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## A study welfare facilities provided and employee satisfaction in Mahavitaran with special reference of Satara district

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### ABSTRACT

*Energy is an engine of economic growth and future growth will depend on availability and quality of energy. India is the world's fifth-largest energy producer and seventh-largest energy consumer. Electricity is the 'concurrent' responsibility of the central and state governments. There is Dominance of public sector institutions in the power sector the private participation has been increasing after the adoption of new economic policy. Combination of natural monopoly and oligopolistic market structure. Electricity is a basic need for domestic, agriculture and industrial sector of any economy. Hence study on welfare facilities provided and employee satisfaction is required which deeply effect on organization and policy implementation*

**Keywords**— Employee performance, Welfare facilities

### 1. INTRODUCTION

Indian power sector depends on the national and state level distribution utility policies It is expected that these policies fulfil the needs of various stakeholders, generate income to state, achieve the state's target and increase the stakeholder's satisfaction. As Mahavitaran is under performing and there is an urgent need for proper policy towards achieving a quality and continuous well-functioning electricity market in the state. Regional development, industrial growth and job creation depend on reliable and inexpensive energy supplies that only come after proper implementation of policy that can be designed after Performance Analysis. Performance Analysis is the process of studying or evaluating the performance of a particular scenario in comparison of the objective which was to be achieved. Performance analysis can be do in finance on the basis of ROI, In HR, performance analysis can help to review an employee's contribution towards a project or assignment, which he/she was allotted. Performance Analysis is the framework for helping employees develops their personal and organizational skills, knowledge, and abilities. Human Resource Development includes such opportunities as employee training, employee career development, performance management and development, coaching, succession planning, key employee identification, tuition assistance, and organization development

### 2. INDIAN POWER SECTOR AT A GLANCE

First power station commissioned at Darjeeling on 10th Nov 1897 (3x65 KW) with an installed capacity. On the dawn of independence of country India had an installed capacity of 1362 MW. In Mar 2019 it increased to 2,23,343 MW. There is a Growth 164 times in 66 years from independence. there were over 180 Million consumers in country of which over 13 million consumers were from agriculture the annual revenue for 2019 was Rs. 4,30,000 Crores. India is 5th largest electricity utilizing country next to USA, China, Japan and UK. By year 2019 it is estimated that we will be 4th largest electricity utilizing country. In 2019. per capita consumption will be 970 Units/year. While other side is that 25% Indians still do not have access to electricity The Central Electricity Regulatory Commission (CERC), as the apex regulatory body, under the Electricity Act 2003, has been vested with several critical roles as an independent regulator in a sector. Sector It opened the sector for private participation in the Electricity Act 2003. also it can regulate the tariffs of companies and also can specify standards of quality, continuity and reliability of service to be provided by licensees.

### 3. MAHARASHTRA STATE POWER SECTOR SCENARIO

In Maharashtra state a separate board –Maharashtra State Electricity Board (M.S.E.B.)-was established in year 1956 Area. M.S.E.B. performed responsibility of Power generation, power distribution and power transmission. For long fifty years. As the power sector was faced with big problems it became inevitable to unbundle the oversized Maharashtra State Electricity Board.

Hence on June 6, 2005, four companies came into existence including MSEB Holding Company, Maharashtra State Electricity Distribution Company (Mahavitaran), Maharashtra State Electricity Transmission Company (Mahapareshan) and Maharashtra State Electricity Generation Company (Mahagenco). Maharashtra is the Third largest State in country in terms of population and area It is a highly Urbanized State – 45.2% people residing in Urban area. The Gross State Domestic Product (GSDP) – Rs. 11,99,548 Cr financial year 2011-2012. Contribution of the state in industrial investment was 9.6 percent in the year 2013. The electricity consumption in the state was 87396 Million Units in year 2013. It is 14.2 % of Country’s consumption

**4. NEED AND IMPORTANCE OF THE STUDY**

From the review of literature, it is observed that only a few scattered efforts have made in the field of Performance Analysis in large Govt. organizations, and whatever little was done remained confined to the macro level only. The organizational levels have not been in depth. Thus it is felt that there is need for case studies on the practices of Performance Analysis in specific organizations, so as to understand the practices being adopted there. This will help to point out the short comings and to suggest improvements to make the systems in various sub systems as well as in the whole organizations. The present study is a step in this direction. Electricity is a leading public Utility and it is a socially desirable institution like justice, defence and transport for which there is no direct demand but on which the entire structure of an organized society depends. Second, electricity being a public utility , the efficiency of the MSEDCL has a great bearing on the working of various organization and thus has a multiplier effect on the economy of the state as a whole . The company has introduced computerization in some of its sub-systems, the impact of which on productivity is to be studied. From the discussions, it emerges that the study of Performance Analysis in MSEDCL is quite relevant

**5. STATEMENT OF THE PROBLEM**

Mahavitaran is the public sector electricity distribution company in Maharashtra which is governed by State Government Of Maharashtra, being one of the advanced state in India Mahavitaran plays a vital role in a field of power sector. The power sector in Maharashtra is facing challenges due to which unrest among the stakeholders is evident. The reasons for the unrest are as follows:

- Need for enhanced benefits to all the stakeholders of Mahavitaran namely the owner (State Government), Employees and customers. MSEDCL has a workforce of about 77,109 employees. This force is the real asset of the company. The welfare and well-being of this asset is a major concern
- To improve underperformance of state electricity market by designing proper H.R. policy. Negligent attitude of the employees towards the problems of the consumers due to monopoly in the power sector. Lack of effective control, coordination and proper communication due to oversize of the MSEB and accountability is lacking Employee related problem i.e. low motivation, poor productivity, lack of training, lack of competition has caused degradation of the organization
- Failure to meet the statutory and regulatory performance standards assigned by regulatory commission. In consideration of the above problems, the proposed study will investigate into the problems and attempt to provide solutions to the Mahavitaran as to how to address the issues mentioned above.

**6. OBJECTIVES OF THE STUDY**

To study the relationship between welfare facilities provided and employee satisfaction in Mahavitaran

**7. HYPOTHESIS TESTING**

- **Hypothesis :** There is relationship between welfare facilities provided and employee satisfaction in Mahavitaran
- **Purpose:** To study the significant relation between the welfare facilities provided and employee satisfaction in Mahavitaran
- **H<sub>0</sub>:** There is no significant relationship between the welfare facilities provided and employee satisfaction in Mahavitaran.
- **H<sub>1</sub>:** There is a significant relation between the welfare facilities provided and employee satisfaction in Mahavitaran
- **Statistical test:** The data collected related to welfare facilities provided and employee satisfaction in Mahavitaran is non-parametric. Hence, Chi square test is applied as ordinal scales are taken in the primary data collection. Results of chi square test are presented in the table given below.
- **Level of significance:  $\alpha = 0.05$**

**Table 1: Relation between the welfare facilities provided and employee satisfaction in Mahavitaran by Chi square ( $\chi^2$ ) test**

Performance parameters	Performance	Quality of Welfare Facility			$\chi^2$ Value	Table value of $\chi^2$	P Value
		Average	Good	Excellent			
Reduction in complaint	Average	1071	1555	753	78.518	9.49	0.00001*
	Good	577	613	453			
	Excellent	106	197	174			
Receiving correct energy bill	Average	1068	1562	707	95.271	9.49	0.00001*
	Good	597	644	540			
	Excellent	89	159	130			
Receiving bill within time	Average	1306	1774	917	65.058	9.49	0.00001*
	Good	361	472	316			
	Excellent	87	119	147			
Reduction in interruption	Average	1426	1905	991	68.585	9.49	0.00001*
	Good	233	316	227			
	Excellent	95	144	162			

Reduction in frequency of interruption	Average	1452	1975	1119	25.159	9.49	0.00001*
	Good	245	296	169			
	Excellent	57	94	92			
Attending complaint immediately	Average	1390	1885	1087	34.632	9.49	0.00001*
	Good	303	397	196			
	Excellent	61	83	97			
Receiving information correctly	Average	1336	1724	961	37.602	9.49	0.00001*
	Good	342	538	307			
	Excellent	76	103	112			
Increasing public awareness programme	Average	1322	1755	951	46.506	9.49	0.00001*
	Good	351	507	303			
	Excellent	81	103	126			
Response of complaint within time	Average	1340	1778	963	49.474	9.49	0.00001*
	Good	333	454	274			
	Excellent	81	133	143			

Source: Primary Data

In the above table it is seen that the p-value for all the parameters is same. However it may be noted that since the statistical significance was set at 5% level of significance ( $p < 0.05$ ), the actual p-values obtained are far too less than 0.05 that is nearing zero (a number appearing after several decimal places). Therefore, the p-value in each of the parameter is approximated to 0.00001.

## 8. OBSERVATION

From the results of the above table, it can be seen that, a significant relation is observed between welfare facilities provided and employee satisfaction in Mahavitaran, for following parameters:

- Reduction in complaint of interruption scores at 5% level of significance is ( $\chi^2=78.518, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (78.518) is greater than the table value of  $\chi^2$  (9.49).
- Receiving correct energy bill at 5% level of significance is ( $\chi^2=95.271, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (95.271) is greater than the table value of  $\chi^2$  (9.49).
- Receiving bill within time at 5% level of significance is ( $\chi^2=65.058, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (65.058) is greater than the table value of  $\chi^2$  (9.49).
- Reduction in interruption at 5% level of significance is ( $\chi^2=68.585, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (68.585) is greater than the table value of  $\chi^2$  (9.49).
- Reduction in frequency of interruption at 5% level of significance is ( $\chi^2=25.159, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (25.159) is greater than the table value of  $\chi^2$  (9.49).
- Attending complaint immediately at 5% level of significance is ( $\chi^2=34.632, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (34.632) is greater than the table value of  $\chi^2$  (9.49).
- Receiving information correctly at 5% level of significance is ( $\chi^2=37.602, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (37.602) is greater than the table value of  $\chi^2$  (9.49).
- Increasing public awareness programme at 5% level of significance is ( $\chi^2=46.506, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (46.506) is greater than the table value of  $\chi^2$  (9.49).
- Response of complaint within time at 5% level of significance is ( $\chi^2=49.474, *p < 0.05$ ). In other words calculated value of  $\chi^2$  (49.474) is greater than the table value of  $\chi^2$  (9.49).

## 9. CONCLUSION

The calculated value of  $\chi^2$  are greater than the table values of  $\chi^2$ . Hence the null hypothesis is rejected and alternative hypothesis is accepted. Therefore it is concluded that, there is a significant relationship between welfare facilities provided and employee satisfaction in Mahavitaran

## 10. SUGGESTION

- Mahavitaran Employee's Welfare and Monetary facility has to make digitize for effective processing.
- Mahavitaran consumer and employee has to utilize online system such as mobile application, web application and toll free number for speedy resolution of the problems regarding Bill correction, Power Failure and allied problems.
- It is suggested to the Mahavitaran that, make use of advanced technology to proactively notify the problems of power failure in the particular (Location) geographical area
- Mahavitaran needs to establish customer support center as a major tool to handle customer compliances, The call center will resolve customer issues or problems in-time
- It is suggested that Mahavitaran has to take mediate measures to increase awareness among its consumer regarding online facility made available for complaints
- Mahavitaran Employee requires extensive use of mobile application and online services to avoid delay in services.

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