

## A COMPARATIVE STUDY ON EMPLOYEES' WELFARE FACILITIES PROVIDED BY INFOSYS AND WIPRO IN BANGALORE

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**Abstract:** *The concept of employee welfare is spirited. Employee welfare refers the benefits provided by the employer to sustain their employees in the organisation. The company provides welfare facilities to their employees to motivate them and to increase their work efficiency as they realized that welfare activities is an important aspect of human relations, it is very helpful to the organisation to retain their employees that too in reputed companies. Today importance welfare activities increased day by day in order retain the skilled employees. So employers of the organisation should provide better welfare facilities to their employees. This substance about comparison of INFOSYS and WIPRO company's welfare exertions provided by them. And also narrates which company providing better Welfare activities and employees satisfaction about welfare facilities. To scrutiny of these companies' performance collected the primary data through questionnaires from 50 employees of two companies.*

**Key Words:** *Comparison, Employees, Satisfaction, Welfare activities..*

### Introduction

An employee who treasured will further be congenial, satisfied and more plentiful. The employee's welfare programmes contribute to the self-confidence and spirit of employee welfare influences employer's frame of mind towards work and work environment to maintain harmony. It has shown not only towards increased productivity but also develops the quality of performance which helps to capture the market share which is profitable for the organisation. Infosys established in 1986 by 16 members as an IT company, they have well-defined, measurable milestones along the employee journey to create a great employee experience. Employee experience is one of the key facets of our Employee Value Proposition. They gone beyond work and workplace with a plethora of programs aimed at supporting the physical, emotional and digital well-being of our workforce. Infosys has very large and beautiful campus. And another company called Wipro established in 1945 as Western India Vegetable Products. And Infosys established in 1986 by 16 members.



Employers offering well-rounded benefits packages gain a significant advantage in terms of attracting and retaining their workforce. Traditional benefits like Medical, Dental, Vision, Life insurance, Disability, Retirement, Absence and other tax-saving benefits like HSA, FSA etc., are offered by most employers. There is a growing trend of offering additional emerging benefits like unlimited PTO, Pet insurance, Legal plans, Wellness programs that reward healthy lifestyles, paid sabbaticals etc., increasingly influencing employees' commitment and loyalty toward their employers. So, here this study is going to define which company providing better Welfare activities to their employees as well as it also defines how employees satisfied about their welfare facilities.

### **Statement of the Problem**

Today there are large number of IT companies situated in Bengaluru from those companies we have taken two best IT companies that is WIPRO and INFOSYS which are in the top list. Both companies created a very good image and also have their pros and cons. Here we are going to find out which company providing better welfare activities to their employees and also satisfaction level of the employees. And also, we are going to find the company which is going to provide best welfare facilities to their employees.

### **Objectives of the Study**

Objectives of the paper are mentioned below

- To study the various employee welfare measures provided by the selected companies.
- To know the employee satisfaction with welfare facilities provided by the selected companies.
- To ascertain the quality of welfare facilities provided by the selected companies.

### **Literature Review**

Varadaraj, Charumathi (2019) in the study defines Employee welfare is a complete term including various services, welfare facilities, and services provided to employees for their safety purposes. It is found that the welfare measures provided by this industry directly impact the work competence of the employees. Proper welfare measures should be provided to persuade the employees and increase proficiency and effectiveness.

### **Methodology**

The Researcher used Descriptive Research Design in this research. Primary Data was collected through questionnaire and, secondary data are from journals, books, and websites. Here employees feedback data were collected through yes or no questions, ratings, and also ranking method.



### Period of Research

Period of research is taken from January and February 2022.

### Area of the Study

The area of the research study is limited to Bangalore.

### Findings & Analysis

The researcher collected data through questionnaires from Wipro and Infosys employees for this research study. Hence, the target group of this study was the employees of the two main companies, 50 employee responses collected from both companies in the form yes or no questions to ascertain the welfare facilities provided by the companies, Satisfaction level from the employees and in the form of ranking to know the quality of the welfare facilities. As this article is about two companies here socio-economic characteristics were needless to. So here researcher found the relationship between companies and welfare activities by using the following statistical tools. These tools provided the

### Interpretation of Employee welfare measures provided by the selected companies

In this the researcher analysed the first objective that is about the company's welfare facilities provided to their employees. The data collected in the form of closed ended questions through the employees. In this employee responds to the questions in the form of 'yes' or 'no'. There are different varieties of welfare facilities in that researcher selected few facilities like provision of loan, free medical facilities, training and development, healthcare facilities, security system, maternity leave, salaries and allowances, regular increments etc., So that employees can provide data regarding these facilities.

SL NO	WELFARE ACTIVITIES	NO OF RESPONDENTS			PERCENTAGE (%)		
		YES	NO	TOTAL	YES	NO	TOTAL
1	Provision of loan	25	0	25	100	0	100
2	Free medical facilities	25	0	25	100	0	100
3	Training and development	25	0	25	100	0	100
4	Cafeteria facilities	25	0	25	100	0	100
5	Health insurance	25	0	25	100	0	100
6	Maternity leave	25	0	25	100	0	100
7	Conveyance allowances	25	0	25	100	0	100
8	Overtime allowances	4	21	25	16	84	100
9	Regular increments	4	21	25	16	84	100
10	Sufficient no of toilets	5	20	25	20	80	100



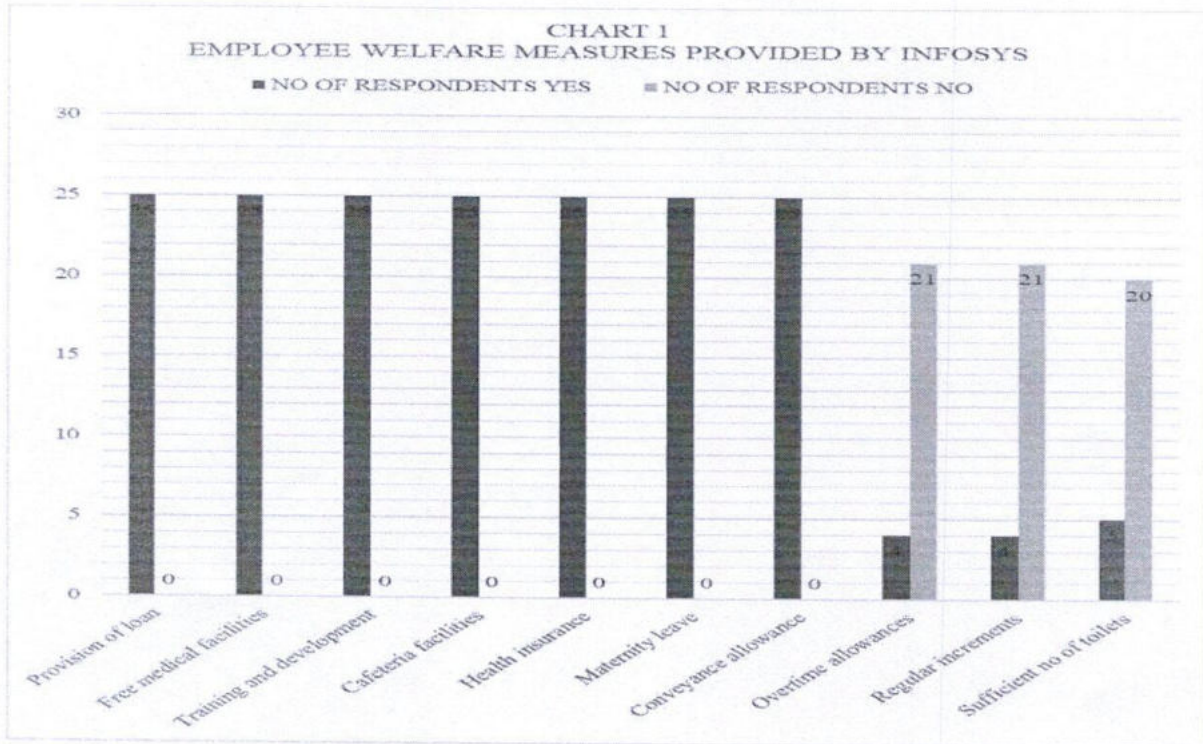


Table 1 shows that overall view of the welfare measures provided by the Infosys employers to their employees. It shows about the welfare facilities availability in the company as the researcher used the open ended method with the employees to know about the welfare measures. Here the facilities mentioned in the table is almost got positive feedback from the employees regarding the facilities and only very few facilities got negative answer that is 'No'. so here researcher concluded that the Infosys company providing all facilities properly to their employees.

**Table - 2**

**EMPLOYEE WELFARE MEASURES PROVIDED BY WIPRO.**

SL. NO	WELFARE ACTIVITIES	NO OF RESPONDENTS			PERCENTAGE(%)		
		YES	NO	TOTAL	YES	NO	TOTAL
1	Provision of loan	8	17	25	32	68	100
2	Free medical facilities	25	0	25	100	0	100
3	Training and development	25	0	25	100	0	100
4	Cafeteria facilities	25	0	25	100	0	100
5	Health insurance	25	0	25	100	0	100
6	Maternity leave	25	0	25	100	0	100
7	Conveyance allowances	25	0	25	100	0	100
8	Overtime allowances	5	20	25	16	84	100
9	Regular increments	4	21	25	16	84	100
10	Sufficient no of toilets	23	2	25	92	8	100



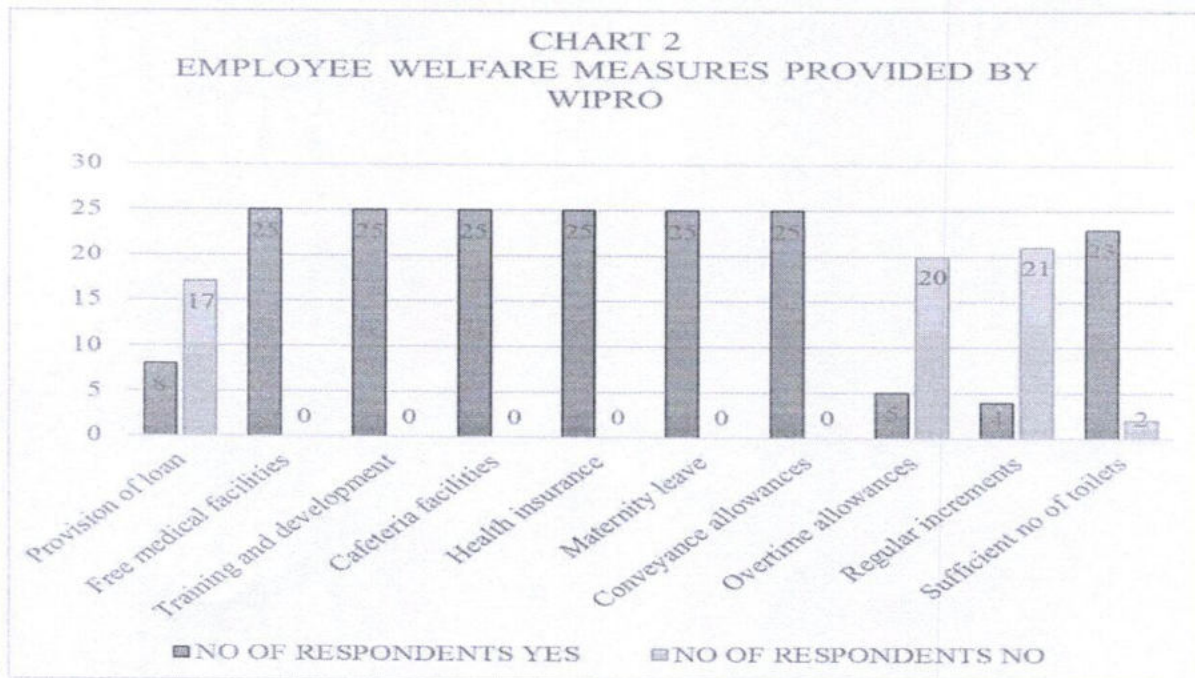


Table 2 shows that overall view of the welfare facilities provided by Wipro company. As mentioned in the above table Wipro company also providing all welfare facilities to their employees except loan, overtime allowances, regular increments. According to Wipro employees company is not providing these facilities properly.

Interpretation of the employee satisfaction with welfare facilities provided by the selected companies.

In this researcher explained about the satisfaction level of the employees about the welfare activities. Data analysed using Likert scale method.

**H<sub>0</sub>:** There is a relationship between companies and satisfaction level of the employees.

<b>TABLE - 3</b>						
<b>EMPLOYEE SATISFACTION WITH WELFARE FACILITIES</b>						
SLNO	COMPANIES	NO.OF RESPONDENTS				TOTAL
		HIGHLY SATISFACTORY	SATISFACTORY	AVERAGE	DISSATISFACTORY	
1	Infosys	86	133	30	0	249
2	Wipro	28	122	88	12	250
	<b>Total</b>	<b>114</b>	<b>255</b>	<b>118</b>	<b>12</b>	<b>499</b>

$\chi^2 = 65.08$  Degree of freedom = 4. Table value = 7.815



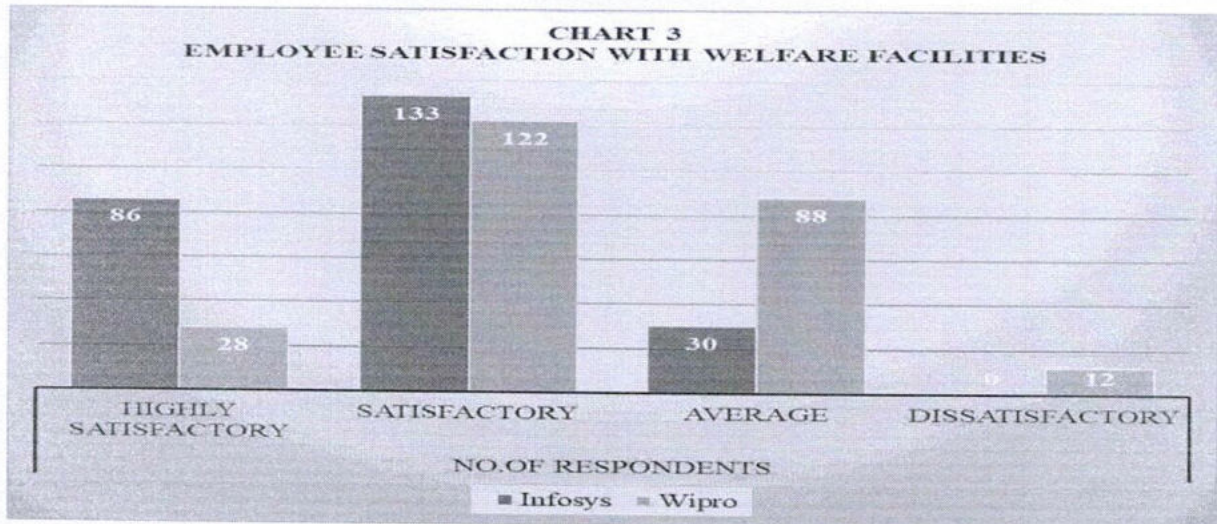


Table 3 shows that, by conducting a questionnaire researcher collected feedback of 50 respondents. As per the data acquired it shows that there has been a vital increase in the employee satisfaction about welfare factors like maternity leave, medical benefits, cafeteria service, working hours, infrastructure facilities, transportation, motivation, participation in decision making, in the organization. And also determines the satisfaction level of the employees. Here the researcher has given 4 options to employees to collect data about the satisfaction level of an employee that is Highly satisfactory, satisfactory, Average, Dissatisfactory. According to above mentioned data 26-50 represents satisfactory and highly satisfactory so hereby the researcher concluded that both the company's welfare activities are completely satisfied by their employees. The calculated value of chi square is greater than the table value. The Relationship between companies and employees is significance. Hence it can be concluded that the framed null hypothesis is rejected and there is relationship between companies and employees. Here the Infosys and Wipro employees satisfied with the facilities provided by their employers. Comparing to Infosys Wipro failed to provide higher level of satisfaction to their employees so this company need do give more focus on it.

**Interpretation of the quality of welfare facilities provided by the selected companies.**

This Table provides the interpretation of the Quality of the welfare facilities provided by the company. Here, data analysed using ranking method.

<b>QUALITY OF WELFARE FACILITIES PROVIDED BY INFOSYS</b>												
FACTORS	1	2	3	4	5	6	7	8	9	10	TOTAL	RANK
SCORE	10	9	8	7	6	5	4	3	2	1	25	



Cafeteria facilities	4 (40)	2 (18)	4 (32)	4 (28)	11 (66)	0	0	0	0	0	25 (184)	3th
Health care facilities	0	0	0	0	5 (30)	18 (90)	1 (4)	1 (3)	0	0	25 (126)	6th
Transportation facilities	0	0	1 (8)	0	2 (12)	6 (30)	14 (56)	2 (6)	0	0	25 (112)	7th
Sports facilities	0	1 (9)	1 (8)	16 (112)	7 (42)	0	0	0	0	0	25 (171)	4th
Security system	0	0	0	0	0	0	0	0	11 (22)	14 (28)	25 (50)	9th
Provision of loan	0	0	0	0	0	0	0	1 (3)	14 (28)	10 (10)	25 (41)	10th
Salaries and allowances	8 (80)	16 (144)	1 (8)	0	0	0	0	0	0	0	25 (232)	1st
Refreshment facilities	11 (110)	5 (45)	7 (56)	1 (7)	0	1 (5)	0	0	0	0	25 (223)	2nd
Entertainment	2 (20)	1 (9)	8 (64)	2 (14)	0	0	8 (32)	4 (12)	0	0	25 (151)	5th
Working environment	0	0	3 (24)	3 (21)	1 (6)	0	2 (8)	15 (45)	0	1 (1)	25 (105)	8th

(Figures in the cell denotes number of respondents, figures in parenthesis denotes score)

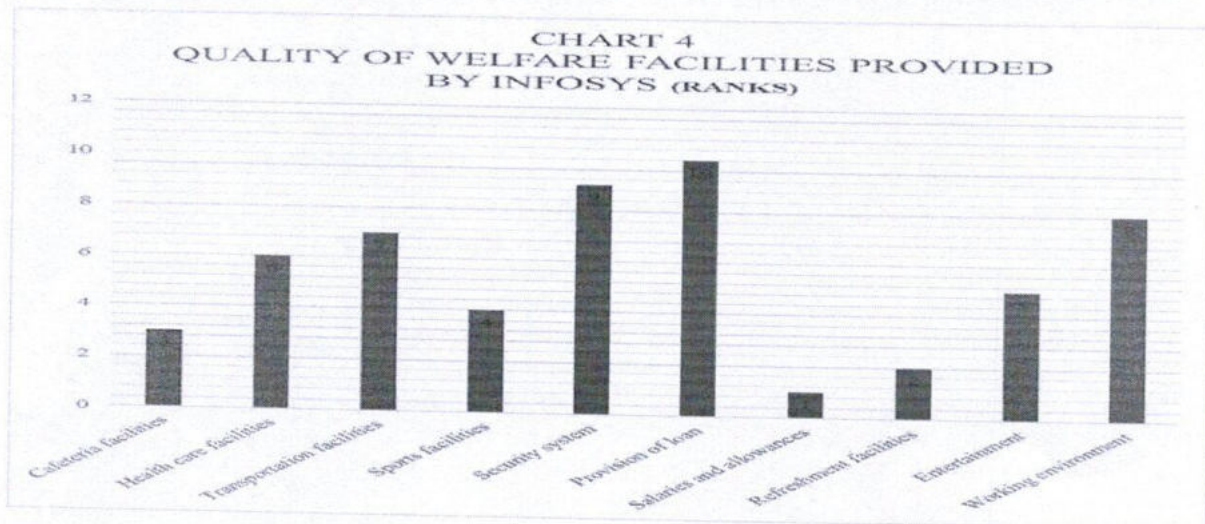


Table 4 shows that overall view of the employee's satisfaction level of welfare facilities provided by Infosys. Salaries and allowances got the 1st position with the score of 232. Refreshment facilities got the 2nd position with the score of 223. Cafeteria got the 3rd position with the score of 184. Sports facilities got the 4th position with the score of 171. Entertainment facilities got the 5th position with the score of 151. Healthcare facilities got the 6th position with the score of 127. Transportation facilities got the 7th position with the score of 112. Working environment got the 8th position with the score of 105. Security system got the 9th position with the score of 50. Provision of loan got the 10th position with



the score of 41. In this most of the employees liked the Salaries and allowances facilities given by both the companies remaining all the facilities are coming next.

TABLE - 5												
QUALITY OF WELFARE FACILITIES PROVIDED BY WIPRO												
FACTORS	1	2	3	4	5	6	7	8	9	10	Total	Rank
SCORE	10	9	8	7	6	5	4	3	2	1	25	
Cafeteria facilities	0	0	0	0	12 (72)	7 (35)	4 (16)	2 (6)	0	0	25 (129)	5th
Health care facilities	0	0	1 (8)	12 (84)	8 (48)	4 (20)	0	0	0	0	25 (160)	4th
Transportation facilities	0	0	0	0	0	0	2 (8)	11 (33)	12 (24)	0	25 (65)	9th
Sports facilities	0	0	0	0	0	0	0	0	8 (16)	17 (34)	25 (50)	10th
Security system	0	0	0	0	0	1 (5)	12 (48)	12 (36)	0	0	25 (89)	8th
Provision of loan	0	0	0	0	3 (18)	11 (55)	4 (16)	0	3 (6)	4 (4)	25 (99)	7th
Salaries and allowances	0	0	0	13 (91)	2 (12)	2 (10)	2 (8)	0	2 (4)	4 (1)	25 (126)	6th
Refreshment facilities	7 (70)	7 (63)	11 (88)	0	0	0	0	0	0	0	25 (221)	2nd
Entertainment	0	13 (117)	12 (96)	0	0	0	0	0	0	0	25 (213)	3rd
Working environment	18 (180)	5 (45)	2 (16)	0	0	0	0	0	0	0	25 (241)	1st

((Figures in the cell denotes number of respondents, figures in parenthesis denotes score))



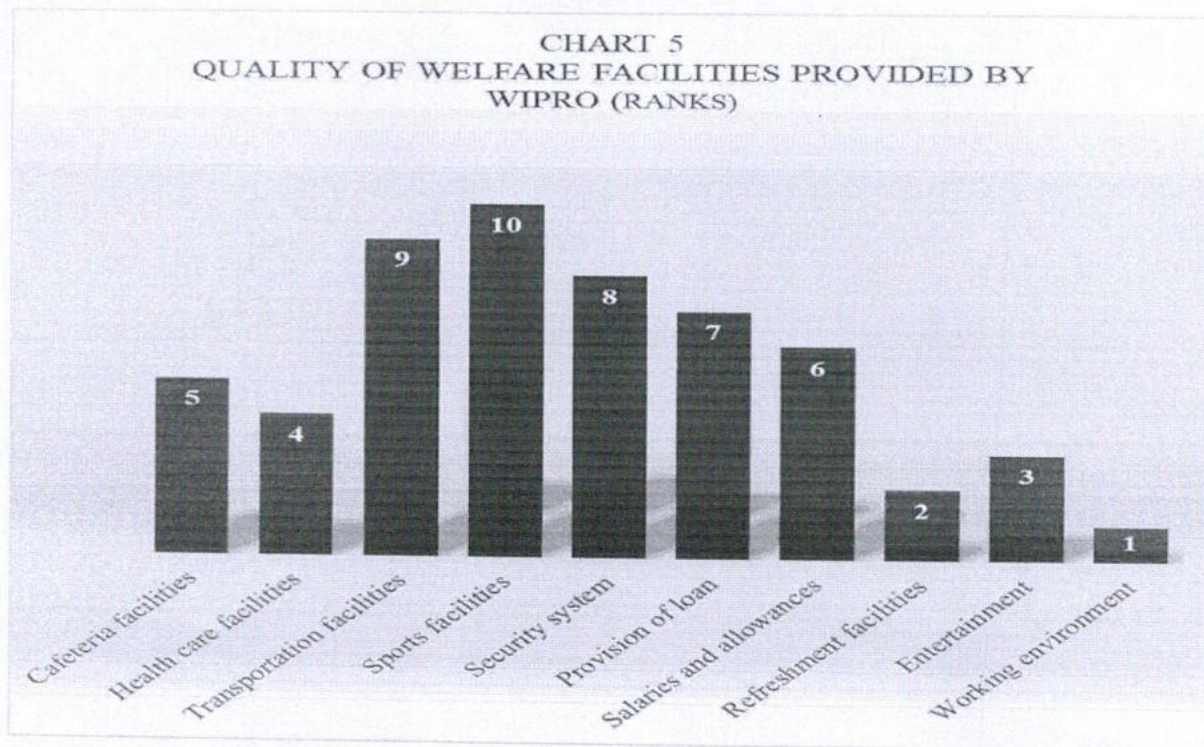


Table 5 shows that overall view of the employee's satisfaction level of welfare facilities provided by Infosys and Working environment got the 1st position with the score of 241. Refreshment got the 2nd position with the score of 221. Entertainment got the 3rd position with the score of 213. Health care got the 4th position with the score 160. Cafeteria facilities got the 5th position with the score of 129. Salaries and allowances got the 6th position with the score of 126. Provision of loan got the 7th position with the score of 99. Security system got the 8th position with the score of 89. Transportation got the 9th position with the score of 65. Sports facilities got the 10th position with the score of 50. In this most of the employees liked the working environment given by the Wipro remaining all the facilities are coming next.

#### **Suggestions and Recommendation**

On the basis of findings of the research Study, it is suggested to include the following suggestions and recommendations to enhance the goodwill of the companies and to retain the employees.

- The company may provide loan, overtime allowances, regular increments, security system in a better manner.
- Wipro need to improve its welfare facilities to increase their position.
- Both the companies need to maintain all the welfare facilities in stable in order to retain employees.



- By providing better welfare facilities Infosys and Wipro can increase their reputation. These are all suggestions and recommendations given by the employees and researcher.

### Conclusion

Employee are the real asset of the companies; employee's mind-set and their behaviour play an utmost role in the organisation. From this research study it is found that out of 50 employees of both the companies are satisfied by all the welfare facilities. Only few of them are not satisfied much. Here, three objectives show the information regarding to welfare facilities provided by the company, satisfaction level of employees and quality of the companies' welfare facilities. It shows that both the companies providing better welfare facilities to their employees. This study shows that Infosys providing better quality of welfare facilities compare to Wipro and also in case of satisfaction level of employees and quality of welfare facilities. This study discloses the difference between Infosys and Wipro welfare facilities. It can be known from this research study the majority of the employees in Infosys are highly satisfied and satisfied with their welfare facilities and majority of the employees in Wipro are only satisfied with their welfare facilities. By this study, according to researchers Infosys is better than Wipro.

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