Project

ON

"A STUDY ON EMPLOYEES WELFARE SCHEMES AT TATA CONSULTANCY SERVICES, NAGPUR"

DMSR- G. S. College of Commerce & Economics, Nagpur

Affiliated to

Rashtrasant Tukadoji Maharaj Nagpur University

Nagpur

In partial fulfilment for the award of the degree of

Master of Business Administration

Submitted by

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Under the Guidance of

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NAAC Re-Accredited "A" Grade Autonomous Institution

Academic Year 2021-22

<u>**G.S. College Of Commerce & Economics, Nagpur**</u>

CERTIFICATE

This is to certify that **"Mr. Ankit Jain"** has submitted the project report titled **"A STUDY ON EMPLOYEES WELFARE SCHEMES AT TATA CONSULTANCY SERVICES, NAGPUR"** towards partial fulfillment of **MASTER OF BUSINESS ADMINISTRATION** degree examination. This has not been submitted for any other examination and does not form part of any other course undergone by the candidate.

It is further certified that he has ingeniously completed his project as prescribed by DMSR - G. S. COLLEGE OF COMMERCE & ECONOMICS, NAGPUR (NAAC Reaccredited "A" Grade Autonomous Institution) affiliated to Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.

Dr. Sonali Gadekar   **Dr. Sonali Gadekar**

Place: Nagpur
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DECLARATION

I here-by declare that the project with title **"A STUDY ON EMPLOYEES WELFARE SCHEMES AT TATA CONSULTANCY SERVICES, NAGPUR"** has been completed by me in partial fulfillment of MASTER OF BUSINESS ADMINISTRATION degree examination as prescribed by DMSR - G. S. COLLEGE OF COMMERCE & ECONOMICS, NAGPUR (NAAC Reaccredited "A" Grade Autonomous Institution) affiliated to Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur and this has not been submitted for any other examination and does not form the part of any other course undertaken by me.

Ankit Jain

Place: Nagpur
Date:

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ACKNOWLEDGEMENT

With immense pride and sense of gratitude, I take this golden opportunity to express my sincere regards to **Dr. N.Y. Khandait, Principal, G.S. College of Commerce & Economics, Nagpur.**

I am extremely thankful to my Project Guide Dr. Sonali Gadekar"for her guideline throughout the project. I tender my sincere regards to Co-Ordinator, Dr. Sonali Gadekar for giving me guidance, suggestions and invaluable encouragement which helped me in the completion of the project. I am thankful **to Prof. Anand Kale Sir** for his continuous guidance.

I will fail in my duty if I do not thank the Non-Teaching staff of the college for their

Co-operation.

I would like to thank all those who helped me in making this project complete and successful.

Ankit Jain

Place: Nagpur
Date:

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INTRODUCTION

Concept of HRM

In this project, we look at the question "What is HRM?" by giving a broad overview of the topic and introducing the readers to the practice of HRM in contemporary organizations. Though as with all popular perceptions, the above imagery has some validity, the fact remains that there is much more to the field of HRM and despite popular depictions of the same, the " art and science" of HRM is indeed complex. We have chosen the term "art and science "as HRM is both the art of managing people by recourse to creative and innovative approaches; it is science as well because of the precision and rigorous application of theory that is required.

Human resource is not only unique and valuable, but it is also an organization's most important resources. It seems logical that an organization would expand a great deal of effort to acquire and make full use of such a resources. This effort is known as human resources management which was earlier termed as staffing and personal management.

Human resource management is a process of bringing people and organizations together so that the goals of each are met.It is that part of the management process which is concerned with the management of human resources in an organization. It tries to secure the best from people by winning their hearted cooperation.

Human resource management may be defined as the art of procuring developing and maintaining competent workforce to achieve organizational goals efficiently.

Definitions of HRM

"HRM is concerned with the most effective use of people to achieve organizational and individual goals."

Invancevich and Glueck

" HRM encompasses those activities that are designed to provide for and coordinate the human resource of the organization."

Byars and Rue

" Human Resource Management Is The Planning, Organizing, Directing, And Controlling Of The Procurement , Development Compensation, Integration, Maintainance And Separation Of Human Resources To The End That Individual, Organizational, And Social Objectives Are Accomplished."

-Flippo

Nature Of Human Resource Management

Human Resource Management is a process of bringing people and organizations together so that the goals of each are met. The various features of HRM include:

• It is pervasive in nature as it is present in all enterprises.

• Its focus is on results rather than on rules.

• It tries to help employees develop their potential fully.

• It encourages employees to give their best to the organization.

• It is all about people at work, both as individuals and groups.

• It tries to put people on assigned jobs in order to produce good results.

• It helps an organization meet its goals in the future by providing for competent and well-motivated employees.

• It tries to build and maintain cordial relations between people working at various levels in the organization.

• It is a multidisciplinary activity, utilizing knowledge and inputs drawn from psychology, economics, etc.

SCOPE OF HUMAN RESOURCE MANAGEMENT

The scope of Human Resource Management refers to all the activities that come under the banner of Human Resource Management. These activities are as follows.

Human resources planning

Human resource planning or Human Resource Planning refers to a process by which the company to identify the number of jobs vacant, whether the company has excess staff or shortage of staff and to deal with this excess or shortage.

- **Job analysis design**

Another important area of Human Resource Management is job analysis. Job analysis gives a detailed explanation about each and every job in the company.

- **Recruitment and selection**

Based on information collected from job analysis the company prepares advertisements and publishes them in the newspapers. This is recruitment. A number of applications are received after the advertisement is published, interviews are conducted and the right employee is selected thus recruitment and selection are yet another important area of Human Resource Management.

- **Orientation and induction**

Once the employees have been selected an induction or orientation program is conducted. This is another important area of Human Resource Management. The employees are informed about the background of the company, explain about the organizational culture and values and work ethics and introduce to the other employees.

- **Training and development**

Every employee goes under training program which helps him to put up a better performance on the job. Training program is also conducted for existing staff that

have a lot of experience. This is called refresher training. Training and development is one area where the company spends a huge amount.

- **Performance appraisal**

Once the employee has put in around 1 year of service, performance appraisalis conducted that is the Human Resource department checks the performance of the employee. Based on these appraisal future promotions, incentives, increments in salary are decided.

- **Compensation planning and remuneration**

There are various rules regarding compensation and other benefits. It is the job of the Human Resource department to look into remuneration and compensation planning.

- **Motivation, welfare, health and safety**

Motivation becomes important to sustain the number of employees in the company. It is the job of the Human Resource department to look into the different methods of motivation. Apart from this certain health and safety regulations have to be followed for thebenefits of the employees. This is also handled by the HR department.

- **Industrial relations: -**

Another important area of Human Resource Management is maintaining co-ordinal relations with the union members. This will help the organization to prevent strikes lockouts and ensure smooth working in the company.

Importance of HRM

We have discussed the basic concept of HRM and the ways in which it helps the organization meet its goals. In this project, we discuss the reasons for organizations to have a HRM strategy as well as the business drivers that make the strategy imperative for organizational success.

It is fact that to thrive in the chaotic and turbulent business environment, firms need to constantly innovate and to be "ahead of the curve" in terms of business practice and strategies. It is from this motivation to be at the top of the pack that HRM becomes a valuable tool for management to ensure success.

Strategic Management and Management

As discussed in the project on modern day HRM practices, there is a need to align organizational goals with that of the HR strategy to ensure that there is alignment of the people policies with that of the management objectives. This means that the HR department can no longer be viewed as an appendage of the firm but instead is a vital organ in ensuring organizational success.

The aims of strategic management are to provide the organization with a sense of direction and a feeling of purpose. The days when then HR manager was concerned with administrative duties is over and the current HRM practices in many industries are taken as seriously as say, the marketing and production functions.

Importance of HRM for Organizational Success

The practice of HRM must be viewed through the prism of overall strategic goals for the organization instead of a standalone tint that takes a unit based or a micro approach. The idea here is to adopt a holistic perspective towards HRM that ensure that there are no piecemeal strategies and the HRM policy enmeshes itself fully with those of the organizational goals. For instance, it the training needs of the employees are simply met with perfunctory trainings on omnibus topics, the firm stands to lose not only from the times that the employees spend in training but also a loss of direction. Hence, the organization that takes its HRM policies seriously will ensure that training is based on focused and topical methods.

Processes in Human Resource Management

Each organization works towards the realization of one vision. The same is achieved by formulation of certain strategies and execution of the same, which is done by the HR department. At the base of this strategy formulation lie various processes and the effectiveness of the former lies in the meticulous design of these processes. But what exactly are and entails these processes? Let's read further and explore.

The following are the various HR processes:

- Human resource planning (Recruitment, Selecting, Hiring, Training, Induction, Orientation, Evaluation, Promotion and Layoff).

- Employee remuneration and Benefits Administration

- Performance Management.

- Employee Relations.

The efficient designing of these processes apart from other things depends upon the degree of correspondence of each of these. This means that each process is subservient to other. You start from Human resource Planning and there is a continual value addition at each step. To exemplify, the PMS (performance Management System) of an organization like Infosys would different from an organization like Walmart. Let's study each process separately.

Human Resource Planning: Generally, we consider Human Resource Planning as the process of people forecasting. Right but incomplete! It also involves the processes of Evaluation, Promotion and Layoff.

- **Recruitment:** It aims at attracting applicants that match a certain Job criteria.

- **Selection:** The next level of filtration. Aims at short listing candidates who are the nearest match in terms qualifications, expertise and potential for a certain job.

- **Hiring:** Deciding upon the final candidate who gets the job.

- **Training and Development:** Those processes that work on an employee onboard for his skills and abilities upgradation.

Employee Remuneration and Benefits Administration: The process involves deciding upon salaries and wages, Incentives, Fringe Benefits and Perquisites etc. Money is the prime motivator in any job and therefore the importance of this process. Performing employees seek raises, better salaries and bonuses.

Performance Management: It is meant to help the organization train, motivate and reward workers. It is also meant to ensure that the organizational goals are met with efficiency. The process not only includes the employees but can also be for a department, product, service or customer process; all towards enhancing or adding value to them.

Nowadays there is an automated performance management system (PMS) that carries all the information to help managers evaluate the performance of the employees and assess them accordingly on their training and development needs.

Employee Relations: Employee retention is a nuisance with organizations especially in industries that are hugely competitive in nature. Though there are myriad factors that motivate an individual to stick to or leave an organization, but certainly few are under our control.

Employee relations include Labor Law and Relations, Working Environment, Employee health and safety, Employee- Employee conflict management, Employee- Employee Conflict Management, Quality of Work Life, Workers Compensation, Employee Wellness and assistance programs, Counseling for occupational stress. All these are critical to employee retention apart from the money which is only a hygiene factor.

All processes are integral to the survival and success of HR strategies and no single process can work in isolation; there has to be a high level of conformity and cohesiveness between the same.

Definitions of Labour Welfare Measures

A few definitions of labour welfare measures are given as under:- The Labour Investigation Committee was of the view to include under ' Labour Welfare: "Anything done for the intellectual, physical, moral and economic betterment of the workers, whether by employers, by government or by other agencies, over and above what is laid down by law or what is normally expected of the contractual benefits for which workers may have

bargained." According to the Committee on Labour Welfare, welfare services should mean, "Such Services, facilities, and amenities as adequate canteens, rest and recreation facilities, sanitary and medical facilities, arrangements for travel to and from place of work, and for the accommodation of workers employed at a distance from their homes; and such other services, amenities and facilities, including social Estelar security measures as contribute to the conditions under which workers are employed."

The International Labour Organisation (ILO) report refers to labour welfare as, "Such services, facilities and amenities as may be established in or in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy, congenial surroundings and provided with amenities conducive to good health and high morale." The Encyclopedia of Social Sciences has defined labour welfare work as, "The voluntary efforts of the employers to establish, within the existing industrial system, working and sometimes living and cultural conditions of the employees beyond what is required by law, the custom of the country and the conditions of the market." The Committee of Exports on Welfare Facilities for Industrial Workers convened by ILO (in 1963) included the following items under the term 'labour welfare.'

Need of labour Welfare Measures

The need for the labour welfare arises from the very nature of the industrial system, which is characterized by two basic factors; one, the conditions under which work is carried on are not congenial for health; and second, when a labourer joins an industry, he has to work in an entirely strange atmosphere, which create problems of Estelar adjustments. L.S Kudchelkar calls these two factors "the long arm of the job," and "the social invasion of the factory." It is noteworthy that working-environment in industries/mines is such as adversely affects the workers', health because of the excessive heat or cold, noise odours, fumes, dust

and lack or inadequacy of sanitation and pure air etc., All these lead to occupational hazards. These have, therefore, to be held in check by providing ameliorative services, protective devices and compensatory benefits following of accident or injury or disablement. This has been referred to as "the long arm of the job which stretches out its adverse effects on to the worker long after his normal 8 hour." Hence, the need for provision of welfare services within the premises of the factory, mine or plantation arises. When a worker, who is in fact a ruralite, comes to work in a factory, has to work and live in unhealthy, congested factories and slum areas, with no outdoor recreation facilities.

To escape from the tiring conditions of his tedious and tiresome job, he absents himself, become irregular and often indisciplined. Hence, the need for providing welfare services arises. For whatever improvements in the condition of work and life of the employees, whatever leads to increasing adaptation of the worker to this job, and whatever make him fully contented lessen his desire or need to the burden of this social invasion of the factory. There is a social reason also as pointed out by the Labour Investigation Committee, "the provision of canteens improves the physic, entertainment reduce the incidence of vices; meical aid and maternity and child welfare services improve the health of the workers and bring down the rates of general, maternal and infantile morality; and education facilities increase their mental efficiency and economic productivity."

Importance of employee welfare measures

The centrality of welfare measures get to be all inclusive as a head of schedule as 1931, whilst the regal commissions on work said the advantages are of amazing essential to the laborer which can't secure by means of him. The plans of diligent work welfare might be viewed as a savvy venture because of the actuality those could convey an advantageous do a reversal inside the state additional execution. The operational surroundings in a

manufacturing unit unfavorably outcomes the fitness of the human resources is due to unnecessary heat or cold, noise, fumes, dirt and shortage of cleanliness and natural air. Circumstance generates physical condition troubles for Research Article Volume 6 Issue No. 12 International Journal of Engineering Science and Computing, December 2016 3681 http://ijesc.org/ employees. These need to be restricted through defensive steps aimed humanizing the lot of employees. A second purpose in want of welfare works is called the social invasion of the manufacturing fac ility. Workers face lot of adjustments tribulations once they soak up manufacturing unit work. The crowded environs, noisy machinery, slum regions, repetitive jobs effect the psyche of rural ties approach to towns on the lookout for jobs. Another social reason pointed by means of the exertions investigation committee read for this reason "the supply of canteens improve the physique, entertainment reduces the incidents of vices, scientific resource maternity and child welfare offerings enhance the health of the employees and bring mental performance and economic productivity. The advantages of welfare facilities are

Labor Welfare Committee Anything that can do for the logical, physical, moral and economic benefits of the worker is very much important. Whether by the organization, by the government or any other agencies over and above what is laid down by law or what is normally expected of the contractual settlement for which the workers have asked for. Welfare services can be categorize as good canteens, rest rooms, recreation sanitary, medical facilities, arrangement for travel to and from the place of work and for the accommodation of worker employed at a distance from their home and such other services. Welfare facilities in Kenya The main goal of labor welfare scheme is to encourage a happy employer and employee relations. Generally, it provides a mentally satisfactory work environment. Organization must provide labor welfare facilities to their staffs so that they can meet the legal requirements. Labor welfare aims at providing such service facilities and amenities as

would enable the worker in industries and factories to perform their work in healthy congenial atmosphere to good health and high morale. Staff health, safety and welfare activities in Kenya are very necessary because Kenya is an industrial backward country and the working conditions are not practical in Kenyan industries. Most of the labors are poor and uneducated. They are generally responsible for being negligent and idle. Labor health, safety and welfare scheme are important for improving the working environment and their economic of staffs as well as living standard of employees. In this 21st century, economic development of the workers plays an important role in their outcomes. Hence by motivating labor, the economic development of the country increases markedly which in turn increases the national productivity. In past, the organization suppressed the workers by paying less salary and giving more pressure of work even in poor working environment which use to result in conflict between the employer and the employee. Thus better welfare facilities to the workers will help to give best result to organization as well as towards country also.

Principles of Employee Welfare Service

Employee Welfare is a broad term which includes various services, benefits and facilities which are provided by employers to its staffs. Such schemes are the benefits which makes life worth living for employees. Welfare is the facility that is provided in order to comfort and improve employee willingness to work and is provided over and above the wages. This helps in raising the intention and motivation so as to retain the employees for longer period and reduce employee turnover. Welfare is motivational factor for every staffs. Regardless of monetary kind, this can be in any form. This includes observing of condition of worksites, providing industrial coherence by providing facilities for health and other benefits, insurance against mishaps for them and their families. Employee welfare involves all activities of an employer that are focused at easing the employees with certain facilities and services in addition to wages or salaries.

COMPANY PROFILE

Tata Consultancy Services Limited (TCS) is an Indian multinational information technology (IT) service, consulting and business solutions company Headquartered in Mumbai, Maharashtra. It is a subsidiary of the Tata Group and operates in 46 countries. TCS is one of the largest Indian companies by market capitalization ($80 billion). TCS is now placed among the 'Big 4' most valuable IT services brands worldwide. TCS alone generates 70% revenues of its parent company, Tata Sons. In 2015, TCS is ranked 64th overall in the *Forbes* World's Most Innovative Companies ranking, making it both the highest-ranked IT services company and the top Indian company. It is the world's 10th largest IT services provider by revenue. As of December 2015, it is ranked 10th on the Fortune India 500 list. On 12 January 2017, N.Chandrashekaran was elevated as the chairman for Tata Sons . Rajesh Gopinathan was appointed as the new MD and CEO for TCS.

HISTORY :-

Established in 1968, Tata Consultancy Services a member of the Tata Group has grown to its current position as the largest IT services firm in Asia based on its record of outstanding service, collaborative partnerships, innovation, and corporate responsibility.

It was founded by Jamsetji Tata in 1848 and it is one of India's most respected institutions today. Their mission reflects the Tata Group's longstanding commitment to providing excellence. To help customers achieve their business objectives by providing

innovative, best–in–class consulting, IT solutions and services, and to actively engage all stakeholders in a productive, collaborative, and mutually beneficial relationship.

TCS' ability to deliver high–quality services and solutions is unmatched. They are the world's first organization to achieve an enterprise–wide Maturity Level 5 on both CMMI and P–CMM, using the most rigorous assessment methodology – SCAMPISM. Additionally, TCS' Integrated Quality Management System (iQMS) integrates process, people and technology maturity through various established frameworks and practices including IEEE, ISO 9001:2000, CMMI, SW–CMM, P–CMM and 6–Sigma.

It is largest IT employer in India. It provides services to wide range of segment like banking & financial services, energy, resources & utilities, government, telecom, media & information services, etc.

TCS acquired Citigroup Global Services(CGSL), India based BPO for $505 million. The acquisition broadened TCS's portfolio of end–to–end IT and BPO services in the global Banking and Financial Services (BFS) sector. TCS's enhanced scale and expertise will be providing service improvements to Citi and Citi's customers. CGSL has more than 12,000 employees located in India and expected to generate revenues of approximately $278 million in 2008.

Tata Consultancy Services delivers real results to global businesses, ensuring a level of certainty no other firm can match.TCS offers a consulting–led, integrated portfolio of IT and IT–enabled services delivered through its unique Global Network Delivery Model, recognized as the benchmark of excellence in software development. TCS has over 143,000 of the world's best trained IT consultants in 42 countries.

Tata Consultancy Services announced the launch of TCS BaNCS Core Banking Release 12.0 at the annual flagship event for banking and capital markets, SIBOS 2011, in Toronto.

In 2014 TCS announced to set up largest Corporate Learning Center in Thiruvananthapuram with a capacity to train 50,000 IT professionals every year

Products and Services :-

TCS and its 67 subsidiaries provide a wide range of information technology-related products and services including application development, business process outsourcing, capacity planning, consulting, enterprise software, hardware sizing, payment processing, software management and technology education services. Rgwfirm's established software products are TCS BaNCS and TCS MasterCraft.

Service lines

TCS' services are currently organised into the following service lines (percentage of total TCS revenues in the 2012-13 fiscal year generated by each respective service line is shown in parentheses):

- Application development and maintenance (43.80%) value;

- Asset leverage solutions (2.70%);

- Assurance services (7.70%);

- Business process outsourcing (12.50%);

- Consulting (2.00%);

- Engineering and Industrial services (4.60%);

- Enterprise solutions (15.20%); and

- IT infrastructure services (11.50%).

Employees :-

TCS is one of the largest private sector employers in India, and the fourth-largest employer among listed Indian companies (after Indian Railways, Indian Army and India Post). TCS had a total of 3,78,497 employees as of December 2016, of which 31% were women. The number of non-Indian nationals was 21,282 as at March 31, 2013 (7.7%). The employee costs for the FY 2012-13 were US$4.38 billion, which was approx. 38% of the total revenue of the company for that period. In the fiscal year 2012-13, TCS recruited a total of 69,728 new staff, of whom 59,276 were based in India and 10,452 were based in the rest of the world. In the same period, the rate of attrition was 10.6%.The average age of a TCS employee is 28 years. The employee utilisation rate, excluding trainees, for the FY 2012-13 was 82%.TCS was the fifth-largest United States visa recipient in 2008 (after Infosys, CTS, Wipro and Mahindra Satyam). In 2012, the Tata group companies, including TCS, were the second largest recipient of H-1B visas. As of June 2014, TCS has over 300,000 employees. It is world's third largest IT employer behind IBM and HP.

LITERATURE REVIEW

"Wellness in organizations" should focus on the well being of individual workers. At a time when the wellness of individuals is increasingly being threatened in our workplaces, I argue that one way wellness can be sought is through careful examination of routine organizational practices. To make this point, I look to the problem of bullying in organizations and, in particular, traditional organizational responses to bullying. The paradoxes of protective legislation and protective workplace policies are explored, before numerous organizational masks that serve to bolster these paradoxes are discussed: the mask of stereotypes; the mask of Alternative Dispute Resolution (ADR); the mask of counselling; and the mask of training. The way towards wellness in organizations lies with the recognition of unintended distortions and limitations on existing legislation, policy and process, and the critical assessment of traditional remedies. Margaret H. Vickers, (November 2006)

There persists a considerable amount of controversy in the economics literature as to how to explain the large variation in wealth holdings at retirement. One aspect that has been difficult to assess in empirical studies is the role of expectations regarding future retirement income and how it influences saving behaviour. In this paper the authors investigated the effect of deviations between individuals' anticipated and realized social security 20 benefits on several measures of well-being in retirement, such as the change in consumption expenditures at retirement, and whether the individual is worried about having enough income to get by in retirement.

Using longitudinal data from the Health and Retirement Study, it was found clear evidence that people who over estimated their Social Security benefits are worse off according to several measures of well being in retirement. They tend to have large negative consumption expenditure changes at retirement than those who under estimated or correctly estimated their benefits. Once retired, they have more worries about how to get by with the resources they have. They also more often report that retirement years turned out worse than expected. In Multivariate analyses, these conclusions remain valid, although significance levels are sometimes low. This relationship seems to be more pronounced for respondents who claimed benefits earlier than anticipated than for respondents who were simply misinformed. Susann Rohwedder, (May 2006). Et.al

This study examines the effects of pay-as-you social security programs in aging economies when the middle aged both educate their dependent children and subsidize the retirement of the old. Using an overlapping generations framework in which agents are three period lived but timing of death in the third period is uncertain, we analyze the effects of social expenditures, social welfare, and economic growth. It has been found that in many cases social security crowds out education, and reduces economic growth and social welfare. Rowena A. Pecchenino (November 1999), Et.al

Staff spends at least half their waking time at work or in getting to it or leaving it. They know they contribute to their organization when they are reasonably free from worry, and they feel, perhaps in articulately, that when they are in trouble they are due to get something back from the organization. People are entitled to be treated as full human being with personal needs, hopes and anxieties; they are employed as people, they are employed as people, they bring themselves at work, not just their hands, and they cannot readily leave their trouble at home. Martine (1957).

Adequate welfare facility should avail in the organization. As, Absenteeism is also due to inadequate welfare facilities to workers, for a vast majority of industries lists in India still look upon welfare work as a barren liability rather than a wise investment. The National Commission on Labour observes, "The Statutory welfare amenities have not been properly and adequately provided. In several cases, particularly in medium and small sized units, the standard are distinctly poor. The studies made by some states in respect of the different components of welfare include sanitation, wahing and bathing facilities, first aid appliances, ambulance rooms, drinking water, which strengthen the general impression that compliance with statutory welfare provision is half-hearted and inadequate, "fed up with the absence of basic facilities, the worker often migrates to his rural home. Mamoria C.B, Gankar S.V (2003)

The introduction of the factory system had a profound effect on social relationships and living conditions. In earlier times the feudal lord and the guild master both had been expected to take some responsibility for the welfare of the serfs, apprentices, and journeymen who worked under them. By contrast, the factory owners were considered to have discharged their obligations to employees with the payment of wages; thus, most owners took an impersonal attitude toward those who worked in their factories. This was in part because no particular strength or skill was required to operate many of the new factory machines. The owners of the early factories often were more interested in hiring a worker cheaply than in any other qualification. Thus they employed many women and children, who could be hired for lower wages than men. These low-paid employees had to work for as long as 16 hours a day; they were subjected to pressure, and even physical punishment, in an effort to make them speed up production. Since neither the machines nor the methods of work were designed for

safety, many fatal and maiming accidents resulted. In 1802 the exoploitation of pauper children led to the first factory legislation in England. That law, which limited a child's workday to 12 hours, and other legislation that followed were not strictly enforced. Bellesiles Michael .A (1998)

Welfare programs aimed at helping people unable to support themselves fully or earn a living. Welfare recipients include elderly people, people with mental or physical disabilities, and those needing help to support dependent children. People in the United States most commonly use the term welfare to refer to government funded programs that provide economic support, goods, and services to unemployed or underemployed people. Professionals in the field of public policy and social work use the term social welfare in a broader sense to describe any program, either privately or publicly funded, that helps people to function more fully in society. Corbett Thomas (2000)

OBJECTIVES OF THE STUDY

- To study welfare facility provided by Tata Consultancy Service

- To analyze the procedure regarding how the welfare facilities are provided to the employees by the Tata Consultancy Service

- To know the satisfaction level of employees about welfare facilities and view towards the Tata Consultancy Service policies of providing welfare facilities.

- To know how the co. motivates their employees by Tata Consultancy Service

- To study how boost up employees morale by Tata Consultancy Services.

SCOPE OF THE STUDY

- The satisfaction level of employees about welfare facilities and view towards the bank policies of providing welfare facilities of Tata Consultancy Service

- The company motivates their employees of Tata Consultancy Service

- How boost up employees morale of Tata Consultancy Service

LIMITATIONS OF STUDY

- The study was purely based on the information given by the employees and there are chances for wrong data.

- The time period was not sufficient for the study.

- Employees were very busy in their work, so that most of the employees gave responses through questionnaire.

- Certain employees were biased in answering in the question.

RESEARCH METHODOLOGY

According to Kerlinger

Research design is a plan, structure and strategy of investigation conceived so as to obtain answer to research questions and to control variance.

According to Green and Tull

A research design is a specific method and procedure for acquiring the information needed. It is the overall operational pattern or framework of the project that stipulates what information's is to be collected from which sources by what procedures.

Research methodology

Research methodology is purely and simply the framework or a plan for the study that guides the collection and analysis of data. Research is the scientific way to solve the problem and it's increasingly used to improve market potential. This involves exploring the possible method, one by one, and arriving at the best solution, considering the resources at the disposal of research.

Research steps:-

- Study about organization
- Setting of objective
- Instrument-design(questionnaire)
- Main study
- Tabulated and cross tabulation
- Analysis and interpretation
- Findings

- Conclusion

- Suggestion and recommendation

Research Design

A research design is the specification of methods and procedure for acquiring the information needed. It is over – all operation patterns or framework of the project that stipulates what information is to be collected from which source by what procedure, it is also refers to the blue print of the research process.

Key issue	Options
Research Design	Descriptive
Data	Primary data
Research	Survey method
Research instrument	Questionnaire, Experts Interview

Research design consists of

- A clear statement of the research problem.

- Procedure & techniques to be used for gathering information.

- The population to be studied.

- Method to be used in processing & analyzing the data.

There are four types in research design:

- Exploratory of formative study

- Diagnostic study

- Experimental study
- Descriptive study

Destructive Study

A study, which wants to portray the characteristic of a group of individual or situation, is known as descriptive study.

Different types of research design

A research design may broadly be classified into three main categories

- **Explanatory research:** in the case of explanatory research, the focus is on the discovery of the ideas.
- **Descriptive research:** Descriptive studies are undertaken in many circumstances. When the research is interested in knowing the characteristics of certain group such as age, sex, educational level, occupation or income etc.

This is further being classified into two main characteristics:

- **Cross sectional studies:** a cross-sectional study is concerned with a sample of element from a given population. Thus it may deal with household, dealers, retail stores, or other entities.
- **Longitudinal studies:** longitudinal studies are based on panel data and panel methods. A panel is a sample of respondent who are interviewed from time to time.

<u>HYPOTHESIS</u>

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The Employees are satisfied with the welfare facility provide to them by the Tata Consultancy Service

Null Hypothesis :- Employees satisfaction is independent from working condition.

Alternative Hypothesis :- Employees Satisfaction is dependent from working condition.

RESEARCH DESIGN

A research design is the specification of methods and procedure for acquiring the information needed. It is over – all operation patterns or framework of the project that stipulates what information is to be collected from which source by what procedure, it is also refers to the blue print of the research process.

SAMPLE METHOD:-

This method is used in Random Method.

Random Method :- Random sampling is a part of the sampling technique in which each sample has an equal probability of being chosen. A sample chosen randomly is meant to be unbiased representation of the total population.

SAMPLE SIZE:-

Samples size is the number of items to be selected from the population to constitute the sample for the research

DATA COLLECTION

Section and sources of data

The present study required a considerable amount of data. In order to collect the most appropriate data from the respondents the primary data is collected by following methods.

Primary data

It is a fresh data, which was collected from the employees and having discussions and interacting with employees. The required data for the project has collected from primary data.

Following are the methods of primary data collection.

- **Observation method-** in this method a good report establishment of respondent with researcher plays a very important role. The researcher is present in the bank from where he makes observation and from there he collects the relevant data according to the careful observation of respondents state of mind, integrity of thought , emotional stigma attached, aggressive and other related tendencies and the physical postures of the respondance forms the core of this observation methods.

- **Interview method-** it is systematic method by which one person enters more or less imaginatively into the inner life of another who is generally a comparatively stranger for me.

- **Questionnaire-** it is the method by which we can make a group of employees by dividing them in various subject or asking them question about their life style and their problems. This method is popularly used in the industry to find out the majority of the people like their job or how much they are happy with their wages and other welfare facilities.

Secondary Data

The secondary data for this study was obtained from the related literature and other data present in the bank's records on the subject, and formal and informal discussions.

The literature, related to the research topic includes:

- Books related to Human Resource Management (HRM), personnel management and industrial relations.
- Journals and periodicals for the comprehensive opinion of eminent and intelligent writer/author.
- Bank manuals, magazines and other house journals of the bank.
- Study papers presented during the discussion and information sessions held inside the institute and during work.

Sample size: Data has being collected from a sample of 75employees working in Tata Consultancy Services.

Types of sampling

Types of sampling used in the survey were simple random sampling. In this method, the sampling units have chosen randomly from the total employees at all the levels in the organization.

Sample size determination

Sample size restricted as the sample is one organization. This sample size was determined as 50 as it is selected randomly the different projects of the Tata Consultancy Services.

RESEARCH INSTRUMENT

Questionnaire

Questionnaire refers to a device of securing answer to a finally arranged list of questions by using a term, which the respondents fill in himself.

Questionnaire design

- Open-ended
- Close ended
- Dichotomous questions
- Multiple questions

Open ended questions:

In this questions, the respondents answer in his own words. This type of questions is used rarely because it is difficult to weight the result.

Closed ended questions

This questions in which respondents is gives a limited number of alternatives from which he has to select the one that most closely matches his opinion or attitude

Dichotomous questions:

A dichotomous question refers to one. This offers the respondents a choice between only two alternatives and reduces the issue to its simplest form.

Multiple questions

A multiple choice question refers to one. Which provides several set alternatives for its answer? These types of questions are asked on demographic section by the researcher.

The data collected through questionnaire response method analyzed in the following manner:

- Raw data was coded and tabulated
- The tabulated data was covered into percentage to show the percentage of opinion among respondents

DATA ANALYSIS & INTERPRETATION

1)   How do you rate the working environment of the organization?

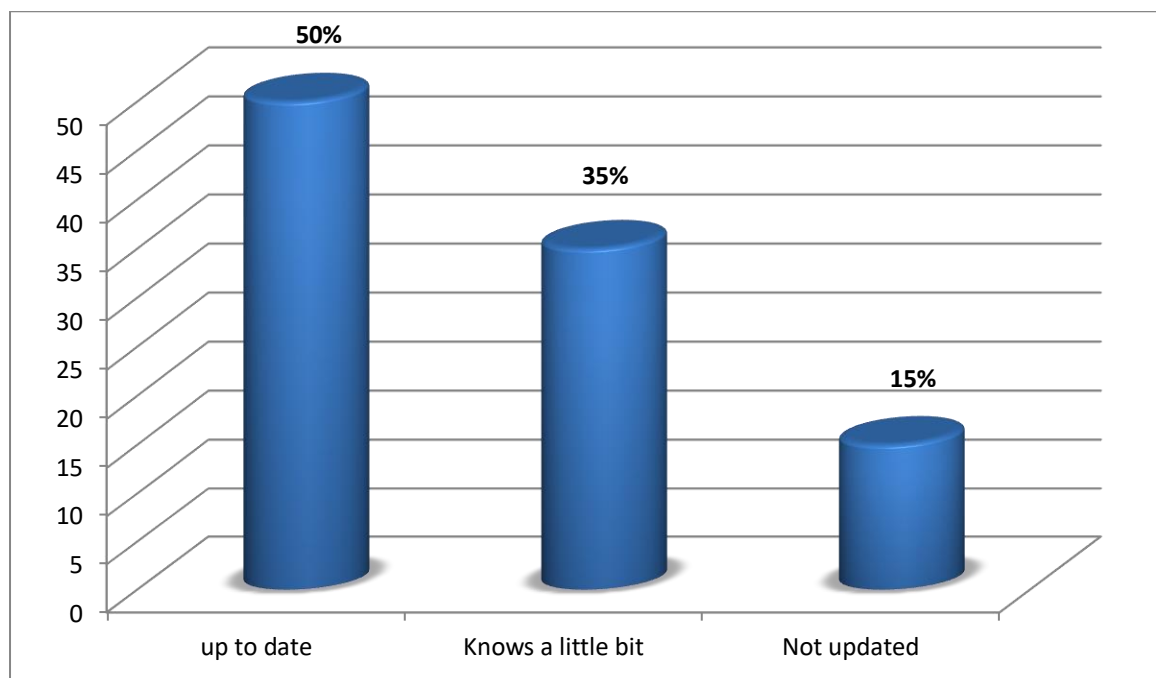| Opinion	Respondent	Percentage
Highly satisfactory	13	25%
Satisfactory	17	35%
Averagely Satisfactory	7	15%
Dissatisfactory	10	20%
Highly dissatisfactory	3	5%
Total	50	100%
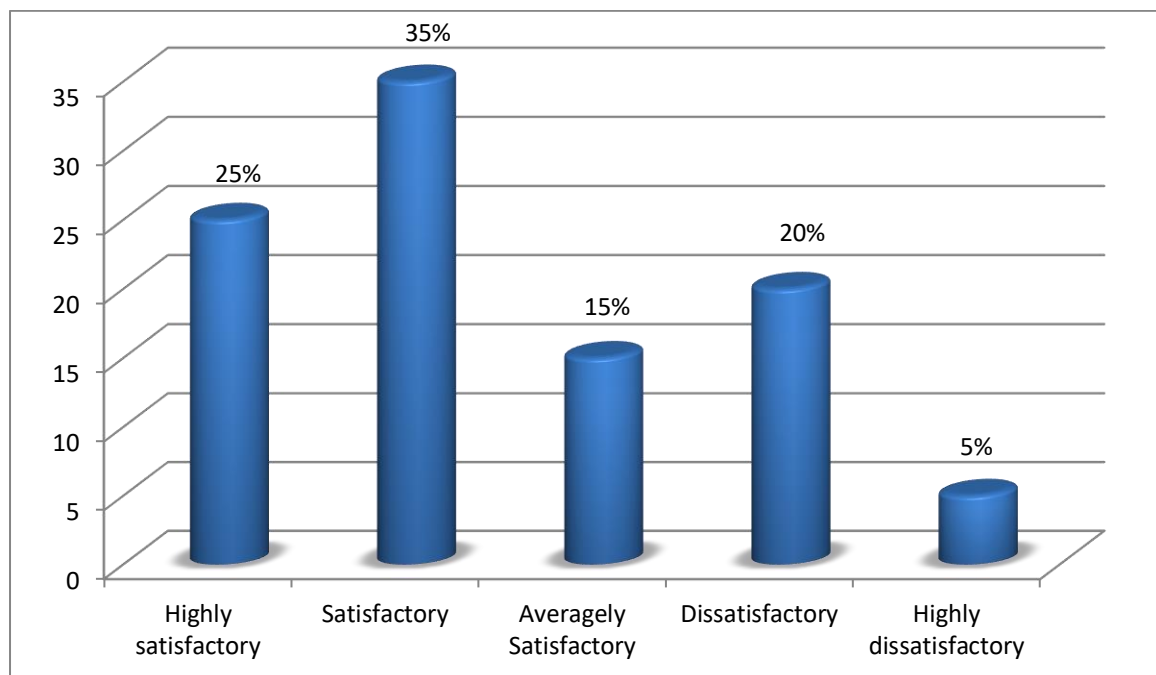
INTERPRETATION

From the above graph 25% Employees are highly satisfied by the service of organization, 35% Employees are satisfied with working environment, 15% employees are averagely satisfied, 20% employees are not satisfied by the service of organization and 5% are highly dissatisfied.

2)   Do you know about the key feature of the Tata Consultancy Service life swadhan scheme?

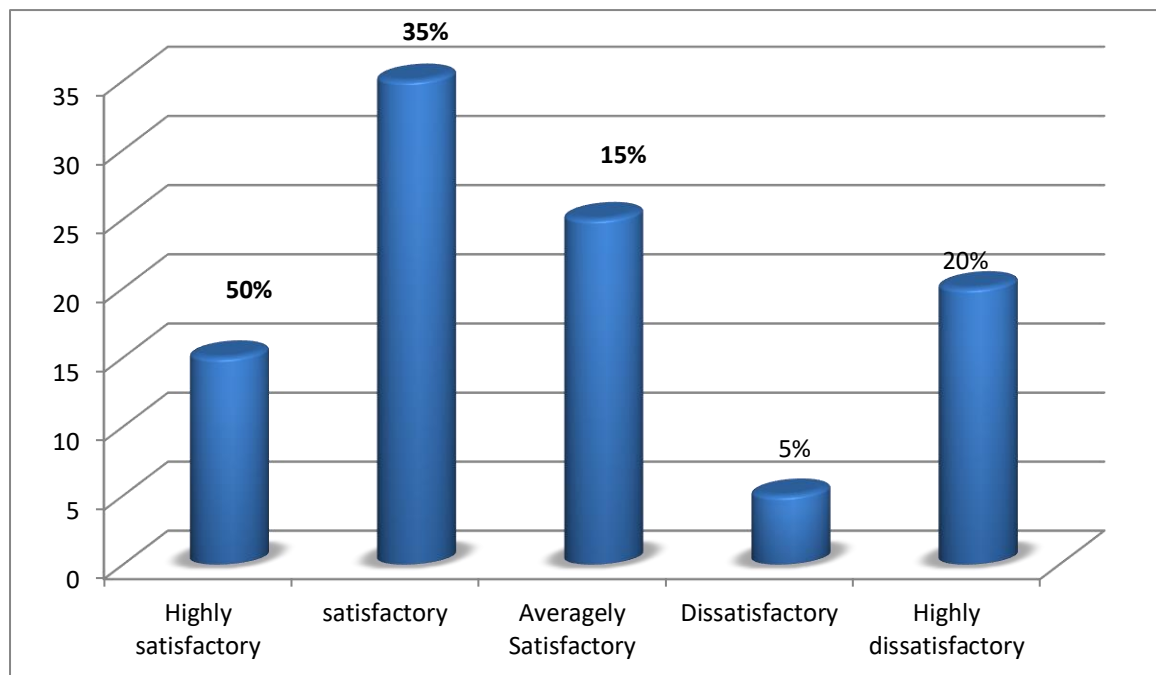| Opinion	Respondent	Percentage
Up to date	25	50%
Knows a little bit	17	35%
Not updated	8	15%
Total	50	100%

INTERPRETATION

From the above graph it is observed that 50% Employees are up to date about the Tata Consultancy Service life swadhan scheme about the scheme 35% employees know about the scheme and 15% employees are not update about the scheme.

3) How do you rate the medical benefits provided by the organization for the employers and their families?

| Opinion	Respondent	Percentage
Highly satisfactory	7	15%
Satisfactory	18	35%
Averagely Satisfactory	12	25%
Dissatisfactory	3	5%
Highly dissatisfactory	10	20%
Total	50	100%

INTERPRETATION

From the above graph it is observed that 15% employees are highly satisfied by the medical benefits provided by the company, 35% are satisfactory dissatisfied and 20% are highly, 25% are averagely satisfactory and 5% are dissatisfied.

4)   Does the Company provide maternity leave to female employee?

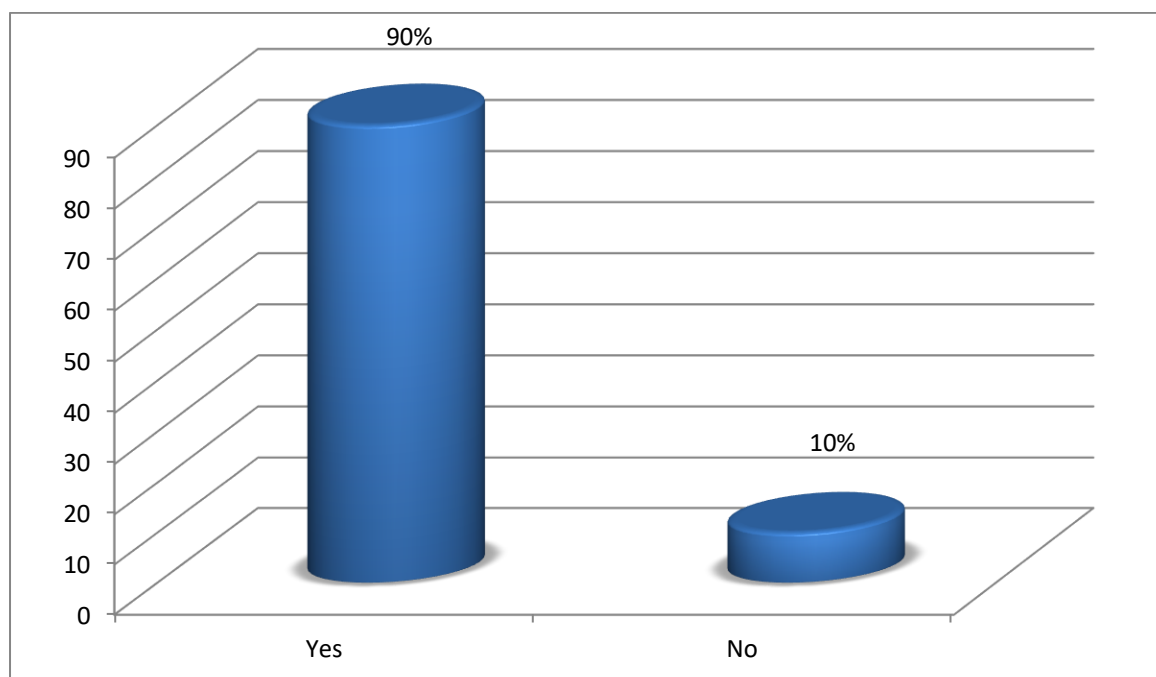| Opinion	Respondent	Percentage
Yes	35	70%
No	15	30%
Total	50	100%
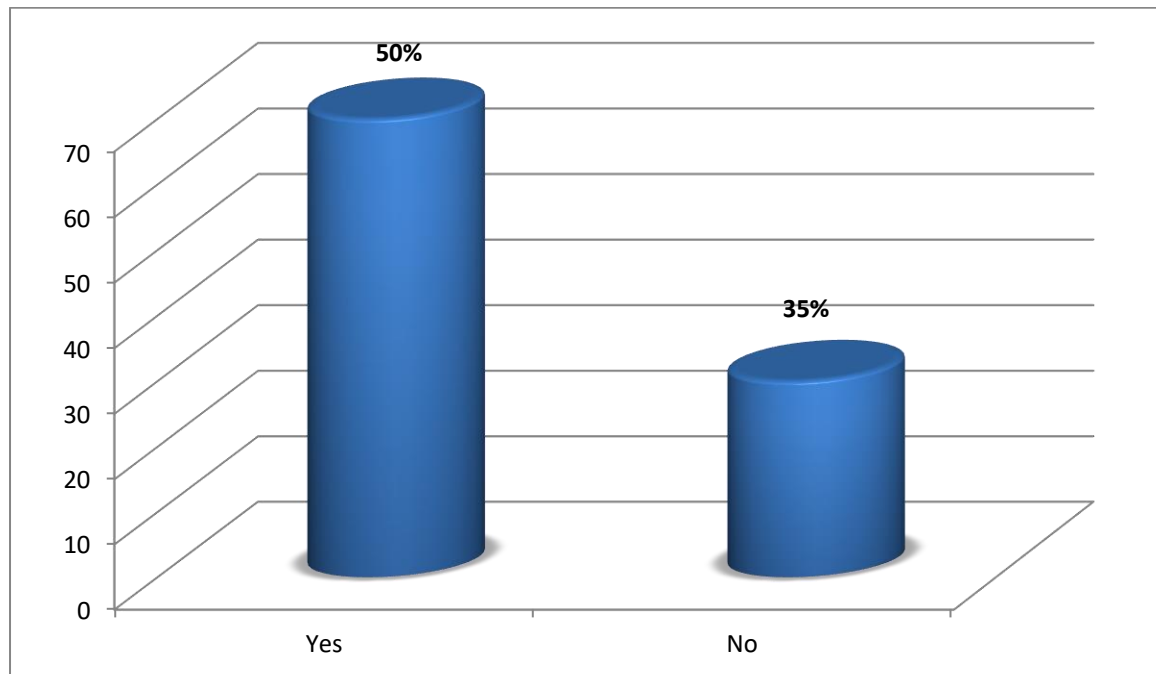
INTERPRETATION

From the above graph it is observed that 70% female employees were provided with maternity facilities in company & 30% female employees were not provided with the maternity benefit.

5) Do you think that there should be any improvement or addition in welfare facilities?

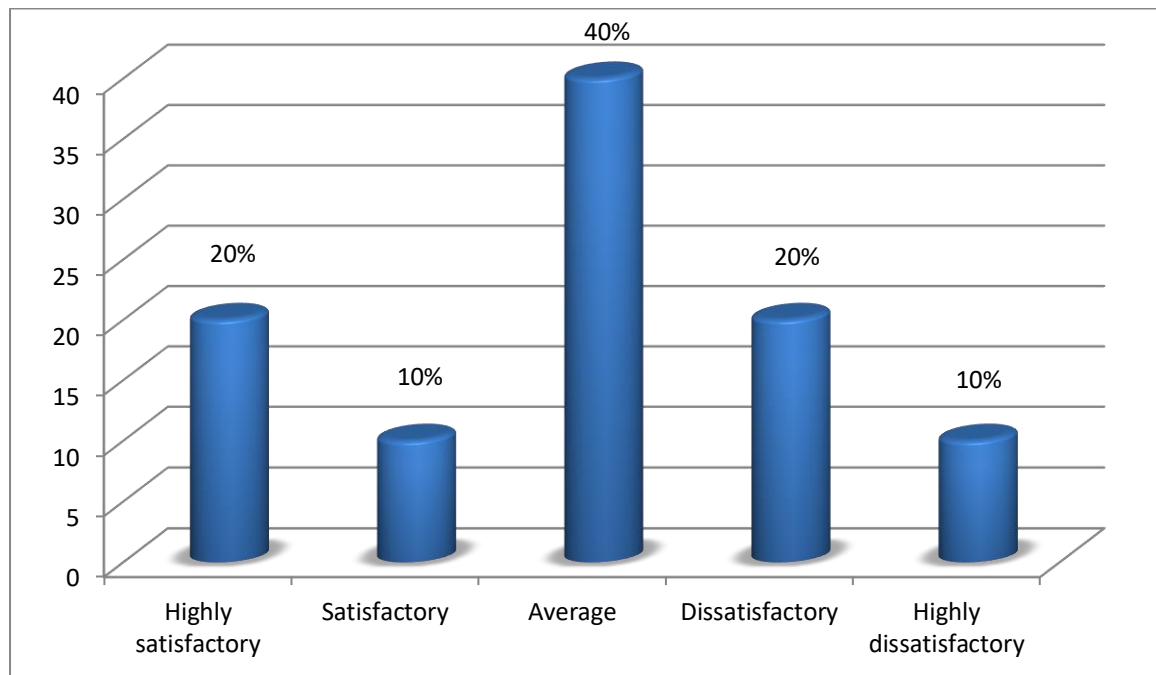| Internet	Respondent	Percentage
Yes	35	90%
No	15	10%
Total	50	100%

INTERPRETATION

From the above graph it is observed that 90% employees think that there should be improvement in welfare facilities whereas 10% don't feel so.

6)   How do you rate the working hours of the organization?

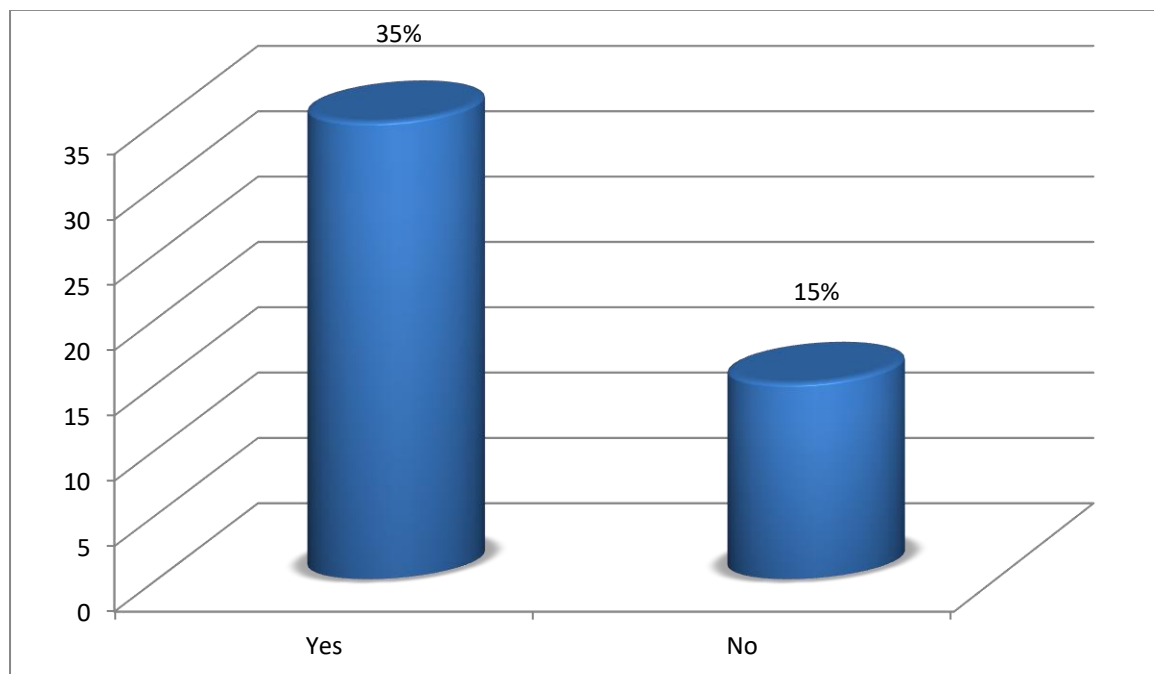| Internet	Respondent	Percentage
Highly satisfactory	10	20%
satisfactory	5	10%
Average	20	40%
Dissatisfactory	10	20%
Highly dissatisfactory	5	10%
Total	50	100%

INTERPRETATION

From the above graph it is observed that 20% Employees are highly satisfied the working period, 10% employees are satisfactory in organization, 40% employees are working rate is average, 20% employees are dissatisfactory in organization & 10% employees are highly dissatisfied.

7)   Does the organization offers sufficient number and clean toilets?

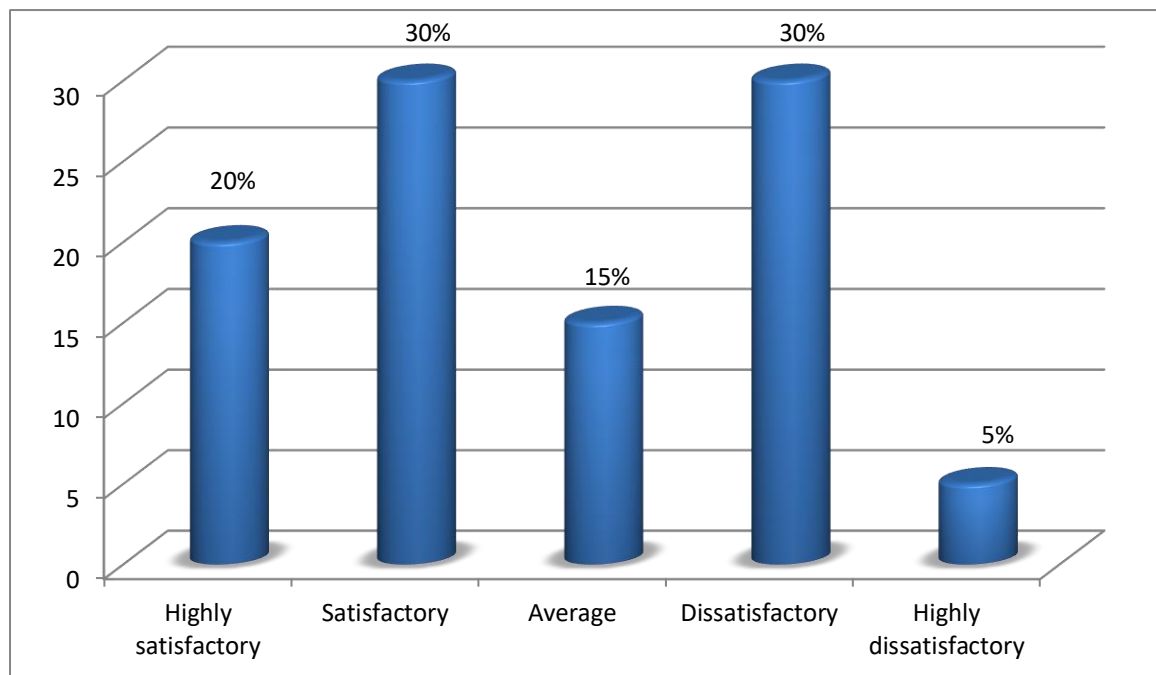| Internet	Respondent	Percentage
Yes	35	70%
No	15	30%
Total	50	100%

INTERPRETATION

From the above graph it is observed that 70% organization are provide the toilets because the many employees are working in organization then the provides & 30% organization are provide the 1 or 2 toilets for the employees.

8)   Rate the rest room and lunch room facility provided to you by the company?

| Internet	Respondent	Percentage
Highly satisfactory	10	20%
satisfactory	15	30%
Average	7	15%
Dissatisfactory	15	30%
Highly dissatisfactory	3	5%
Total		100%

INTERPRETATION

From the above graph it is observed that 20% are highly satisfied by the rest room and lunch

room facilities in organization, 80% are satisfied by the rest room, 15% employees are

average in facilities but 30% employees are not satisfied by the rooms.

9)   Does the canteen provide food staff on subsidized rates?

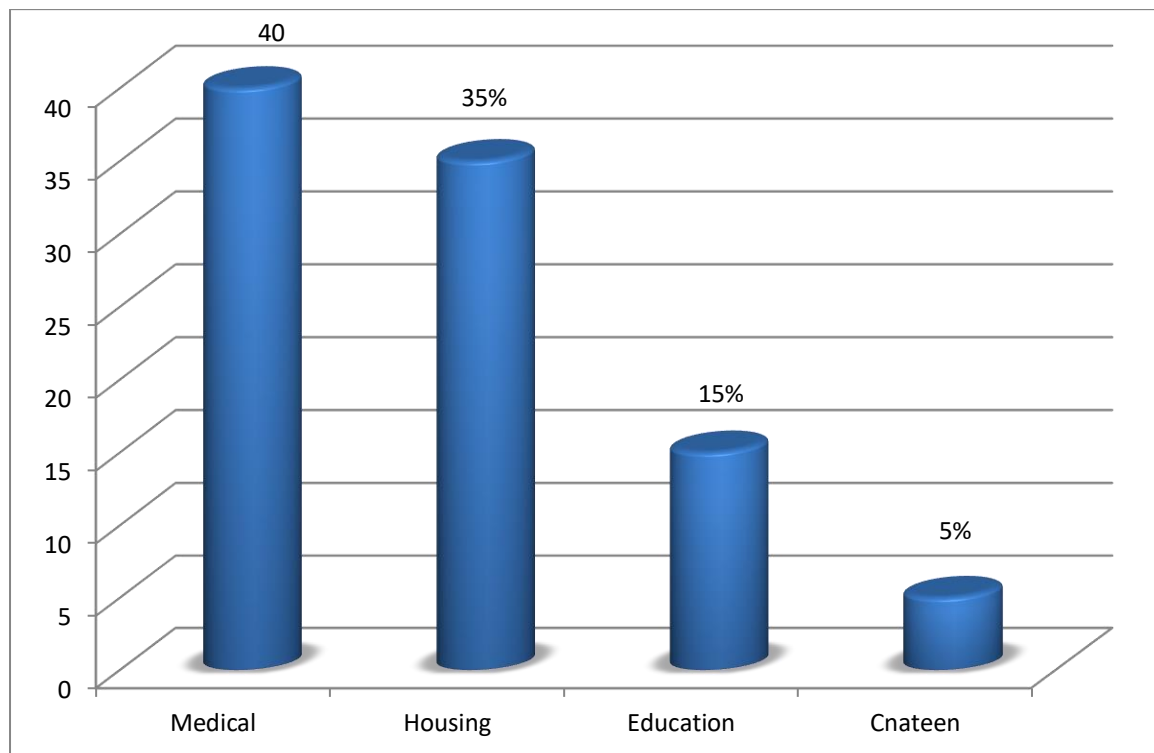| Internet	Respondent	Percentage
Yes	32	65%
No	18	35%
Total	50	100%
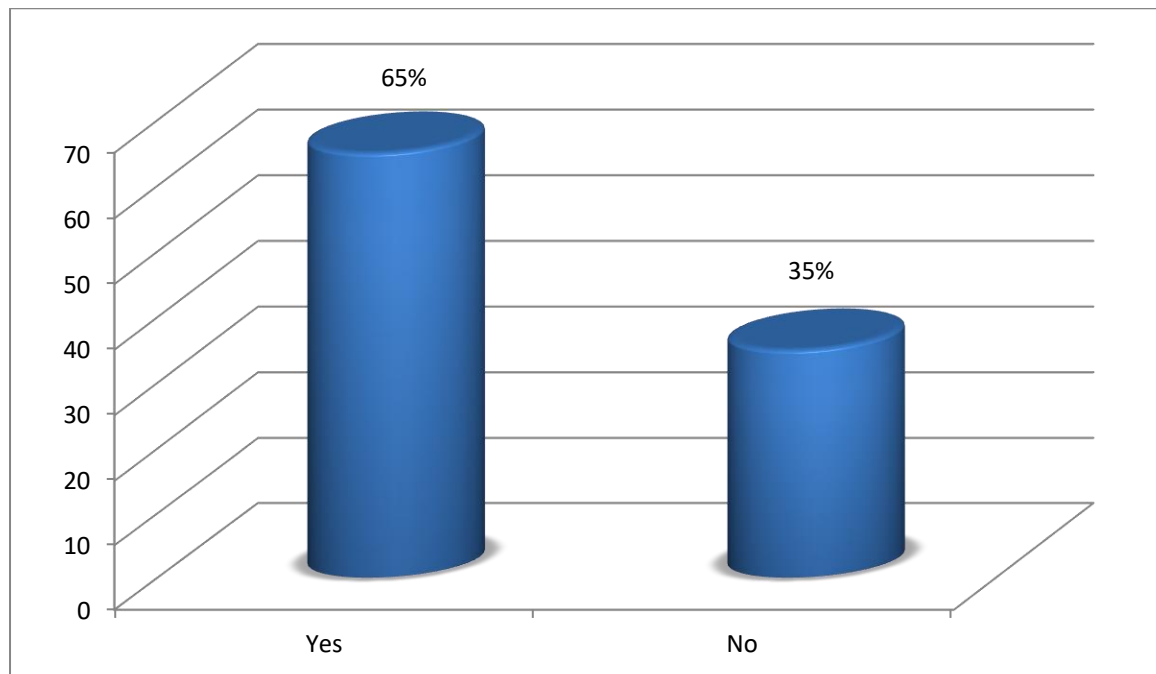
INTERPRETATION

From the above graph it is observed that 80% organization are provide the food in the

staff & 20% organization are not provide the food.

10)	Out of the following facilities which are provided by the company to you?

| Internet	Respondent	Percentage
Medical	20	40%
Housing	18	35%
Education loan	7	15%
Canteen	5	10%
Total	50	100%

INTERPRETATION

From the above graph it is observed that 40% employees medical policy provide the company, 36% employees are provide the housing facilities & 14% employees are education facilities, 10% employees provide the canteen.

11)   Is there suitable ventilation and good environment in the work place?

Internet	Respondent	Percentage
Always	20	60%
Sometimes	13	25%
Never	7	15%
Total	50	100%
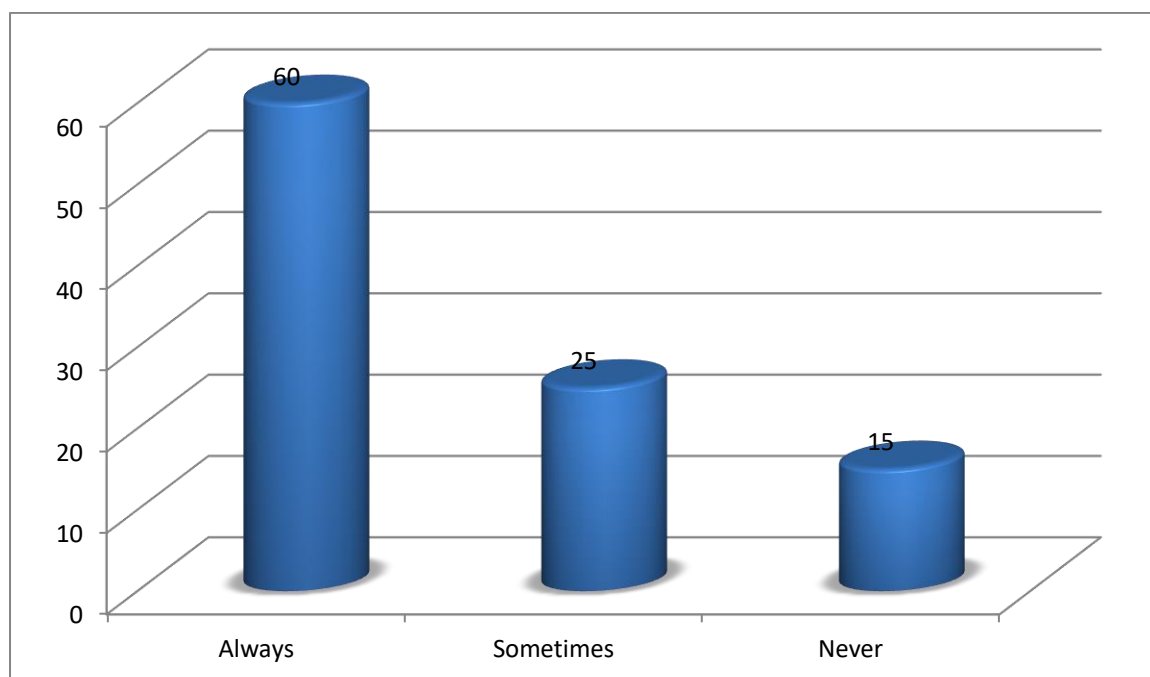
INTERPRETATION

From the above graph it is observed that 60% employees are ventilation is better and

work environment is good and 25% employees are Sometimes.

FINDING

- 35% Employees are satisfied with working environment of the organization.

- 50% Employees are up to date about the Tata Consultancy Service life swadhan scheme.

- 35% employees are highly satisfied by the medical benefits provided by the company.

- 70% female employees were provided with maternity facilities in company.

- 90% employees think that there should be improvement in welfare facilities.

- 80% are satisfied by the rest room by the rooms.

- 40% employees are highly satisfied by the hospital scheme.

- 60% employees facilities are provide the organization in the employer family.

- 80% employees use canteen facilities.

- 40% employees use medical facilities provide by the company.

- 75% employees feel that the ventilation is better and work environment is good.

SUGGESTIONS

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- In my opinion company should provide transportation facility to contract worker by taking the fare of the bus.

- Company should increase the Canteens facilities to the contract workers.

- Some workers complained about the rest room in the company is not so good it should be kept clean and comfortable in rest period.

- Employees are not satisfied to quality of the food which is providing by the canteen, so quality of the food has to be increased to keep the health of the employees.

CONCLUSION

- The company is very keen in the promoting all the welfare facilities provided by Tata Consultancy Service Nagpur.

- Really company will take care about all Employees and also contract base workers.

- Finally the study concludes that the employees are satisfied with the present Welfare Facilities in the organization.

- Most of the Employees Satisfied by the Facility provided by company.

- Employees Highly Satisfied by the Medical Benefits provided by company.

- The employee happy with welfare facilities then only the productivity of that organization can be increased.

ANNEXURE

1. **How do you rate the working environment of the organization?**

   - Highly Satisfied

   - Satisfactory

   - Averagely Satisfactory

   - Dissatisfactory

   - Highly Dissatisfactory

2. **Do you the key features of the Tata Consultancy Services Life Swadhan Scheme?**

   - Up to date

   - Knows a little bit

   - Not updated

3. **How do you rate the medical benefits provided by the organization for the employees and their families?**

   - Highly Satisfactory

   - Satisfactory

   - Averagely Satisfactory

   - Dissatisfactory

   - Highly Dissatisfactory

4. **Does the company provide maternity leave to female employee?**

- Yes
- No

5. **Do you think there should be any improvement or addition in welfare facilities?**

- Yes
- No

6. How do you rate the working hours of the organization?

- Highly satisfactory
- Satisfactory
- Average
- Dissatisfactory
- Highly Dissatisfactory

7. Does the organization offers sufficient number and clean toilets?

- Yes
- No

8. Rate the rest room and lunch room facility provided to you by the company?

- Highly Satisfactory
- Satisfactory

- Average

- Dissatisfactory

- Highly Dissatisfactory

9. Does the Canteen Provide food staff on subsidized rates?

- Yes

- No

10. Out of the following facilities which are provided by the Company to you?

- Medical

- Housing

- Education Loan

- Canteen

11. Is there suitable ventilation and good environment in the work place?

- Always

- Sometimes

- Never

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