



**LABOUR WELFARE AND WORKFORCE SATISFACTION:
A STUDY OF AN INDIAN INDUSTRIAL MANUFACTURING FIRM**

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Abstract

Labour welfare measures play a crucial role in enhancing employee well-being, job satisfaction, and organizational efficiency. This study examines the labour welfare practices implemented at Mechcon Industrial Solutions Pvt. Ltd. and evaluates their impact on employee satisfaction, awareness, and work–life balance. Primary data were collected from 100 employees using a structured questionnaire, while secondary data were sourced from company records, textbooks, and government publications. A descriptive research design with simple random sampling was adopted. Data were analyzed using percentage analysis supported by pie diagrams and bar graphs. The findings indicate that while transportation and insurance facilities are widely available, employee awareness of welfare measures remains low and preventive healthcare initiatives require strengthening. The study concludes that improved communication and enhancement of welfare policies can significantly improve employee satisfaction and organizational productivity.

Keywords: Labour Welfare, Employee Satisfaction, Work–Life Balance, Human Resource Management, Industrial Welfare

1. Introduction

Labour welfare constitutes a vital component of human resource management and plays a significant role in enhancing the quality of work life of employees. It refers to the statutory and non-statutory services, facilities, and benefits provided by organizations to



promote the physical, mental, and social well-being of workers beyond wages and salaries (Sharma, 2015). In the contemporary industrial environment, marked by globalization, technological advancement, and increasing competition, labour welfare has emerged as a strategic necessity rather than a mere legal obligation.

Effective labour welfare measures contribute to higher employee satisfaction, improved productivity, reduced absenteeism, and better industrial relations (ILO, 2018). Statutory welfare measures such as health and safety provisions, regulated working hours, and social security schemes ensure compliance with labour laws, whereas non-statutory measures including transportation facilities, medical care, canteen services, recreational activities, and skill development programs enhance employee morale and organizational commitment (Ministry of Labour and Employment, 2022). However, the effectiveness of these welfare initiatives largely depends on employees' awareness, accessibility, and perceived relevance.

Mechcon Industrial Solutions Pvt. Ltd., an ISO 9001:2015 certified organization operating in the industrial engineering and manufacturing services sector, employs a technically skilled and diverse workforce. As the organization expands, ensuring effective implementation and communication of labour welfare measures becomes crucial for sustaining employee motivation and organizational performance. The present study seeks to analyze the labour welfare measures adopted at Mechcon Industrial Solutions Pvt. Ltd., examine employee awareness and satisfaction levels, and evaluate the impact of these measures on job satisfaction and work-life balance. The study aims to provide practical insights for strengthening welfare policies and improving overall organizational effectiveness.

2. Review of Literature

Sharma (2015) highlighted that labour welfare measures reduce industrial fatigue and enhance productivity. Studies by the Ministry of Labour and Employment, Government of India, emphasize that welfare facilities are essential for social security and industrial peace. Previous research indicates that organizations with well-structured welfare policies



experience higher employee satisfaction and lower attrition. Communication and employee awareness have been identified as key factors influencing the success of welfare schemes.

3. Objectives of the Study

1. To study the existing labour welfare measures at Mechcon Industrial Solutions Pvt. Ltd.
2. To evaluate the effectiveness of welfare practices on employee satisfaction.
3. To analyze employee awareness regarding welfare facilities provided by the organization.

4. Research Methodology

Research methodology provides a systematic framework for collecting, analyzing, and interpreting data in order to achieve the research objectives in a scientific and reliable manner. The present study adopts a structured methodological approach to examine labour welfare measures and their impact on employee satisfaction at Mechcon Industrial Solutions Pvt. Ltd.

4.1 Research Design

The study adopted a descriptive research design, as it aims to describe the existing labour welfare practices and analyze employees' perceptions regarding awareness, satisfaction, and effectiveness of these measures. Descriptive research is appropriate when the objective is to portray an accurate profile of situations, individuals, or groups and to study relationships among variables without manipulating them (Kothari, 2019).

4.2 Population and Sampling Technique

The simple random sampling technique was adopted. This technique provides each member of the population an equal chance of being selected, thereby enhancing the generalizability of results (Sekaran&Bougie, 2016).

4.3 Sample Size

A sample size of 100 employees was selected for the study. (Kumar, 2018).



4.4 Sources of Data

The study utilized both primary and secondary data sources to ensure data triangulation and reliability. (Saunders et al., 2019).

4.5 Data Collection Instrument

A structured questionnaire was used as the primary data collection tool. The questionnaire consisted of closed-ended and multiple-choice questions covering demographic details, awareness of welfare measures, satisfaction levels, utilization frequency, and communication channels. Structured questionnaires are widely used in social and management research due to their reliability, ease of administration, and suitability for quantitative analysis (Malhotra & Dash, 2016).

4.6 Tools and Techniques of Data Analysis

The collected data were analyzed using percentage analysis, supported by pie diagrams and bar graphs. (Gupta & Gupta, 2021).

4.7 Period of Study

The study was conducted over a period of three months, which was considered sufficient for data collection, analysis, and interpretation. (Kumar, 2018).

5. Results and Discussion

This section presents the results obtained from the analysis of primary data collected from 100 employees of Mechcon Industrial Solutions Pvt. Ltd. The findings are presented using pie diagrams and bar graphs and are discussed in relation to labour welfare effectiveness, employee awareness, and satisfaction.

5.1 Department-wise Distribution of Employees

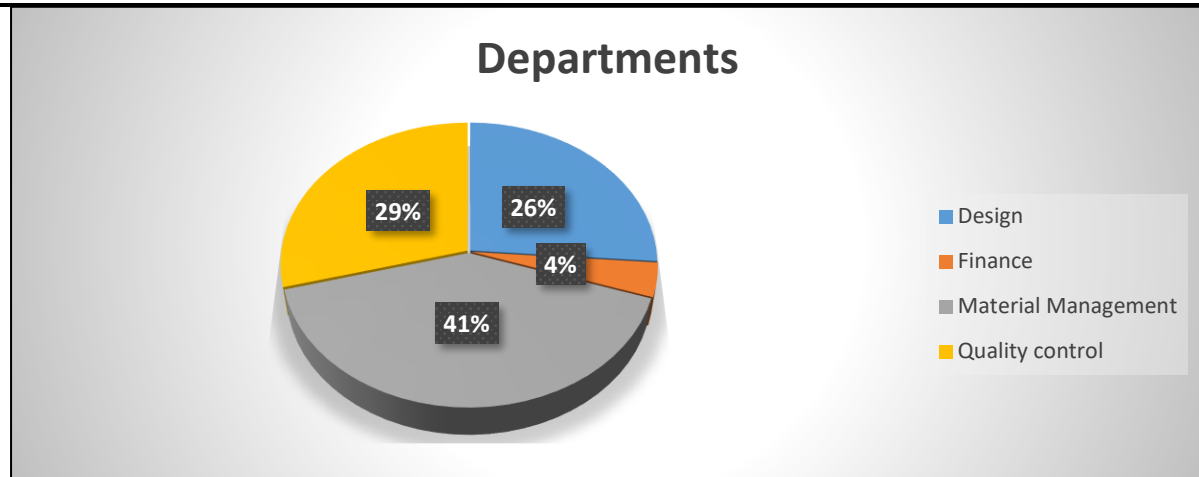


Figure 1: Department-wise Distribution of Employees

Figure 1 illustrates the distribution of respondents across departments. The Sales department accounts for the highest proportion of employees (40.8%), followed by Quality Control (29.1%) and Manufacturing (26.2%). The Design department represents only 3.9% of the workforce. The dominance of Sales and Quality Control departments reflects the organization's focus on market expansion and quality assurance. The low representation of the Design department suggests limited emphasis on research, development, and innovation functions.

5.2 Years of Service of Employees

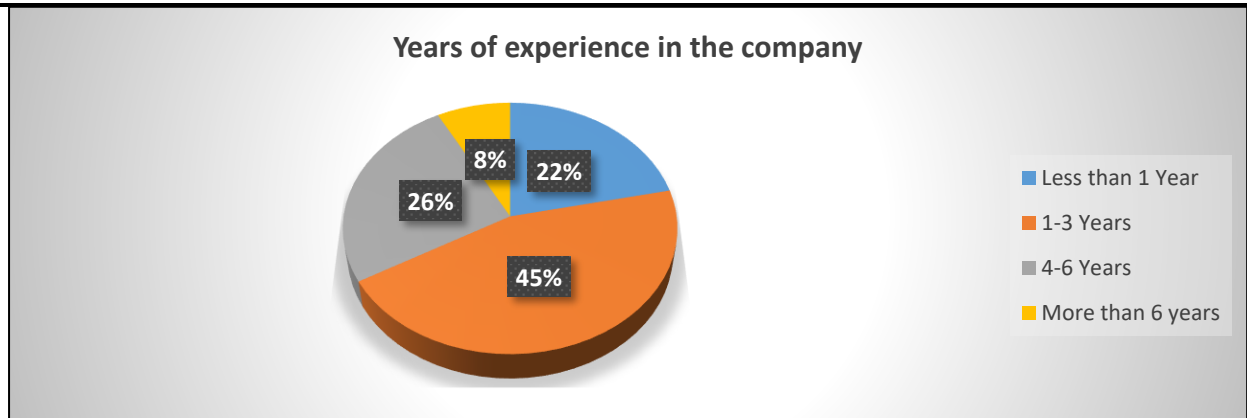


Figure 2: Years of Service Distribution of Employees

As shown in Figure 2, 45.1% of employees have 1–3 years of service, 25.5% have 4–6 years, 21.6% have less than one year, and only 7.8% have more than six years of experience. The results indicate a relatively young workforce. While this reflects organizational growth, the low proportion of long-tenured employees highlights potential retention challenges.

5.3 Awareness of Labour Welfare Measures

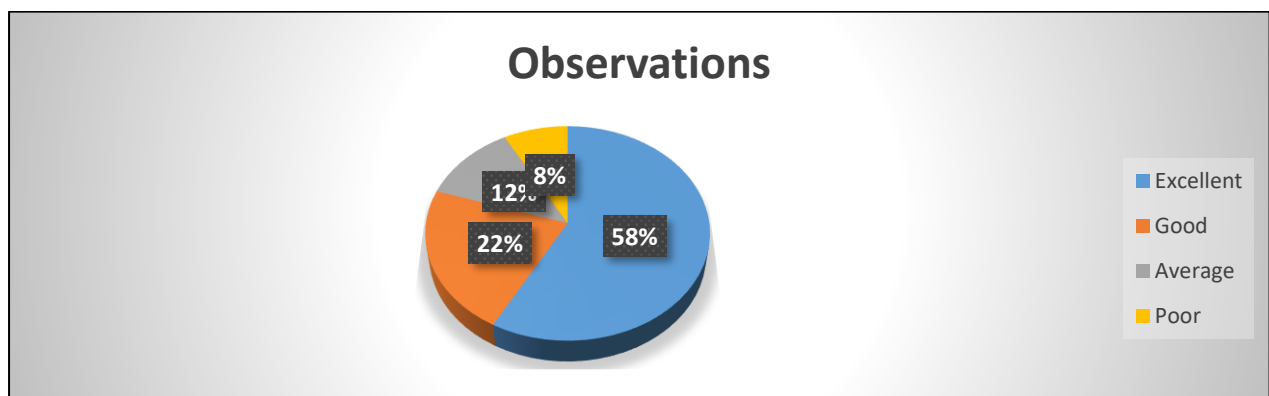


Figure 3: Awareness of Labour Welfare Measures among Employees

Figure 3 reveals that only 28% of employees are aware of the welfare measures provided by the organization, whereas 48% reported being unaware. This finding indicates a significant communication gap. Lack of awareness reduces utilization of welfare facilities and limits their intended impact on employee well-being.

5.4 Types of Labour Welfare Measures Provided

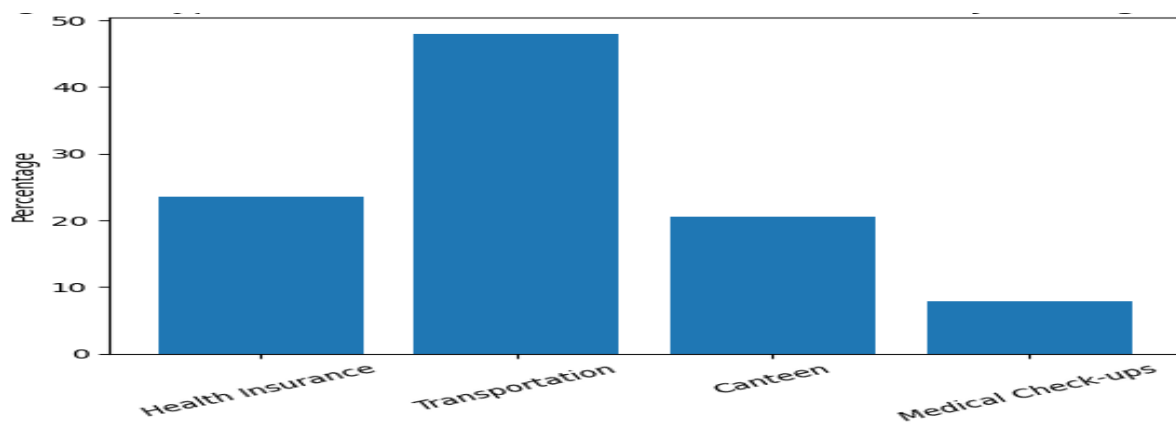


Figure 4: Types of Labour Welfare Measures Provided by the Organization

According to Figure 4, transportation facilities are the most commonly provided welfare measure (48%), followed by health insurance (23.5%) and canteen facilities (20.6%). Medical check-ups are provided to only 7.8% of employees. While transportation support is well established, the limited provision of medical check-ups reflects inadequate focus on preventive healthcare and employee wellness.

5.5 Employee Satisfaction with Welfare Measures

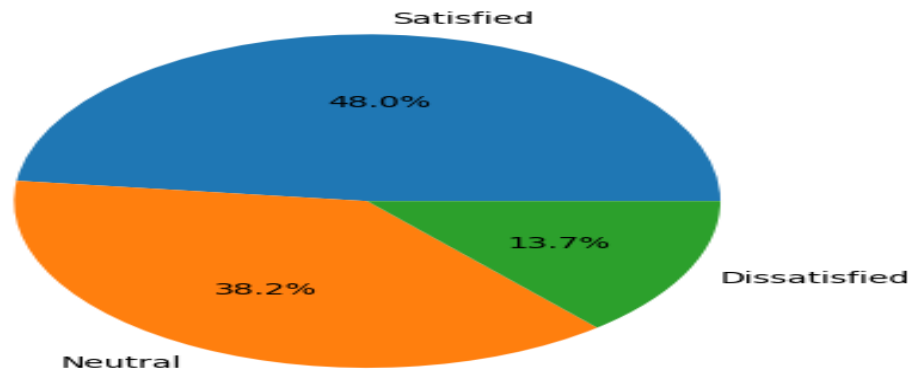


Figure 5: Level of Employee Satisfaction with Welfare Measures

Figure 5 shows that 48% of employees are satisfied with the existing welfare measures, 38.2% are neutral, and 13.7% are dissatisfied. Although satisfaction levels are moderate, the high neutral response suggests that welfare measures may not be fully aligned with employee expectations or needs.

5.6 Impact of Welfare Measures on Job Satisfaction

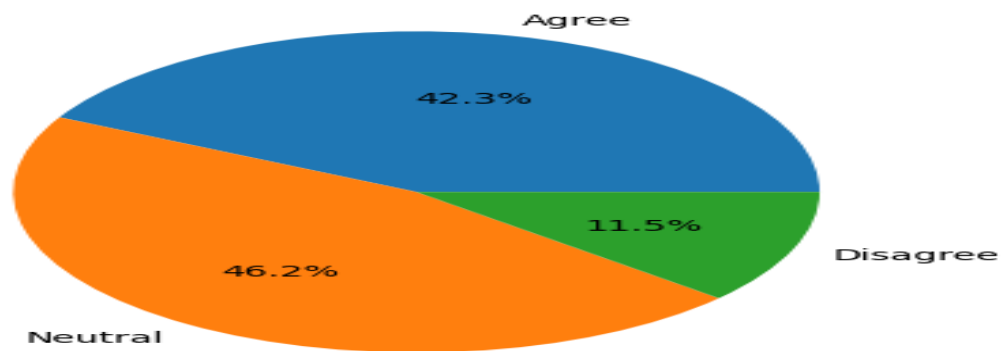


Figure 6: Impact of Welfare Measures on Job Satisfaction

As illustrated in Figure 6, 42.3% of employees agree that welfare measures improve job satisfaction, while 46.2% remain neutral and 11.5% disagree. The high neutral response indicates uncertainty regarding the effectiveness of welfare initiatives, possibly due to low awareness or limited relevance of certain facilities.

5.7 Contribution of Welfare Measures to Work–Life Balance

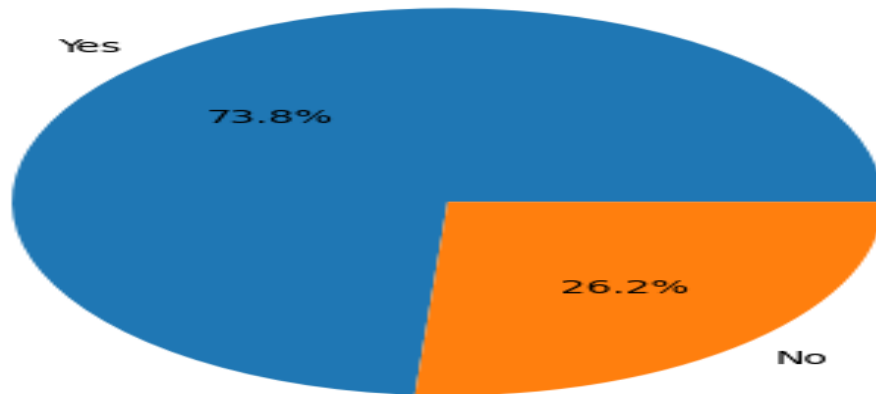


Figure 7: Contribution of Welfare Measures to Work–Life Balance along with figures

Figure 7 indicates that 73.8% of employees believe that welfare measures positively contribute to their work–life balance, whereas 26.2% do not. This result highlights the positive role of welfare facilities, particularly transportation and supportive services, in helping employees balance professional and personal responsibilities.

5.8 Utilization of Welfare Facilities

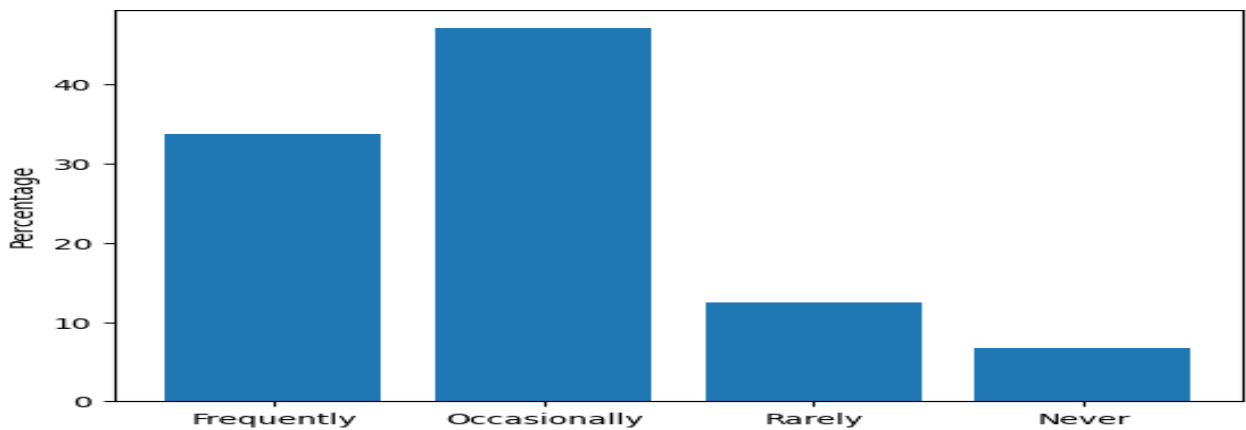


Figure 8: Frequency of Utilization of Welfare Facilities

As shown in Figure 8, 47.1% of employees use welfare facilities occasionally, 33.7% frequently, while 19.2% rarely or never use them. Although most employees utilize welfare facilities, the frequency remains moderate, indicating the need for improved awareness and accessibility.

5.9 Communication Channels for Welfare Information

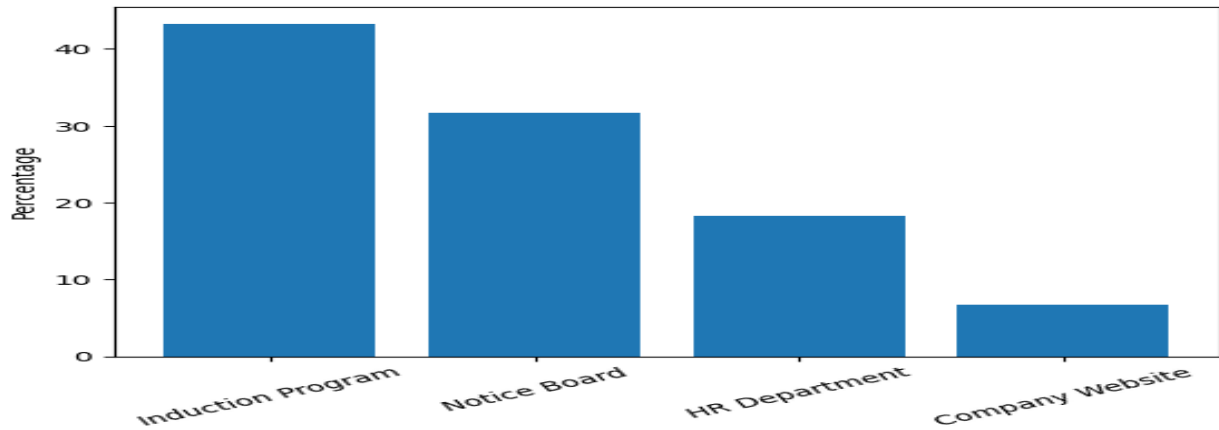


Figure 9: Sources of Information on Labour Welfare Measures

Figure 9 reveals that employees primarily learn about welfare measures through induction programs (43.3%) and notice boards (31.7%). HR departments (18.3%) and company websites (6.7%) are less utilized. The findings suggest underutilization of HR communication and digital platforms. Strengthening these channels can enhance continuous awareness and engagement.

6. Findings

The study reveals that Mechcon Industrial Solutions Pvt. Ltd. provides several labour welfare measures; however, employee awareness regarding these facilities remains limited. Transportation facilities emerged as the most prominent welfare measure, while preventive healthcare initiatives such as medical check-ups were least emphasized. Although a moderate level of employee satisfaction was observed, a substantial proportion of respondents expressed neutral opinions, indicating unmet expectations. Welfare measures were found to positively influence work–life balance more than job satisfaction. The findings also highlight gaps in communication and utilization of welfare facilities, suggesting the need for improved dissemination and employee engagement strategies.

7. Conclusion



The study concludes that labour welfare measures play a significant role in enhancing employee well-being and organizational effectiveness at Mechcon Industrial Solutions Pvt. Ltd. While the organization provides various welfare facilities, their overall impact is limited by low employee awareness and insufficient healthcare initiatives. The findings indicate that welfare measures contribute more effectively to improving work–life balance than job satisfaction. Strengthening communication mechanisms, expanding preventive healthcare facilities, and adopting employee-centered welfare policies are essential for maximizing the effectiveness of labour welfare practices and achieving sustainable organizational performance.

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Ethical Approval: The study was conducted following ethical standards; informed consent was obtained from all respondents.

Plagiarism Statement: This manuscript is original and has not been published or submitted elsewhere.

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