

# **A study on employee welfare facilities at Neo Majestic Hotel and Resorts**

An Internship Report for

Course code and Course Title: MBIR002 & Final Internship Report

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MBA in Human Resource Management

By

**ADISHREE BHARAT AMONKER**

**2103**

**Under the Supervision of  
DR. NIRMALA RAJANALA**

Goa Business School  
Discipline of Management Studies



**GOA UNIVERSITY**

**Date: April 2023**



Examined by:

*Nirmala*

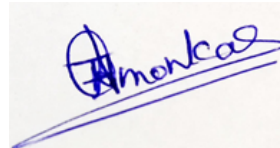
Seal of the School

## **DECLARATION BY STUDENT**

I hereby declare that the data presented in this Dissertation / Internship report entitled, “A study on employee welfare facilities at (Hotel Neo Majestic) Golden Peace Hotels and Resorts” is based on the results of investigations carried out by me in the (Management Studies) at the Goa Business School, Goa University under the Supervision/Mentorship of Dr.Nirmala Rajanala and the same has not been submitted elsewhere for the award of a degree or diploma by me. Further, I understand that Goa University or its authorities will be not be responsible for the correctness of observations / experimental or other findings given the dissertation.

I hereby authorize the University authorities to upload this dissertation on the dissertation repository or anywhere else as the UGC regulations demand and make it available to any one as needed.

Adishree Bharat Amonker  
Roll No: 2103  
Management Studies  
Goa Business School



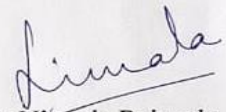
Date: 29th April 2023

Place: Goa University

### COMPLETION CERTIFICATE

This is to certify that the internship report "**A Study On Employee Welfare Facilities At Neo Majestic Hotel And Resorts**" is a bonafide work carried out by **Ms Adishree Bharat Amonker** under my supervision/mentorship in partial fulfilment of the requirements for the award of the degree of **Masters in Business Administration** in the Discipline Human Resource Management at the Goa Business School Goa University.

Date: 29th April 2023

  
DR. Nirmala Rajanala

Discipline of Management Studies



Prof. Jyoti Pawar  
Dean,  
Goa Business School



School Stamp

Date: 29<sup>th</sup> April, 2023  
Place: Goa University

# GOLDEN PEACE HOTELS & RESORTS PVT. LTD.

26<sup>th</sup> April 2023

## TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Adishree Bharat Amonker, a MBA student from Goa Business School, Goa University — Taleigao Plateau - Goa, has successfully completed her Internship Programme, from 27<sup>th</sup> February 2023 to 26<sup>th</sup> April 2023, under Human Resource department of this Organization.

During her tenure with us, we found her always very enthusiastic, sincere & keen towards learning the skills.

We wish her a successful career in her future endeavours.

This certificate is being issued on successful completion of her Internship Programme.

For: Golden Peace Hotels & Resorts Pvt. Ltd.

Unit: Hotel Neo Majestic

  
Debbie Kamble  
Asst. Manager HR

Unit: HOTEL NEO MAJESTIC & MAJESTIC PARADISE CASINO

**Registered & Corporate Office:** Hotel Neo Majestic, Plot No. 104/1A, Opp Azad Bhavan, Porvorim Bardez, North - Goa, India - 403521  
Tel. No. 08326710000-199 | Website: [www. Neomajestic.com](http://www.Neomajestic.com) | Email: [finance@neomajestic.com](mailto:finance@neomajestic.com) | CIN No. U55101GA1995PTC007477

## **ACKNOWLEDGMENT**

I wish to express my sincere gratitude to the HR Assistant Manager of Golden Peace Hotels & Resorts Pvt Ltd (Hotel Neo Majestic), Ms Debbie Kamble for providing me an opportunity to do my internship at the esteemed organisation.

I would like to give special thanks to Human resource and admin department staff for providing me complete information regarding the project in Human resource department at the organisation.

I sincerely thank all the staff members of Golden Peace Hotel & Resorts (Hotel Neo Majestic) who have sincerely helped me in providing information and in filling up the survey for my project.

Special thanks and respect to my internship project Mentor Dr. Nirmala Rajanala for guidance, supervision and support which has helped me throughout my internship and in completing my project successfully.

I am obliged towards my parents for facilitating, supporting and assisting me during my internship and during the course of completion of my project without which this project wouldn't be complete.

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## **PROFILE OF COMPANY**

Neo Majestic Golden Peace Hotels and Resorts Private Limited is a Private incorporated on 05 July 1995. It is classified as a non-govt company and is registered at the Registrar of Companies, Goa. Its authorised share capital is Rs. 3, 00, 00,000 and its paid-up capital is Rs. 1, 50, 00,000. It is involved in Hotel's; camping sites and other provision of short stay accommodation [Restaurant facilities operated in connection with the provision of lodging remain classified in this group. Also included are the operation of sleeping cars when carried on by separate units].

### **Majestic Paradise\_- A 5000 sq. ft haven for gamers:**

Majestic Paradise is one of Goa's largest and opulent casinos, located onshore in Neo Majestic. It offers a plush interior spread over an area of 5000 square feet, specially designed for unending gaming and sheer pleasure.

They have in store the latest state-of-the-art digital gaming experience with Digital Roulette stations, Roulette tables, Black Jack, baccarat, Mini Flush, and for the first time in India - The Robotic Arm Baccarat station. In addition, they also have several electronic slot machines for you to play with. For those with an insatiable gaming spirit and a taste for the most exotic gaming destinations, Majestic Paradise is the place to be in Goa.

Majestic Paradise also offers a free pick-up and drop-off facility from anywhere in and around Goa. The best of Hospitality and Gaming in Goa. For anything that brings people together to celebrate an occasion, they create truly memorable experiences that you will cherish forever.

**A 5-star casino experience in Goa** - Neo Majestic is a 5 Star, business and casino hotel in Goa. It houses the Majestic Paradise Casino, a 5000 sq ft casino offering a magnificent gaming experience. There are 94 luxurious rooms with king-size beds and state-of-the-art facilities along with a host of leisure activities to offer you a relaxed and entertaining experience, while you are on business in Goa. Indulge in a relaxing time at the deluxe spa after sweating it out at the gymnasium or enjoy the pool, sauna, and steam. Round off your day with some exciting gaming action with a variety of the best international and casino and digital games at the inhouse Majestic Paradise Casino. Add to it 3 restaurants with different cuisines to match your mood and palate and a 24x7 cafe- Cafe M. Whether it's business on your mind or relaxation that you seek, Hotel Neo Majestic is your complete business and casino hotel in Goa.

They solemnly pledge and reiterate their commitment to conduct our business in a manner that benefits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of the country.

They have committed to abide by the Code of Conduct for Safe and Honourable tourism.

Recognizing that every earth resource is finite and fragile and they further pledge to implement Sustainable tourism practices. Consistent with the best environment and heritage protection standards, such that their present tourism resource requirements optimise both local community benefit and future sustainable uses.

**Neo Majestic Corporate Social Responsibility:** They hold pride in being responsible citizens and contributing towards the welfare of the people of Goa. During the second wave of the Covid-19 pandemic. They set up a 60 bed Covid Care centre in the state capital. They have equipped the centre with oxygen facilities and state-ofthe-art ICU units and is manned by expert consultants, resident medical doctors, dieticians, physicians, and 45 nurses besides other



support staff. With this initiative, we have been able to come to the aid of people who require treatment and support to fight the effects of Covid-19.

**Neo Majestic - best of their luxurious services:** They have 24 x 7 luxurious services such as prompt room service and an express laundry facility. Unwind and enjoy a curated range of leisure activities. Indulge in a variety of delicious cuisines from around the world to match your mood and palate at our 3 different restaurants. Majestic Paradise for a world class gaming experience. Choose to stay in our luxurious and cosy superior rooms or classy suites.

**Luxurious Features:**

- Welcome Drink
- Free WIFI
- Delicious Breakfast
- Swimming Pool
- Hi-Tech Gym
- Spa
- 24 x 7 Cafe - M
- Goa's Largest Casino
- All King Size Beds

**They offer: 24 x 7 Cafe-M** - If you are in need of a snack or want a quick bite before you head out, we have Cafe M that serves food and beverages round the clock.

**Dim Sum** - If you love Chinese cuisine then Dim Sum is sure to become one of your favourites.

It serves a whole lot of mouth-watering and authentic Chinese dishes specially prepared to suit your taste buds.

**Spice Garden** - Indulge in authentic, flavourful Indian cuisine and traditional Goan food prepared by our Master Chef at Spice Garden.

**Complimentary Room Amenities & Facilities** - Our complimentary amenities include a welcome drink, Tea & Coffee Maker, Hair Dryer, Free Wi-Fi, Shoe Horn (On Request), Shoe Cleaning Facility, Slippers, Electronic Safe, Newspaper, Package Drinking Water, Swimming Pool, Warm Up Gym, Bathrobe, Dental Kit, Shaving Kit, Iron & Iron Board, Sewing Kit (On Request), Valet Parking, Cable Television, Daily Housekeeping

#### **Chargeable Amenities**

- Cafe M – Breakfast Indian & Continental
- Dim Sum - Oriental Cuisine
- Siddhi - Spa & Salon
- Rituals - Jewellery & Gift items
- Utilities & Flower shop
- Majestic Paradise - Casino
- Summit - Conference & Banquet
- 24 Hrs Room Service
- Laundry Services
- Business Centre

- Travel Desk (Vehicles & Sightseeing)

**Rejuvenate in Spa:** They have a soothing spa that is equipped with luxurious natural oils and fragrances to relax your senses after a long day or whenever you feel the need to pamper yourself.

**Relax and rejuvenate yourself in Sauna & Steam:** A steam bath will rejuvenate you after a long tiring day and get you ready for an exciting evening.

**Get fit and toned at our state-of-the-art Gym:** Our state-of-the-art gym is equipped with hi-tech treadmills for excellent cardio workouts, dumbbells, weight plates, adjustable pulleys and various other multipurpose equipment to tone your body.

**Pamper yourself with a makeover:** They summon the best of hair stylists, manicurists and pedicurists to the hotel as soon as you request.

**Bathroom:** We provide you with toiletry essentials such as a dental kit, shaving kit, bath robe, comb, care kit, shower cap, shampoo, soap, foam bath and body lotion.

## Departments in Neo Majestic Hotel & Resort

Departments in Neo Majestic Hotel & Resort			
<b>Human Resources &amp; Administration</b>	<b>Front Office</b>	<b>Food &amp; Beverages production</b>	<b>Kitchen &amp; Stewarding</b>
<b>Accounts</b>	<b>Spa</b>	<b>Food &amp; Beverages Service</b>	
<b>Information Technology</b>	<b>Store &amp; Purchase</b>	<b>Housekeeping</b>	
<b>Engineering</b>	<b>Transport</b>	<b>General Maintenance</b>	

## **RESEARCH TOPIC**

A study on employee welfare facilities at Neo majestic hotel and resorts.

## **INTRODUCTION TO EMPLOYEE WELFARE**

Employee welfare refers to the facilities or perks that an employer provides to staff members in addition to remuneration or pay. The benefits provided to employees by each sector or firm may vary. Employers implement staff wellness programmes in an effort to fulfil and inspire their employees in order to produce the desired outcomes.

Workers are provided with welfare facilities in order to keep them motivated and committed to their work; this also helps to prevent workers from quitting the company. Welfare scheme is also help to boost the productivity level of the employee. Decrease the absenteeism rate in the organisation. Promotes work life balance of the employee, improve the mental and physical health of the employees.

There are 2 types of welfare facilities statutory and non- statutory welfare facilities. In statutory facilities it include water drinking facility, canteen facility, first aid facility, changing room facility, restroom facility. Non statutory include the medical benefit, medi claims, maternity leave, working hours, posh policy.

There are other facilities like transport facility, recreational or sports facilities, accommodation facilities which is provided by the employer to employees which ease the work life of the employees and also reduce the stress.

Employers can foster a productive workplace culture that encourages employee well-being and makes a significant contribution to their organization's success by making investments in employee welfare.

## LITERATURE REVIEW

SR. No	Journal	Title	Finding	Relevant
1.	International Journal of Advanced Research in Science, Communication and Technology (IJARSCT)	A Study on Impact of Employee Welfare Measures on Employee Satisfaction Deshabhimani, Cochin	According to the study, companies should ensure that their employees are satisfied with their working hours and working conditions, and they should also consider their employees' transportation needs. The company should maintain a fair night shift allowance that may encouraging them to work.	Hospitality industry has odd working shifts. So company need to allow transport facilities for night shifts or accommodation.
2.	2nd International HRM Conference	The Effect of Welfare Facilities on Employee Retention in a Selected Company in Sri Lanka	According to this research paper positive competitive benefits are another important factor in boosting non managerial employees' retention in the chosen company, And this is why maintaining a skilled workforce requires both fair	Employee welfare facilities are important to satisfy the employees need in the organization. And how it will help to retain the employee in my organization.

			wages and benefits that are competitive.	
3.	International Conference on Business Management, Innovation, and Sustainability	Effectiveness of Employee Welfare Activities of the Hotel Industry in the Kingdom of Bahrain	This research reveals that the hotel owners' use housing, transportation, personal health care, and flexitime facilities is a technique for promoting employee welfare. Activities aimed at enhancing safe motivation and productivity as well as maintaining a healthy and safe work environment are crucial issues for every workplace.	How welfare facilitates will help in preserving the motivation and morale of the employees. Keep the employees committed for a more extended period in the hospitality industry.
4.	International Journal of Engineering and Management Research	A Study on Awareness and Satisfaction towards Employee Welfare Measures	The welfare measures offered by the company and how the staff feels about the housing provided by the company have a big impact on employee satisfaction and their experience working for the company. The study discovered, through analysis and interpretation, that the employee welfare measures	This research paper will help me to know how the accommodation facility impacts the employees work life balance.

			are extremely satisfactory in their care.	
5.	International Journal of Engineering Applied Sciences and Technology	Statutory welfare measures in building construction industries: a case study of Mysore city	Welfare amenities like drinking water, washing facilities, sanitary and changing areas, restrooms and shelters, meals, and transportation facilities where the shelter is located away from the construction site will lessen their fatigue and improve their health. The results of the study revealed that the provision of latrines and urinals for workers in the workplace is a requirement for the building construction industries. The welfare program for the employees includes canteen facilities as a crucial component.	How statutory welfare plays major role in the health conditions for the staff.



6.	Journal of Emerging Technologies and Innovative Research (JETIR)	A study on employee satisfaction towards welfare measures	This paper discusses how management must offer all employees high-quality facilities so that workers are happy with the programs in place for their welfare. Along with raising productivity, quality, and quantity are also raised. As a result, it is necessary to make some provisions for upgrading the welfare facility.	This could relate to my study how good welfare facilities will leads to improve favorable effects of profitability and services of the organization.
7.	International Journal of Management (IJM)	Statutory welfare measures and quality of work life in cooperative and private sugar mills at Tamil Nadu	This study examines the relationship between employee work life and statutory and non-statutory welfare measures. It claims that the best way to improve QWL is to increase welfare facilities. And according to the study's author, implementing effective welfare measures can increase employees' productivity and efficiency while also	This research paper link my study to improve the welfare facilities to enhance quality of work and to also adopt new welfare facilities.

			enhancing their quality of work life.	
8.	Ilkogretim Online - Elementary Education Online	A Study On Employee Welfare Measures With Reference To Kawman Pharma Private Limited	In the study, it was discovered that employee efficiency, labour absenteeism, and welfare measures are all directly related to employee morale, productivity, and efficiency. In a research paper, wages should be paid based on how much the company's workers contribute, with a focus on providing a secure job and a safe and healthy working environment that boosts output and cuts costs	This give the idea of how poor welfare facilities can affect the employee absenteeism and how safe and healthy working environment is important.
9.	Journal of Science and Technology (JST)	A Case Study on Welfare Measures of Employees In (BHEL), Ramchandrapuram, Hyderabad	This paper discusses the need for companies to put more effort into promoting welfare programs because higher employee productivity is good for business. Conducting health camps at least once a month will help to improve	This paper will help me to understand the importance of health check facilities in the organization. Which I can implement to my organization.

			<p>hospitalization facilities, health checkups, employee counseling, and various health camps. It is important to create a better working environment. In each association, the welfare measures are important traits that play a crucial role.</p>	
10.	International Journal for Research Trends and Innovation	A study on employee satisfaction on welfare facilities	<p>This research paper suggests that the high rate of labor absenteeism in Indian industries is a sign of the workers' lack of commitment. And the aforementioned measures were significantly lessened by the provision of decent accommodation, health and family care, canteens, educational and training and welfare activities that could help the workers live richer and more fulfilling lives and contribute to labor productivity, business</p>	<p>This research paper relate that HR need to support and take initiative to raise worker quality of life by significant welfare facilities.</p>

			efficiency, and industrial peace.	
11.	International Journal of Production Technology and Management (IJPTM)	Employee satisfaction on labour welfare measures: an empirical examination of manufacturing companies	According to the empirical findings, employee satisfaction with the fulfilment of their welfare measures is primarily influenced by three factors: amenities satisfaction factor (ASF), environment satisfaction factor (ESF), and monetary satisfaction factor (MSF). Additionally, in order to increase employee satisfaction, employees are placing welfare, health, and safety measures as the top priorities.	This research paper could help me to identify the dominant dimension of their welfare measures in my organisation.
12.	International (P)'' Ltd Publishers	Employee welfare measures for hdfc insurance Standard Life, Coimbatore	This study measures the degree to which employees are aware of and satisfied with the company's various welfare programs, working conditions, and social security programs.	This research paper will help to impart better welfare measures, working condition and social security schemes to the employees.

13.	Journal of research in management & technology	A study on employee welfare facilities and its impact on employees efficiency at vindha telelinks ltd. Rewa (m.p.) india	Study says that in order for all employees to be satisfied with the employee welfare facilities, management must provide them with good facilities. This results in higher productivity, quality and quantity.	This paper link how employee welfare satisfaction can lead to better performance and improve the profitability of the organization.
14.	International Journal of Engineering Technology, Management and Applied Sciences	A study on employee welfare measures with reference to it industry.	The paper discusses how an organization's productivity will rise if its employees are satisfied with its welfare facilities. According to a study of staff welfare facilities in the IT sector, businesses are very interested in promoting all of the welfare services offered by this sector.	This research paper gave a glimpses of promoting the welfare facilities and how it can impact the productivity.

15.	International Journal of Civil Engineering and Technology (IJCIET)	A study on employee welfare in construction industry	The findings of this study showed that most workers in the informal sector do not know their sectors, legal and voluntary benefits are available to them. It was clear, moreover, that workers in the building industry were not subject to minimum wages, working hours and social security legislation.	This paper gave glimpses of statutory and voluntary welfare benefits in the organization. It is very important to provide minimum wages, workings hours according to industrial act.
16.	International journal of trends in scientific research and development(IJTSRD)	A study on employee welfare measures at Vimpro	The main factor affecting Vimpro Technologies Puducherry's functioning was found to be transport infrastructure, and the company had to make improvements in its working environment by providing good quality drinking water.	This paper relate why employee welfare measure need improvement and how it can impact employees at workplace.
17.	International Research Journal of Engineering and Technology (IRJET)	Employee Welfare Measures- A Study on Cement Corporation of India	According to the report, contract employees are very dissatisfied with the employee wellness programmes offered to them.	This paper give glimpses on bare minimum welfare facilities need to be given for the

		Units, in Thandur and Adilabad	According to the author, they should be given access to the bare minimum of welfare services, including health insurance and educational opportunities for their children.	employees by organization.
18.	NCRD's Business Review : e-Journal	Study of employee welfare & benefit practices at Indian oil corporation limited (lubes plant, Vashi, navi mumbai)	According to the study, the majority of employees said that "health & safety" was more crucial than training and other welfare initiatives.	This research paper will relate to my research to develop health & safety facilities in our organization.
19.	IJRAR- International Journal of Research and Analytical Reviews	Welfare activities of DCW: An Analytical study	The paper focuses in the research of both intra- and extra-mural factors and how they affect employee satisfaction. It also focuses on layoff benefits and the welfare services the company offers its temporary workers.	This paper analysis help how welfare facilities can impact on the employee.
20.	International Journal of Emerging Technologies in	An Organizational Study and a Study on Employee	The research provided several suggestions for enhancing the welfare facilities.	The study on employee welfare will help to identify

	Engineering Research (IJETER)	Welfare with Special Reference to Sakthi Sugars Ltd, Appakudal	Improvements to the canteen and medical facilities are among the employee suggestions.	the satisfaction the workers regarding the welfare measures provided by the organisation. Give the suggestion to improve welfare facilities.
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## **RESEARCH GAP**

To know whether Neo majestic provide the proper welfare facilities to employee. And to identity whether the employees are satisfied or dissatisfied with the welfare facilities which is provided by Neo majestic.

## **PROJECT OBJECTIVE**

### **❖ Primary Objective**

- To study on employee satisfaction level on welfare facilities in Neo majestic hotels & resorts.

### **❖ Secondary Objective**

- To do study on the present welfare measures adopted for employees in Neo majestic hotels & resorts.
- To identify workers opinion towards welfare facilities and to give measures to improve the welfare.

## **PROJECT METHODOLOGY**

The information was gathered using primary and secondary sources.

### **❖ Primary Data**

The primary data was gathered through a survey, observation, personal interaction with HR manager, HOD's of other departments and staff of Neo Majestic Hotel and resorts. Questions used in questionnaire is close ended and also open ended questions.

## ❖ Secondary Data

Secondary data was collected from research papers, articles, internet searches and websites.

### **Sampling:**

- The number of employees currently working in the organization are 356 Out of which 60 employees were given survey in the organization.
- The sampling method used is Simple random sampling.
- Questionnaire was used for the survey for the data collection, the questions and scale were taken from the research paper. The 5 point scale were used 1- Highly satisfied, 2-satisfied, 3-moderate, 4-dissatisfied, and 5- highly dissatisfied. The inclusion questions from the research paper were demographic section Age, gender, qualification and number of working years were included and from the facilities section medical benefit, bonus, and leave policy were included in questionnaire. Other than this water drinking facility, canteen facility, locker facility, safety measure, first aid facility, salary advance allowance, accommodation, recreational facilities were included in questionnaire as this facilities were offered by the Hotel neo majestic to the staff.
- Exclusion Martial status, education loan, housing loan facilities, medi claim insurance card, conveyance allowance and hospitalization expenses which is provided by public sector bank. Hospitality industry differ from banking sector their benefit and facilities are different. The above mention in exclusion were not added in questionnaire as Neo majestic don't provided this facilities to the employees.

### **Tool to use**

To analyse and interpret data for research project, tools used was charts and graphs.

## **Benefits to organization**

Through this research HR department will get to know whether employees are satisfied with their current welfare facilities which is provide by the organisation. From the result of the survey the HR department can take the corrective actions to increase the satisfaction level of the employees. This will help them to improve their welfare facilities and they can also add new facilities.

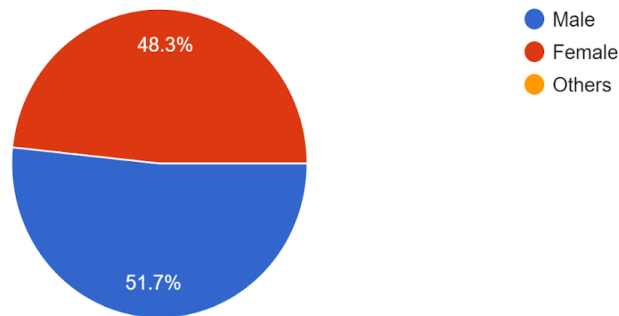
## **Learning value to you**

Through this project I will get to learn the different types of welfare facilities offered by organization and where the staff welfare facilities are appreciated by the employee. How does it will impact the employee's motivation and the productivity. How as an HR we can implement the welfare facilities to improve the employee work life.

## DATA ANALYSIS AND DISCUSSION

### 1. Gender

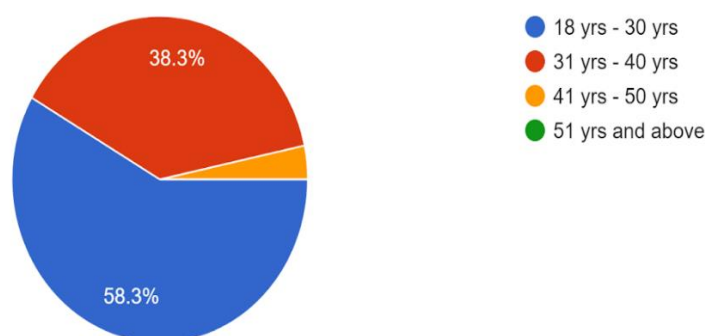
60 responses



- a) From the above pie chart we can say that out of total respondent 51.7% of respondent were male and 48.3% of the respondent were female.
- b) From the public bank sector research paper found that out 50 respondent 72% of the respondent were male and 28% were female. We can see large number of respondent were male in banking sector.

### 2. Age

60 responses



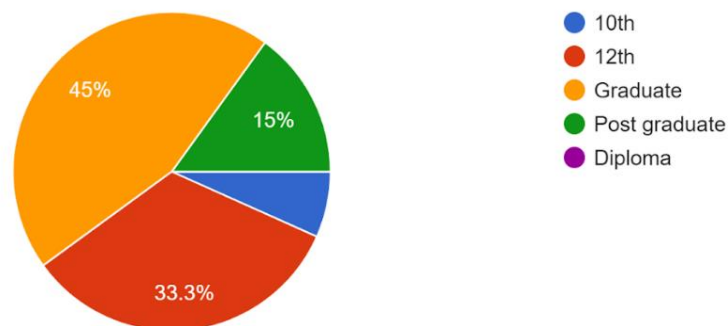
- a) From above pie chart as we can see that 58.8% of the respondent are from the age group of 18 to 30 year old. 38.3% of the respondent are from the age group of 31 to 40 year old.

3.3% of the respondent are from the age group of 41 to 50 year old. There are no respondent in the group of 51 years and above.

- b) From the public bank sector research paper found that 52% of the respondent were from age group 36-45 years old. Compared to public sector bank, 58.3% employees working in Neo majestic is younger belong to 18 to 30 years.

### 3. Qualification

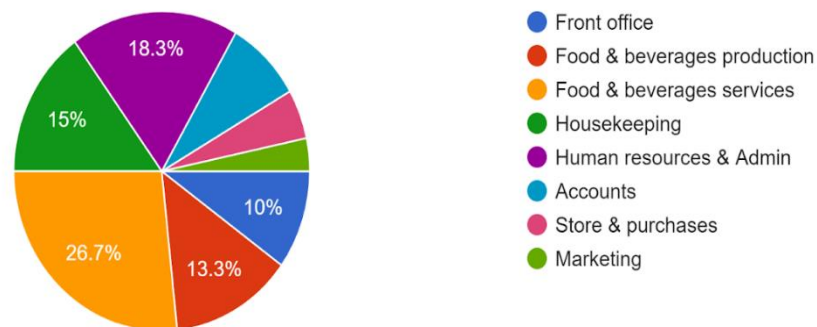
60 responses



- a) In the above pie chart shown that 45% of the respondent are graduate degree holder. 33% of the respondent completed education till 12<sup>th</sup> standard. 15% of the respondent are post graduate degree holder. 6.7 % of the respondent completed education still the 10<sup>th</sup> standard. None of them were diploma holder.
- b) From the public bank sector research paper found large number of the respondent were graduate that is 66% and also in Hotel neo majestic majority that 45% of respondent were graduate

#### 4. Department

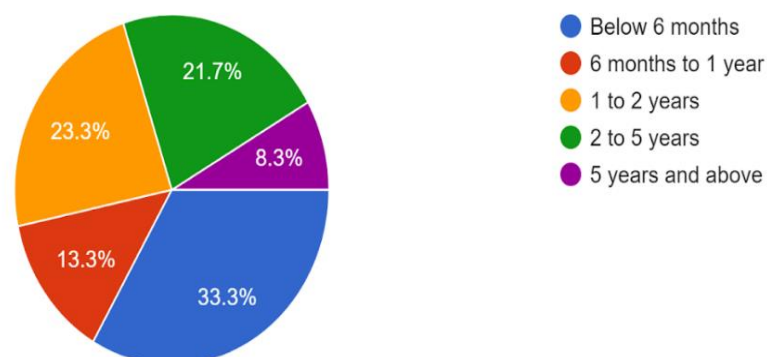
60 responses



The above pie chart shows that 26.7% of the respondent are from food & beverages (services) department. 18.3% of the respondent are from Human resources & Admin department. 15% of were from housekeeping department. 13.3% were from food & beverages (production) department. 10% were from front office department. 8.3% were from accounts department. 5% were from the store & purchase department. 3.3 % of the respondent were from marketing department.

#### 5. Since how long have you been working in hotel Neo Majestic?

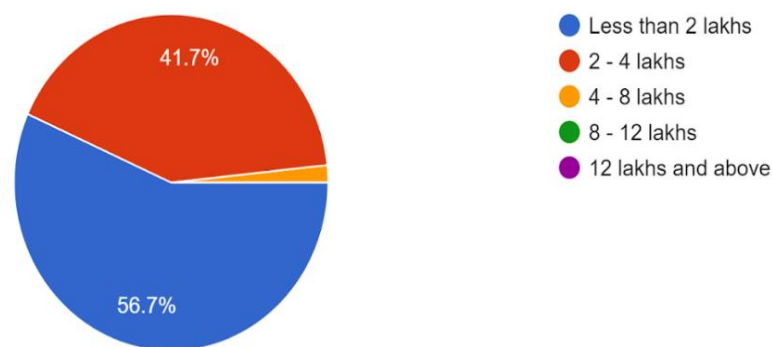
60 responses



From above pie we can see that 33.3% of the respondent were working below 6 months.23.3% of the respondent were working for 1 to 2 years. 21.7% of the respondent were working for 2 to 5 years. 13.3% of the respondent were working for 6 months to 1 year. 8.3% of the respondent working for 5 years and above.

#### 6. Annual income level

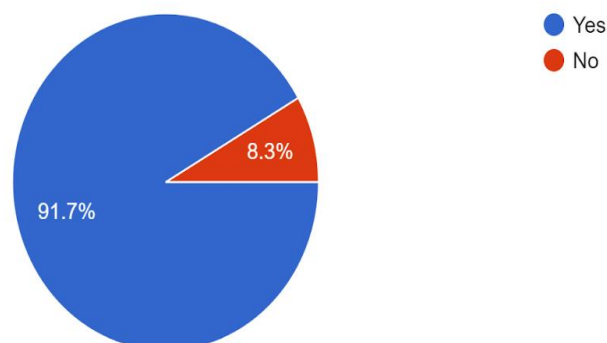
60 responses



Above pie chart depicts the annual income level of the respondent, 56.7% of the respondent had an income less than 2 lakhs, 41.7% of the respondent had an income between 2 to 4 lakhs. 1.7% of the respondent had an income between 4 to 8 lakhs. None of the above respondent who had an income level between 8 to 12 lakhs and income level of the 12 lakhs and above.

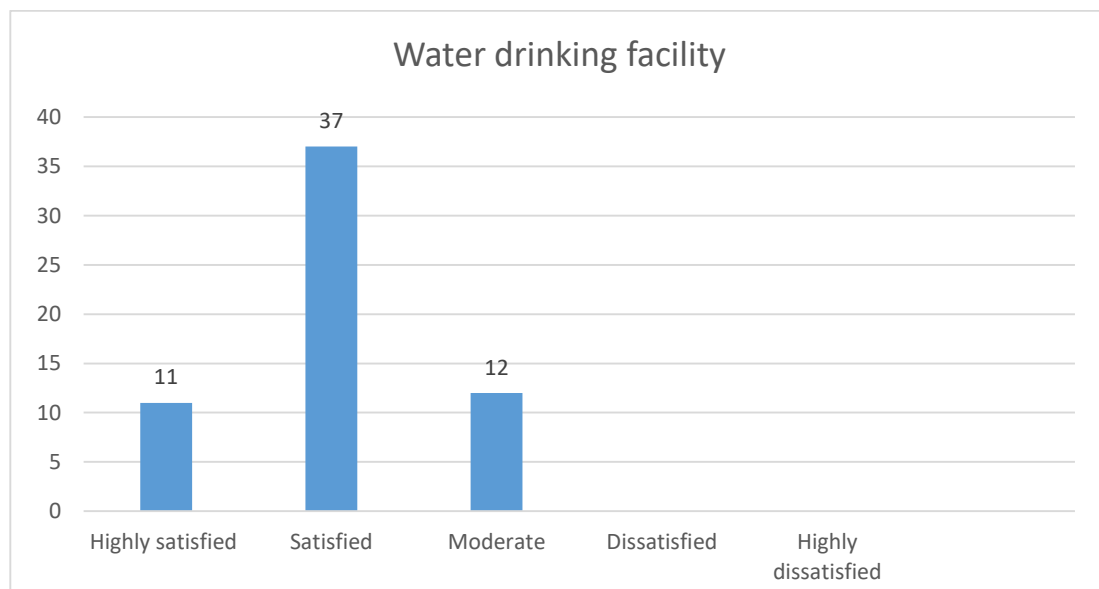
#### 7. Are you satisfied with your current job position?

60 responses



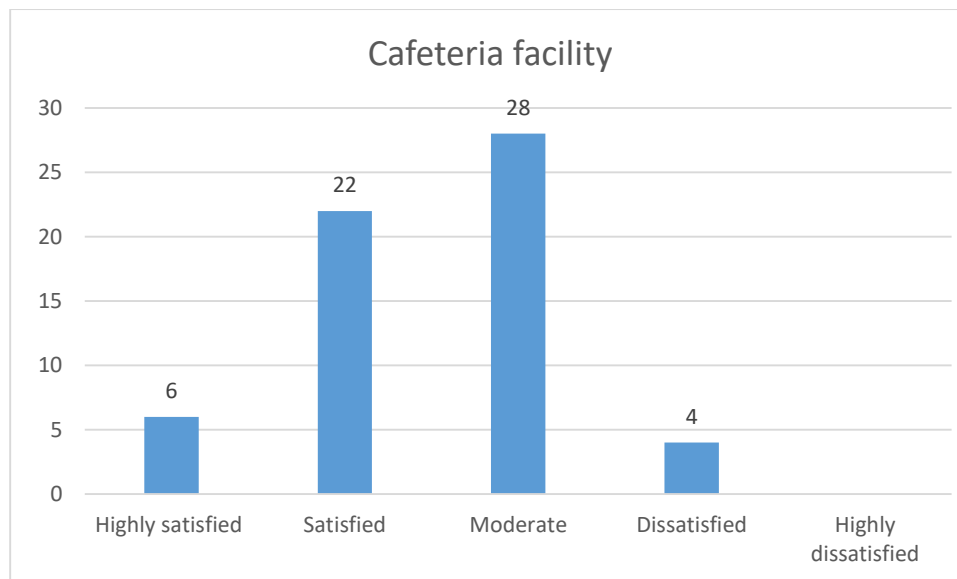
The above pie chart depicts the satisfaction level towards their current job position. 91.7% of the respondent said yes, they are satisfied with their current job. 8.3% of the respondent said no, they are not satisfied with current job. Study found that respondent not satisfied with job due lack of Increment in the organisation, also found that respondent were not satisfied with current designation offered by organisation.

Below are the employee welfare facilities mentioned in the box (Rate the factors with a tick mark)

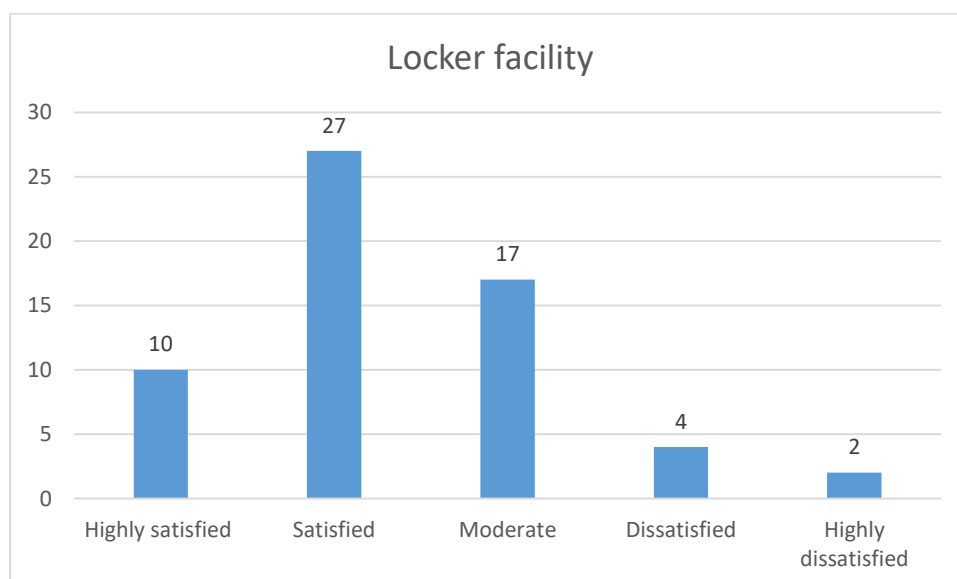


The first graph depicts the satisfaction level of the water drinking facility. 11% of the respondent were highly satisfied with water drinking facility provide by the Neo Majestic, 37% of the respondent were satisfied, where 12% of the respondent had moderate opinion. None of the respondent were dissatisfied and highly dissatisfied with water drinking facility.





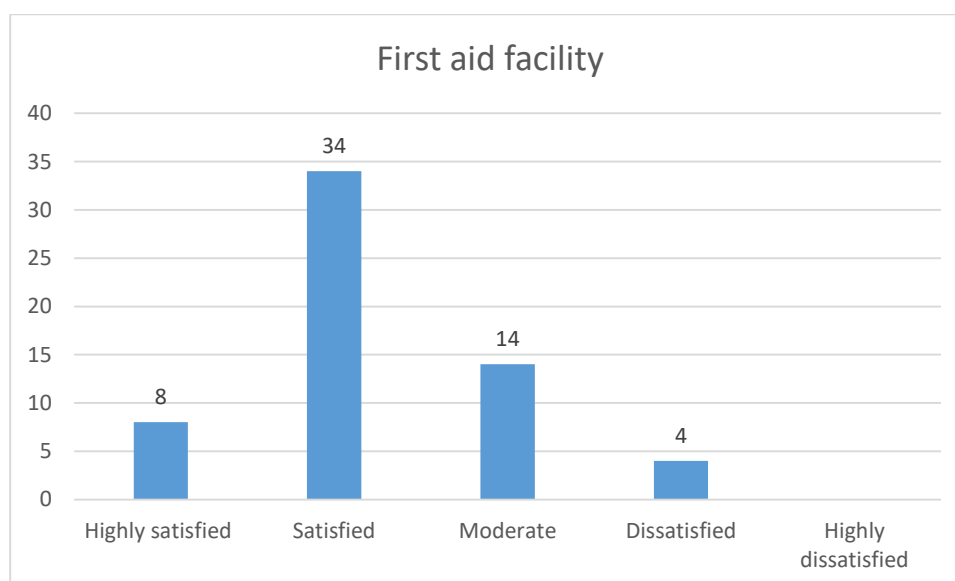
The second graph depicts the cafeteria facility provided by Neo majestic. 6% of the respondent were highly satisfied with cafeteria facility. 22% of the respondent satisfied with cafeteria facility, 28% of the respondent are moderate, only 4% of the respondent were dissatisfied with the cafeteria facility. There is no respondent highly dissatisfied with the facility.



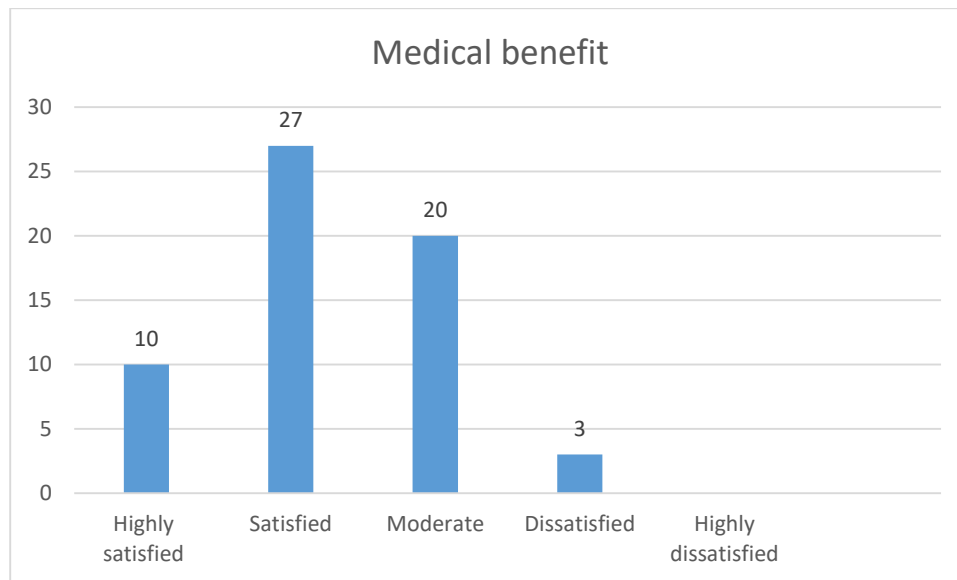
Third graph shows the locker facility provided by Neo Majestic, 10% of the respondent said highly satisfied, 27% of respondent said satisfied, 17% of the respondent said moderate, 4% of the respondent said dissatisfied, 2% of the respondent said highly dissatisfied.



Fourth graph shows the safety measures by the Neo Majestic, 8% of the respondent said highly satisfied, 38% of the respondent said satisfied, 10% of the respondent rated moderate, 4% were dissatisfied. There is no respondent rated highly dissatisfied the safety measures.

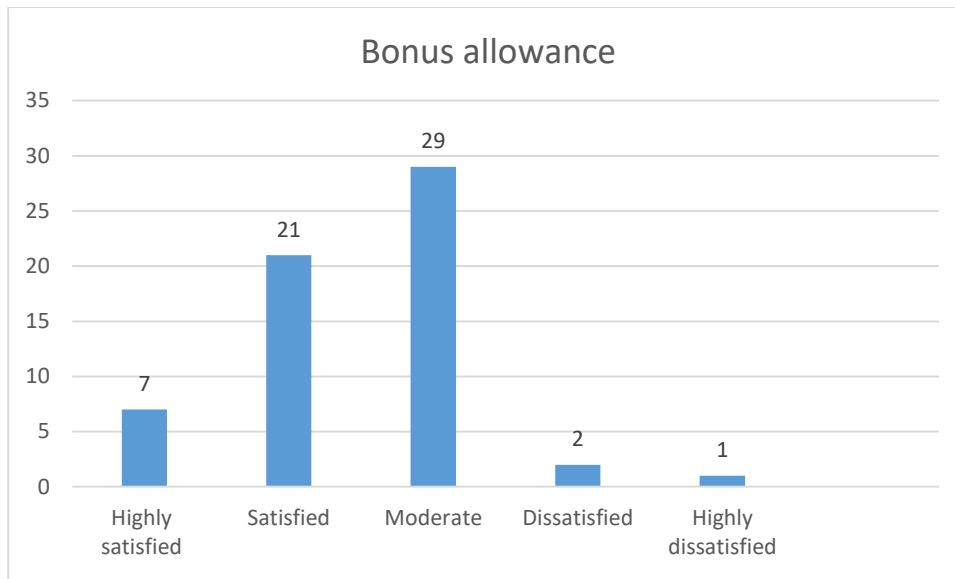


Fifth graph depicts the first aid facility provide to staff by Neo Majestic, 8% said highly satisfied, 34% were satisfied, 14% said moderate with the first aid facility , Very few that is 4% of the respondent said dissatisfied. There is no respondent were highly dissatisfied with first aid facility.



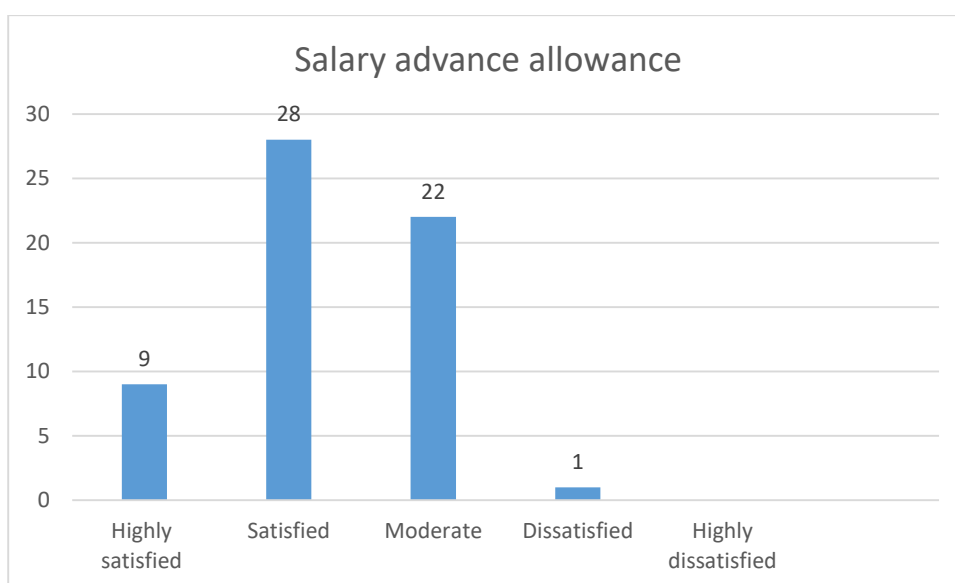
Sixth graphs depicts the medical benefit provided by Neo Majestic to staff. 10% of the respondent said highly satisfied, 27% were satisfied, 20% of the respondent said moderate, 3% of them were dissatisfied. There is no respondent were highly dissatisfied with medical benefit.

From the public bank sector research paper found that 42% respondent satisfied with medical benefit, in the Neo Majestic 27% of the respondent were satisfied with medical benefit. We can see that compare to the Neo Majestic organisation in public bank sector respondent are more satisfied with medical benefit.

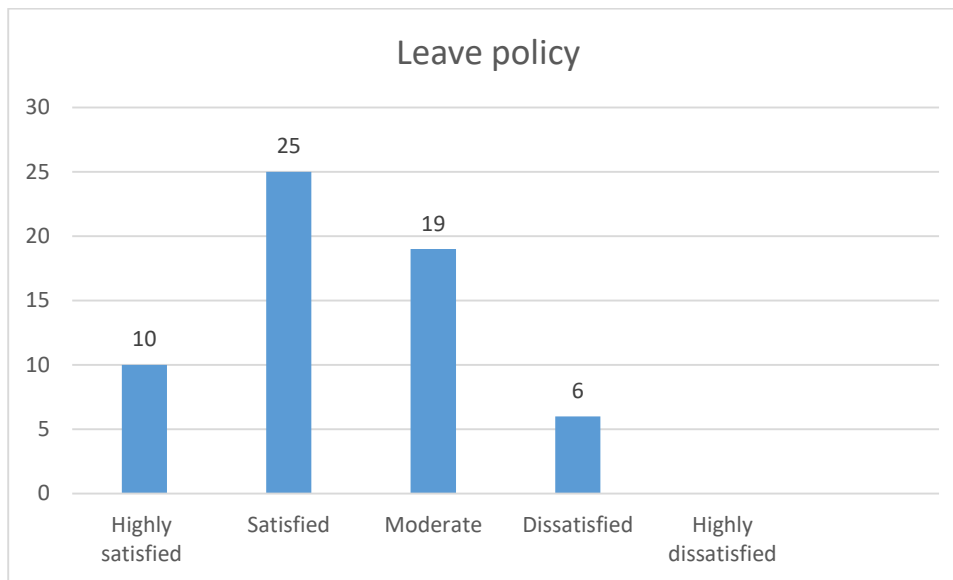


Seventh graph depicts the bonus allowance, 7% of the respondent said highly satisfied bonus benefit, 21% of the respondent were satisfied , 29% of the respondent rated moderate bonus benefit , 2% of respondent said dissatisfied, 1% were highly dissatisfied.

From the public bank sector research paper found 56% of the respondent satisfied bonus. In neo majestic 29% said moderate about bonus allowance. We can see that compared to Neo Majestic more number of respondent satisfies with the bonus facility



Eighth graph depicts salary advance allowance, 9% of the Respondent said highly satisfied, 28% of the respondent said satisfied, 22% of the responses were moderate, 1% of the were dissatisfied. There is no respondent were highly dissatisfied with salary advance allowance.

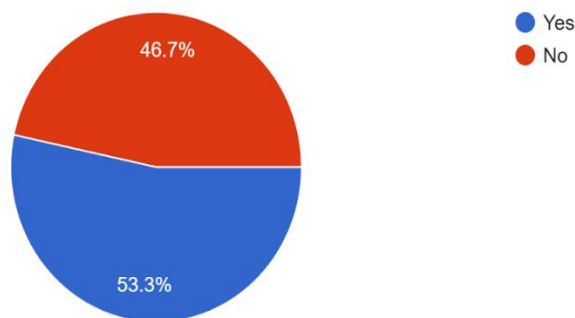


Ninth graph depicts the leave policy of the Neo majestic, 10% of the respondent said highly satisfied, 25% of the respondent said satisfied, 19% of the respondent said moderate with leave policy, only 6% of the respondent were dissatisfied and there is no respondent were highly dissatisfied with leave policy.

From the public bank sector research paper found that 70% of the respondent satisfied with leave policy, whereas in Neo majestic 25% of the respondent satisfied with leave policy. We can see that in public sector bank large number of respondent satisfied with leave policy.

10. Have you taken accommodation facility provided by Hotel Neo Majestic?

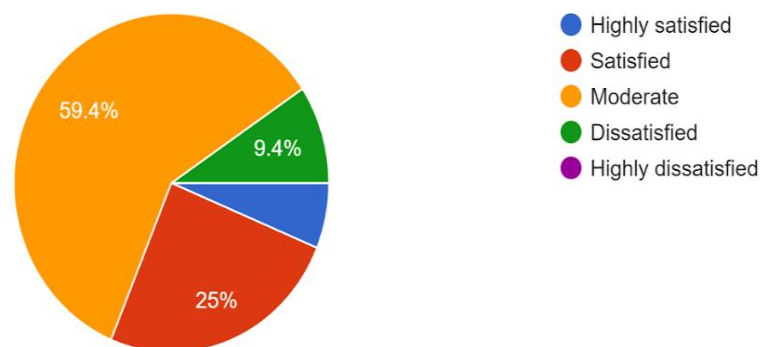
60 responses



The above pie charts depicts the accommodation facility taken by the neo majestic staff. 53.3% of the respondent had taken the accommodation facility provide by the neo majestic, 46.7% of the respondent had not taken the accommodation facility.

11. If YES then rate the below the accommodation facilities that are provided to you?

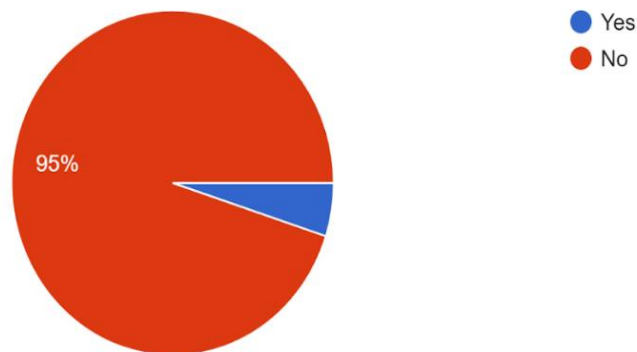
32 responses



The pie charts shows the satisfaction level towards accommodation facility. 59.4% of the respondent were moderate with the accommodation facility. 25% of the respondent rated satisfied. 9.4% of the respondent said dissatisfied. 6.3 % were satisfied. There is no respondent were highly dissatisfied with the accommodation facility.

## 12. Does Hotel Neo Majestic provide sports and recreational facilities?

60 responses



The above pie chart depicts the sports and recreational facilities provided to staff by the neo majestic. 95% of the respondent said sports and recreational facilities is not provided by the neo majestic. 5% of the respondent said sports and recreational facilities provide by the neo majestic.

## CONTENT ANALYSIS

Suggestions feedback mentioned by staff regarding the welfare facilities provide by Hotel Neo Majestic.

### 1. Sports and recreational facilities.

- 5 of the respondent suggested that hotel neo majestic should organisation the sports day and fun activities to encourage team building
- 4 of the respondent gave the feedback that they should conduct staff day or annual function for the employees.

- 1 of the respondent suggested they should celebrate foundation day.

## **2. Medical benefit**

- 3 of the respondent suggested medical benefited out of 3 respondent, 1 respondent suggested medical benefit should be provided for income above 22,000,- Per month. Remaining 2 respondent suggested they should conduct annual health check-up for all the employees.

## **3. Leave policy**

- 1 of the respondent said they need to add 2 more public holiday to the holiday list

## **4. Accommodation and locker facility**

- 5 of the respondent mentioned that they need to improve accommodation facility, as they mentioned the issue such as accommodation rooms are small and many staff are put into one room. Some had to sleep at the hallway, accommodation is not good enough.
- They also mentioned the locker/ cupboard were not provided in the accommodation to keep their cloths and valuable things.

## **5. Canteen facility**

- 2 of the respondent suggested change in canteen menu

## **6. Staff changing room/ rest room**



- 1 of the respondent mentioned in suggestion need improvement in the staff changing room/rest room

## **7. Other**

- 1 of the respondent gave feedback that the welfare facilities provided by Neo majestic is satisfactory

## **Comparison between Hotel Neo Majestic and the Public Sector Bank**

- Welfare facility offered by public sector bank to the staff are medical benefit, bonus, leave policy, hospitalization expenses, medi claim insurance, conveyance allowance, education loan and housing loan facility. Welfare facility provide by Hotel Neo majestic for the staff water drinking facility, canteen facility, locker facility, safety measure, first aid facility, salary advance allowance, accommodation, medical benefit, bonus, leave policy.
- Some welfare facility may differ from industry to industry or the organisation. In the hospitality industry free meal/ canteen food provide to staff, leave policy is common in the organisation but number of privilege leave, sick leave, casual leaves, and holiday's list will differ from industry to industry. Accommodation is provide for staff who comes from other state. Where in public bank sector education loan, housing loan facility provide for staff as it is banking sector they might provide interest on loan for staff at lower rate. Leave policy will differ banks staff gets holiday on 2<sup>nd</sup> and 4<sup>th</sup> Saturday, in hospitality industry they don't have holiday on Saturday as it is service industry.
- In the public sector bank research paper found that majority of the respondent were satisfied with the overall welfare facilities provided by public bank .In research revealed that majority of the respondent satisfied with the overall employee welfare facilities by the hotel Neo majestic.

## PROJECT FINDINGS

1. 51.7% of the respondent are the male.
2. 58.3 % of respondent belong to age group of the 18 to 30 years old.
3. It was found that majority of the respondent were graduate
4. 33.3% of the respondent have been working below 6 months.
5. The highest annual income is of the respondent is less than 2 lakhs that is 56%
6. Large number of the respondent are satisfied with their job position in the organisation
7. Most of the respondent were satisfied with water drinking facility that
8. 28 % of the respondent were had a moderate opinion on cafeteria facility provide by Neo majestic.
9. It was observed that they were satisfied with the locker facility provide by Neo majestic.
10. Large number of the respondent satisfied with safety measures Neo majestic workplace.
11. Most of the respondent satisfied with the first aid facility provide by Neo Majestic.
12. It was noticed that 27% respondent satisfied with medical benefit.
13. It was found 29% of the respondent had a moderate opinion on the bonus allowance.
14. 28% were satisfied with salary advance allowance provided by the Neo majestic
15. It was observed that 25% of the respondent satisfied with leave policy of Neo majestic.
16. 56% of the respondent had taken the accommodation facility provide by the Neo Majestic.
17. The highest number of the respondent had moderate opinion towards accommodation facility provide to staff by The Neo Majestic
18. Majority of the respondent said that Sports and recreational facilities is not provided by the Neo Majestic.

## **CONCLUSION**

A study was conducted on employee welfare facilities provided by the Hotel Neo Majestic. This research on employee welfare enables management in understanding how satisfied employees are with the welfare facilities provided by the organisation.

The research revealed that majority of the respondent satisfied with the employee welfare facilities. The organisation need to maintain the proper welfare facilities to meet the need of the employees. The organisation take necessary steps to improve on the some welfare facility provided by the organisation as it mentioned by the respondent in the suggestions and also they need to implement the sports and recreational facility to encourage the teambuilding , lower the stress and boost the productivity of the employees.

## **RECOMMENDATION**

1. The company should improve or work on the accommodation facility so employees are satisfied with the accommodation facility. Provide them with proper mattress, pillow bed sheets.
2. The management should work on canteen facility, by changing the canteen menu and with proper sitting arrangement.
3. The company can improve on medical benefit, they should conduct annual health check-up camp for the employees.
4. The company should install fire extinguisher in the Human resource department for the safety of the employees. As it is new building and have not still installed the fire safety.
5. The company can organise sports or team building activities for staff.
6. The company should conduct Annual staff day where they can give reward and recognition to employees, also have the entertainment, games, and fun activities for the staff.
7. The company should provide the locker facility for the staff to keep the cloths and valuable things in the accommodation.
8. Also they need to make improvement in the changing room/ restroom where they can put mattress on bed so employees can rest when they are ill. In the boys changing room they need to repaint the locker as it is corroded and also they need to repaint the room.
9. Management can add 2 more holidays in the holiday list.
10. Employee should be provided with more information regarding salary advance allowance so they know the benefit of it.

## WORK DONE

### 1. Handling the joining formalities

- Explaining the joining form to the candidates.
- Collecting the documents and photographs as per the company requirement.
- Entering data on the ID Card file and on the admin file to prepare ID
- Preparing ID card of the candidate
- Filling in employee data on Cosec Matrix to give access to biometric.
- Preparing uniform and accommodation slip.
- Taking the punching of candidate for the attendance
- Issuing the ID card to employee after the approval by the manager

### 2. Updating the employee master file

### 3. Preparing the warning letters of the employees.

### 4. Preparing the certificate for the employee of the month

### 5. Calling the candidates for the joining formalities.

### 6. Preparing the interview summary sheet of the employee.

### 7. Preparing the set of the police verification form

### 8. Preparing exit clearance form of candidate

### 9. Registering and generating insurance number the employees on ESIC website before 10 days of the joining of the employee.

### 10. Registering employee on employee provident fund website.

### 11. Preparing the experience certificate.

### 12. Preparing and maintaining the data of candidate CV and calling them for the interview.

### 13. Printing and scanning of the documents.

### 14. Filing and sorting the documents of the employees.

## LEARNING DERIVED

1. It gave me a wide perspective about how hospitality industry works.
2. I learned how to be professional at work.
3. Learned how to coordinate with my team and the boss to achieve desired goal.
4. Internship taught me how to be a punctual at the work place.
5. Since it is hospitality industry it taught me how to maintain grooming standards.
6. To be ethical towards work assigned
7. I learned about the organisation, their norms, rules, regulations, departments of the company.
8. Through the internship I got to learned how important it is to complete deadlines on time.
9. It's taught me how important it is updating work on time to time and to report about works update to the manager.
10. I learned how to maintain good repo with the colleagues at the work place.
11. In hospitality industry greeting staff, superior, subordinate is very important.
12. I learned how communication is essential while working with colleagues.
13. Working in the HR department I had to do joining formalities more than 4, preparing Id same time communicate and coordinate with my colleague, collecting and checking their identification proofs of candidates. This actually made me do different tasks at same time. I was able to multitask.
14. While interacting with candidate need to be polite and patient.
15. I got to learn about Compliance: Many of these tasks are governed by legal and regulatory requirements, such as registering employees for the Employee Provident Fund and Employee State Insurance Corporation. HR professionals need to have a good understanding of compliance requirements to ensure that the company remains compliant with relevant laws and regulations.

16. Record-keeping: Tasks like updating employee master files, preparing experience certificates, and filing and sorting documents require strong record-keeping skills. HR professionals must be able to organize and maintain employee records in a secure and accessible manner.
17. Time management: HR professionals often have to juggle multiple tasks and deadlines, such as registering new employees for insurance and updating employee records. Good time management skills are crucial to ensure that all tasks are completed efficiently and effectively.
18. Communication skills: Tasks like explaining joining forms to candidates, preparing warning letters, and issuing ID cards require strong communication skills. HR professionals must be able to convey information clearly and effectively to employees, candidates, and managers.

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## **ANNEXURE I**

### **Research Questionnaire**

1. Gender

- ☐ Male
- ☐ Female
- ☐ Others

2. Age

- ☐ 18 yrs – 30 yrs
- ☐ 31 yrs – 40 yrs
- ☐ 41 yrs – 50 yrs
- ☐ 51 yrs and above

3. Qualification

- ☐ 10<sup>th</sup>
- ☐ 12<sup>th</sup>
- ☐ Graduate
- ☐ Post Graduate
- ☐ Diploma

4. Department

- ☐ Front Office
- ☐ Food & Beverage Production

- ☐ Food & Beverage Services
- ☐ Housekeeping
- ☐ Human Resources & Admin
- ☐ Accounts
- ☐ Stores & Purchases
- ☐ Others

5. Since how long have you been working in Hotel Neo Majestic?

- ☐ below 6 months
- ☐ 6 months to 1 year
- ☐ 1 to 2 years
- ☐ 2 to 5 years
- ☐ 5 years and above

6. Annual Income Level

- ☐ Less than 2 Lakhs
- ☐ 2 – 4 Lakhs
- ☐ 4 – 8 Lakhs
- ☐ 8 - 12 Lakhs
- ☐ 12 lakh and above

7. Are you satisfied with my current job position?

- ☐ Yes
- ☐ No

(If No then specify) \_\_\_\_\_

8. Below are the Employee welfare facilities mentioned in the box. (Rate the factors with a

Tick mark (✓)

<b>Sr No</b>	<b>Factors</b>	<b>Highly Satisfied</b>	<b>Satisfied</b>	<b>Moderate</b>	<b>Dissatisfied</b>	<b>Highly dissatisfied</b>
1.	Are you satisfied with water drinking facilities					
2.	Are you satisfied with cafeteria facilities					
3.	Are you satisfied with locker facility					
4.	Are you satisfied with safety measures					
5.	Are you satisfied with first aid facilities					
6.	Are you satisfied with medical benefit					
7.	Are you satisfied with Bonus provide by company					
8.	Are you satisfied with Salary advance Facility					
9.	Are you satisfied with leave policy					

10. Have you taken accommodation facility provided by Hotel Neo Majestic?

☐ Yes

☐ No

11. If **YES** then rate below the accommodation facilities that are provided to you?

☐ Highly satisfied

☐ Satisfied

☐ Moderate

☐ Dissatisfied

☐ Highly dissatisfied

12. Does Hotel Neo majestic provide sports and recreational facilities?

☐ Yes

☐ No

13. Are there any suggestions or feedback that you want to give regarding the welfare facilities provide by Hotel Neo Majestic. Please do specify below.

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