



# **International Journal of Advanced Research in Education and TechnologY (IJARETY)**

**Volume 12, Issue 3, May-June 2025**

**Impact Factor: 8.152**



# A Study on Employee Welfare Measures at Subrudhi Global Services Royapettah

**Ms. M. Karthika, Dr. M. Abbas Malik, Ms. S. Rubikasri**

Assistant Professor, Department of Management Studies, Jaya Engineering College, Thiruninravur, Chennai,  
Tamil Nadu, India

Professor & Head, Department of Management Studies, Jaya Engineering College, Thiruninravur, Chennai,  
Tamil Nadu, India

II MBA, Jaya Engineering College, Thiruninravur, Chennai, Tamil Nadu, India

**ABSTRACT:** This study explores the employee welfare measures at Subrudhi Global Services and their impact on employee satisfaction, motivation, and productivity. It examines both statutory and non-statutory welfare provisions, such as health and safety, financial aid, and work life balance initiatives. Through surveys and case analysis, the project identifies key practices that boost employee morale and highlights areas for improvement. The findings emphasize the importance of aligning welfare programs with organizational goals to create a supportive and effective work environment.

**KEYWORDS:** Employee Welfare, Human Resource Management, Job Satisfaction, Motivation, Statutory Welfare, Non-Statutory Benefits, Productivity, Work-Life Balance, Employee Retention, Organizational Performance

## I. INTRODUCTION

Employee welfare has become an integral aspect of human resource management in the modern corporate environment. It refers to the various services, benefits, and facilities offered to employees by employers to ensure their well-being, satisfaction, and performance at work. Organizations that invest in employee welfare aim to create a positive workplace culture, reduce attrition, and enhance productivity.

Welfare measures are benefits provided to employees in addition to regular wages and other economic entitlements under legal provisions and collective bargaining agreements. The purpose of employee welfare is to improve the quality of work life, which in turn transforms a worker into a committed employee and a responsible citizen. In essence, employee welfare encompasses any initiative taken for the comfort and (intellectual or social) advancement of employees beyond the standard wage system.

## STATEMENT OF THE PROBLEM

Employee welfare is a crucial factor in maintaining a motivated, productive, and loyal workforce. In today's competitive corporate environment, companies like Subrudhi Global Services must go beyond mere compliance with statutory welfare measures and implement innovative non-statutory programs that enhance employee satisfaction and organizational efficiency. However, many organizations face significant challenges in understanding the actual impact of their welfare initiatives. Issues such as limited employee awareness, ineffective implementation, lack of feedback mechanisms, and a mismatch between employee expectations and the benefits provided can hinder the effectiveness of these welfare measures.

## II. OBJECTIVES OF THE STUDY

To analyze and evaluate the effectiveness of employee welfare measures implemented at Subrudhi Global Services, and to assess their impact on employee satisfaction, motivation, and overall organizational performance.

- To identify the existing welfare measures at Subrudhi Global Services.
- To study the statutory and non-statutory welfare provisions provided to employees.
- To understand how welfare measures influence employee motivation.
- To evaluate employees' satisfaction with the current welfare policies.

### **III. SCOPE OF THE STUDY**

- This study aims to assist the management in addressing job-related issues, enhancing motivational activities, and fostering employee development to help them achieve their career goals.
- It provides an opportunity for employees to share their feedback, enabling management to make improvements to future welfare initiatives and related facilities.
- The primary goal is to examine and evaluate the effectiveness of employee welfare initiatives at Subrudhi Global Services.
- The study also explores practical challenges associated with the implementation and assessment of welfare measures.
- It seeks to identify solutions to the issues faced by employees who utilize welfare schemes, thereby improving their overall work experience.

### **IV. REVIEW OF LITERATURE**

**From the study done by Anand (2010)** stated in his research work that employees of IT sector in Chennai district are satisfied with the welfare measures provided by the company. But researcher also suggested some recommendation pertaining to periodic audit of welfare programs by management, personality & stress management etc. Modifications are required in the field of safety consciousness, grievance handling & sexual harassment especially for women employees

**From the study done by Balaji (2013)** explored the influence of rewards & welfare on job satisfaction & productivity of both public & private sector employees in measure Industrial cities of Tamilnadu. The working environment was fair in terms of office accommodation & furniture, working material, health & safety facilities but on the other side he recommended salary increment, allowances, bonus, fringe benefit & compensation on regular & specific periods to keep their moral high & make them productive.

**From the study done by Hangarki (2014)** revealed the relationship between employee satisfaction level & welfare measures in selected national bank in Hyderabad Karnataka region. It is clear that welfare facilitated employment by bank are not equally satisfactory to all employees. Most of the employees are dissatisfied with the clarity and transparency in communication, training & development, lunch rooms & rest rooms, health checkup camp etc

**From the study done by Mishra & Manju Bhagat (2010)** in their "Principles for Successful Implementation of Employee Welfare Activities", stated that employee absenteeism in Indian industries can be reduced to a great extent by providing good housing, health and family care, canteen, educational and training facilities and provision of welfare activities.

#### **Industry Profile**

##### **World Scenario**

The Information Technology and Business Process Management (IT-BPM) industry in India is one of the most dynamic and rapidly growing sectors, contributing significantly to the country's economic development. This industry encompasses a wide range of services, including IT services, software development, consulting, business process outsourcing (BPO), knowledge process outsourcing (KPO), and digital transformation solutions. With its strong talent pool, cost-effectiveness, and global delivery capabilities, India has emerged as a global hub for IT-BPM services, supporting businesses worldwide in enhancing efficiency, innovation, and competitiveness

Globally, employee welfare is increasingly recognized as a crucial element for ensuring organizational sustainability and enhancing workforce productivity. Leading international companies are prioritizing employee well-being through well-structured welfare policies that go beyond basic statutory benefits such as healthcare and retirement plans. These organizations are adopting innovative practices including flexible work arrangements, mental health support, comprehensive wellness programs, continuous skill development, and strong commitments to diversity and inclusion. By fostering a supportive and inclusive work environment, these companies not only improve employee satisfaction but also gain a competitive edge in talent attraction and retention.

### **National Scenario**

For Subrudhi Global Services, aligning with national trends in employee welfare is essential for attracting and retaining top talent. Today's Indian workforce, particularly millennials and Gen Z, increasingly values organizations that emphasize work-life balance, career growth opportunities, employee recognition, and inclusive workplace cultures. The national scenario reflects a significant shift from merely meeting statutory compliance to adopting employee-centric welfare models. This evolving trend presents a strategic opportunity for Subrudhi Global Services to enhance its human resource management practices and reinforce its long-term business sustainability.

### **State Scenario**

For Subrudhi Global Services, operating in the current environment requires close alignment with state-level expectations related to compliance, employee engagement, and welfare enhancements. By actively incorporating Tamil Nadu's progressive welfare guidelines and benchmarking its practices against other leading local IT firms, Subrudhi has the opportunity to establish itself as a truly employee-friendly organization. Such alignment not only ensures regulatory compliance but also enables the company to gain competitive advantages in talent acquisition, employee retention

### **Future Outlook**

The future of the IT and Business Services industry in India, where Subrudhi Global Services operates, is poised for strong growth driven by digital transformation, global outsourcing trends, and increased demand for scalable, technology-driven solutions. With the rise of hybrid and remote work models, companies are expected to invest more in virtual wellness programs, mental health support, ergonomic setups for home offices, and digital platforms for continuous engagement.

### **Company Profile**

Subrudhi Global Services Private Limited is a Chennai-based professional services firm, established in 2019, operating in the management, scientific, and technical consulting domain. The company offers specialized expertise in business consulting, project management, and advisory services.

Subrudhi primarily provides support in areas such as compliance, taxation, accounting, financial management, and corporate advisory. Despite operating with minimal paid-up capital, the company maintains an active status with a clean legal and regulatory record. Its operations are guided by a highly experienced management team proficient in corporate governance, tax laws, and financial strategy.

With a growing footprint in the professional services sector, Subrudhi Global Services aims to deliver high-value solutions tailored to client needs while upholding ethical standards and regulatory compliance.

## **V. RESEARCH METHODOLOGY**

Research is a systematic and organized process of investigating a particular topic, problem, or phenomenon to discover new facts, verify existing knowledge, or develop new theories or solutions.

### **Research Design**

Research Design is the overall blueprint or plan for conducting a research study. It outlines how the research will be carried out, including the methods of data collection, measurement, and analysis to ensure the research question is answered effectively.

### **Data Collection**

Data Collection refers to the systematic process of gathering information from various sources to address a research problem, test a hypothesis, or evaluate outcomes. It is a critical step in the research process, as the quality and accuracy of data directly impact the validity and reliability of research findings.

### **The two types of data are:**

Primary data refers to the data that is collected directly by the researcher from original sources for a specific research purpose. It is first-hand information that has not been previously published or used.

Secondary data is the data that has been previously collected by other individuals or organizations for purposes other than the current research project but is now reused for analysis or reference.



### Research Approaches

A research approach is the overall plan or strategy that outlines how a research problem will be investigated. It reflects the philosophical orientation of the researcher and helps determine how data will be collected, analyzed, and interpreted.

### Sample Design

In this research, simple random sampling method is used to select respondents to gather the necessary data. This is said to be the base of the research. The researcher selected 140 respondents randomly from the total population

### Tools for Analysis

Analysis means extracting meaningful information from the data collected by analyzing the information statistically. The collected data were analyzed with

- 1.Percentage Analysis
- 2.Chi – square

### Percentage Analysis

Percentage analysis is a statistical tool used to express data as a percentage of a total. It helps in understanding relative proportions, comparing categories, and identifying patterns or trends in research data. Percentage analysis is a method of describing how much each value contributes to the total, expressed in percentage terms.

Percentage (%) = (Value or Frequency / Total Value or Frequency) × 100

### Chi – square Test

The Chi-Square ( $\chi^2$ ) Test is a statistical test used to determine whether there is a significant association or difference between observed and expected frequencies in categorical data

$$\chi^2 = \sum((O_i - E_i)^2 / E_i)$$

## VI. DATA ANALYSIS AND INTERPRETATION

Data Analysis refers to the process of examining, cleaning, transforming, and modeling data with the goal of discovering useful information, drawing conclusions, and supporting decision-making. It helps convert raw data into meaningful insights

**Table No :1 Age of the Respondents**

Age	No of Respondents	%
21-25	43	41.35
26-30	25	24.04
31-40	21	20.19
41-50	16	15.38
<b>Total</b>	<b>104</b>	<b>100</b>

It is observed that 41.35% of respondents belongs to 21 –25 age,24.04 % are belongs to 26 – 30 age, 20.19% are belongs to 31 – 40 age, 15.38% are belongs to 41 – 50 age

**Table No: 2 Gender**

Gender	No of Respondents	%
Male	61	58.65
Female	43	41.34
<b>Total</b>	<b>104</b>	<b>100</b>

The above table shows gender classification that 58.65% of the respondents are Male and 41.34% of the respondents are Female

**Table No: 3 Educational Qualification**

Particulars	No. of Respondents	%
Diplomo	14	39.4
Graduate	63	60.5
Post Graduate	27	25.9
<b>Total</b>	<b>104</b>	<b>100</b>

It is observed that ,60.5 % respondents are belongs to Graduate. 39.4 % respondents are belongs to Diplomo. 25.9% respondents are belongs to Post Graduate

**Table No: 4 Total Years of Experience**

Experience	No of Respondents	%
Below 1years	36	34.6
1 – 2 years	28	26.9
2 – 4 years	20	19.3
Up to 5 years	20	19.3
<b>Total</b>	<b>104</b>	<b>100</b>

It is observed that 34.6% respondents are have below 1year, 26.9% respondents have 1 to 2 year, 19.3% respondents have 2 to 4 year, 19.3% respondents are related up to 5years of experience

### **CHI –SQUARE TEST**

A chi-square test is a statistical test that is used to compare observed and expected results.

HO (Null Hypothesis): There is no significant relationship between awareness level and perception of the work environment.

H1 (Alternative Hypothesis): There is a significant relationship between the two variables.

**Table No: 5 Observed Frequency**

Awareness / Perception	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Highly Comfortable	11	12	15	9	47
Comfortable	10	5	15	2	32
Need to Improve	4	4	4	4	16
Boredom	2	3	2	2	9
<b>Total</b>	<b>27</b>	<b>24</b>	<b>36</b>	<b>17</b>	<b>104</b>

**Source: Primary Data**

$$E = \text{Row Total} \times \text{Column Total} / \text{Grand Total}$$

Table No: 6 Expected Frequency

Awareness / Work Perception	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Highly Comfortable	12.20	10.85	16.27	7.68	47
Comfortable	8.31	7.38	11.08	5.23	32
Need to Improve	4.15	3.69	5.54	2.62	16
Boredom	2.34	2.08	3.12	1.47	9.01
	27	24	36.01	17	104

$$\text{Chi Square}(\chi^2) = \frac{\sum (O - E)^2}{E}$$

Table No: 7 Expected Frequency

Awareness Level	Strongly Agree	Agree	Disagree	Strongly Disagree	Row Total
Highly Comfortable	0.1180	0.1219	0.0991	0.2269	0.5659
Comfortable	0.3437	0.7675	1.3869	1.9948	4.4929
Need to Improve	0.0054	0.0260	0.4281	0.7269	1.1864
Boredom	0.0494	0.4069	0.4021	0.1911	1.0495
Column Total	0.5165	1.3223	2.3162	3.1397	7.2947

The calculated Chi-square value is  $\chi^2 = 7.29$

$$\begin{aligned} \text{Degrees of freedom (d f)} &= (\text{rows}-1)(\text{columns}-1) \\ &= (4-1)(4-1) \\ &= 9 \end{aligned}$$

### Interpretation

The critical Chi-square value at  $\alpha = 0.05$  and d f = 9 is 16.919

Since the calculated value (7.29) is less than the critical value (16.919), we fail to reject the Null hypothesis. There is no significant relationship between awareness level and work environment perception

## VII. FINDINGS OF THE STUDY

1. It was found that there is a lack of an effective communication system in the organization, resulting in employees being unaware of company policies and future plans.
2. Many employees lack awareness about the existing welfare measures, working conditions, and social security schemes, indicating the need for more informative programs.
3. The study revealed that employee participation in company meetings is limited, which affects the quality of employee-employer relationships.
4. Employees expressed a need for a structured welfare mechanism, such as a departmental council, to represent their concerns and improve satisfaction levels.

5. It was identified that the existing lunchroom and restroom facilities are inadequate, leading to dissatisfaction among some employees, especially in terms of hygiene and comfort.

#### **VIII. SUGGESTIONS**

1. The management shall adopt appropriate communication system to ensure that all the future plans and company policies being reached to all the employees in the organization.
2. The Management shall arrange more programmes to improve the employee's awareness about the welfare measures working conditions and social security schemes.
3. The management shall conduct regular meetings and allow the employees to participate in it. It will help to improve the employee employer relationship.
4. The company can also establish a council constituting of members from all the departments to device the welfare measures and to make the employees much more satisfied.
5. The company should provide necessary lunch room and rest room facilities to all the employees since some employees are highly dissatisfied by the rest room facilities

#### **IX. CONCLUSION**

The researcher has greatly benefited from this study, as the topic facilitates the collection of effective feedback from employees regarding the existing welfare measures in the organization. This research also offered an opportunity to gain exposure to the functions of the Human Resource Department and become well-versed in both statutory and non-statutory welfare practices implemented by the company. Furthermore, the study presents valuable suggestions to the management of SUBRUDHI GLOBAL SERVICES PVT LTD aimed at enhancing employee satisfaction through improved welfare measures.

#### **REFERENCES**

1. Aswathappa, K. (2013). Human Resource Management. Tata McGraw Hill Education.
2. Monappa, A., & Saiyadain, M. (2000). Personnel Management. Tata McGraw Hill.
3. Mamoria, C. B., & Gankar, S. V. (2007). Personnel Management. Himalaya Publishing House.
4. Flippo, E. B. (1984). Personnel Management. McGraw-Hill.
5. Dessler, G. (2015). Human Resource Management. Pearson Education.
6. Ministry of Labour and Employment, Government of India. (n.d.). Labour laws and services. Retrieved from <https://www.labour.gov.in>
7. National Association of Software and Service Companies (NASSCOM). (n.d.). Industry insights and reports. Retrieved from <https://www.nasscom.in>
8. Subrudhi Global Services Pvt. Ltd. (n.d.). Official website. Retrieved from <https://www.subrudhiglobalservices.com>



## International Journal of Advanced Research in Education and Technology

ISSN: 2394-2975

Impact Factor: 8.152