducted on making the challenges for COVID-19. However, hardly any study shows how the employees mentally suffered due to this pandemic. Employees were directly affected, since the functioning of businesses changed. Supply chains were broken due to the non-availability of raw materials owing to travel restrictions. When the manufacturing and selling were negatively affected, organizations had to cut down on costs, and hence, firing employees was one of the strategies to reduce cost. Reducing the workforce involved the employees who were being laid off and created a sense of job insecurity among the remaining employees. From this paper we concluded that the study sought to investigate the relationship between labour welfare and employees job satisfaction in organizations. The results of the current study revealed that a very unique relationship between Canteen facility, Transport facility, infrastructure, financial assistance, safety facility and medical facility with job satisfaction in an organization exists. Regardless of the type of organization, the results of this study highlighted the fact that employees do have perceptions of organizations that may ultimately affect attitudinal behaviors and the success of the organization. Attention to the relationships identified in this study should serve as a spring board for future studies seeking to improve the quality of welfare as a system, by providing interventions that forge higher commitment among employees, the masters of that plight. By increasing welfare measures, a surge should also spark the movement of social change, by increasing job involvement, job satisfaction, perceptions of organizational support, and dedication to a profession cultivated for global service to all humanity.

5. REFERENCES

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