

A Study on Employee Welfare at NTPC

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Abstract

The present study titled “A Study on Employee Welfare at NTPC Limited” focuses on analyzing the employee welfare measures provided by the organization and their impact on employee satisfaction, motivation, and overall organizational performance. Employee welfare plays a significant role in improving working conditions, enhancing employee morale, and maintaining healthy industrial relations within an organization. NTPC, being one of India’s leading public sector enterprises in the power generation sector, provides various welfare facilities to ensure the well-being and development of its employees. The study aims to examine the different welfare schemes offered by the company, such as medical facilities, safety measures, housing, transportation, canteen services, recreational facilities, and employee assistance programs. It also evaluates employee perceptions regarding the effectiveness and adequacy of these welfare measures. Both primary and secondary data were used for the study. Primary data was collected through structured questionnaires distributed among employees, while secondary data was gathered from company reports, journals, websites, and related publications. The analysis reveals that employee welfare measures at NTPC have a positive influence on employee satisfaction and productivity. Most employees expressed satisfaction with the welfare facilities provided by the organization, particularly in areas related to safety, healthcare, and workplace environment. The study concludes that effective employee welfare practices contribute significantly to employee motivation, loyalty, and organizational efficiency. It further suggests that continuous improvement in welfare policies and regular feedback from employees can help the organization maintain a positive work culture and enhance employee performance.

Keywords: Employee Welfare, Employee Satisfaction, Employee Motivation, Workplace Safety, Health and Welfare Facilities, Employee Well-Being, Industrial Relations, Organizational Performance.

I. INTRODUCTION

Employee welfare is an important aspect of human resource management that focuses on providing better working conditions, safety, health, and overall well-being of employees within an organization. Welfare measures help in improving employee satisfaction, motivation, efficiency, and productivity. In today’s competitive industrial environment, organizations recognize that employees are valuable assets, and their welfare directly contributes to organizational growth and success.

The concept of employee welfare includes various facilities and services provided to employees both inside and outside the workplace. These facilities may include

medical services, housing, transportation, canteen facilities, safety measures, recreational activities, educational support, insurance, and retirement benefits. Effective welfare policies help in maintaining good industrial relations, reducing employee turnover, and creating a positive work environment.

NTPC Limited is one of India’s largest and leading public sector enterprises engaged in power generation and energy production. Established in 1975, NTPC has played a vital role in meeting the growing energy demands of the country. Along with operational excellence, the company places strong emphasis on employee welfare and

development. NTPC provides various welfare schemes and employee-friendly policies aimed at improving the quality of work life and ensuring employee satisfaction. The present study titled “A Study on Employee Welfare at NTPC” aims to analyze the welfare measures provided by the organization and to understand employee opinions regarding these facilities. The study also examines the impact of welfare measures on employee morale, motivation, and organizational performance. By evaluating employee welfare practices, the study helps in understanding how welfare initiatives contribute to better employee relations and overall organizational effectiveness.

The study is based on both primary and secondary data. Primary data is collected through questionnaires and employee responses, while secondary data is gathered from books, journals, company reports, and official publications. The findings of the study may help the organization identify strengths and areas for improvement in employee welfare policies and practices.

II. RESEARCH OBJECTIVE

- To study the employee welfare measures provided by NTPC Limited.
- To analyze the level of employee satisfaction regarding welfare facilities at NTPC.
- To examine the effectiveness of welfare schemes in improving employee morale and motivation.
- To identify the impact of employee welfare measures on productivity and organizational performance.
- To study the working conditions and safety measures provided to employees.
- To evaluate employee opinions regarding medical, housing, transportation, and recreational facilities.
- To identify the problems faced by employees in relation to welfare facilities.
- To provide suggestions for improving employee welfare measures at NTPC.

III. RESEARCH METHODOLOGY

- Descriptive research design was adopted for the study.
- The study is analytical and survey-based in nature.
- Both primary and secondary data were used for the study.
- Primary data was collected through structured questionnaires.
- Secondary data was collected from company reports, journals, books, websites, and official records.
- Simple random sampling technique was used for selecting respondents.
- Data was collected from employees of NTPC Limited.
- Tables, charts, percentage analysis, and graphical methods were used for data interpretation.
- The study focused on analyzing employee welfare measures and employee satisfaction.
- The research was conducted during the academic project period.

IV. REVIEW OF LITERATURE

Several researchers and scholars have emphasized the importance of employee welfare in improving organizational performance and employee satisfaction. Employee welfare measures are considered essential for maintaining a healthy and productive workforce. Earlier studies reveal that organizations providing adequate welfare facilities experience higher employee morale, better job satisfaction, and improved efficiency. Welfare activities such as medical care, safety measures, housing, transportation, and recreational facilities contribute significantly to employee well-being and motivation.

Many studies highlight that effective welfare policies help organizations reduce absenteeism, labor turnover, and workplace

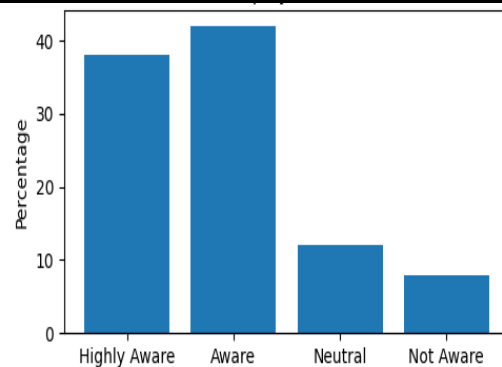
conflicts. Researchers found that employees who are satisfied with welfare measures tend to show greater commitment, loyalty, and involvement in organizational activities. Good welfare practices also help in maintaining positive industrial relations and creating a supportive work environment. Safety and health measures were identified as important factors influencing employee confidence and productivity, especially in industrial organizations.

Studies conducted in public sector enterprises, including power and energy organizations, indicate that employee welfare plays a major role in improving the quality of work life. Researchers observed that facilities such as healthcare services, educational support, insurance, and retirement benefits positively influence employee performance and organizational growth. Literature also suggests that continuous evaluation and improvement of welfare schemes are necessary to meet the changing expectations and needs of employees.

The review of literature further indicates that employee welfare is not only a statutory requirement but also a strategic tool for organizational development. Organizations that focus on employee welfare are more likely to achieve long-term success through improved employee relations and enhanced productivity. Therefore, welfare measures are considered an important component of human resource management in modern organizations, including NTPC Limited.

V. DATA ANALYSIS & INTERPRETATION

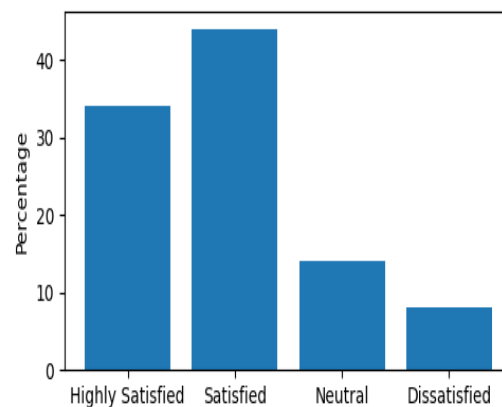
1. Awareness of Employee Welfare Measures



Interpretation

The majority of employees are aware of the employee welfare measures provided by NTPC, indicating effective communication between management and employees regarding welfare facilities.

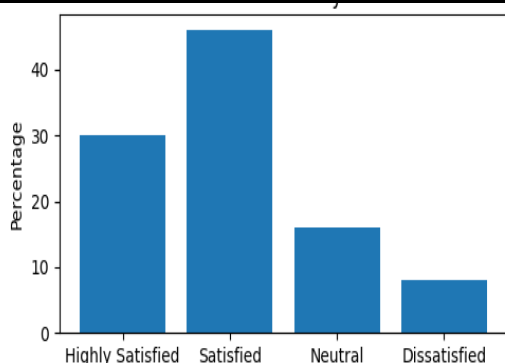
2. Satisfaction with Medical Facilities



Interpretation

Most employees expressed satisfaction with the medical facilities provided by the organization, showing the company's concern for employee health and well-being.

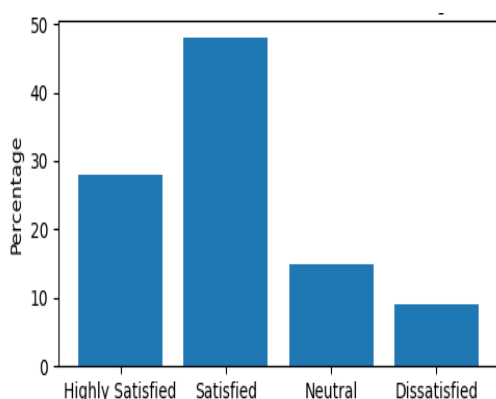
3. Satisfaction with Safety Measures



Interpretation

Employees believe that the safety measures implemented in the organization are effective, which helps in maintaining a safe and secure work environment.

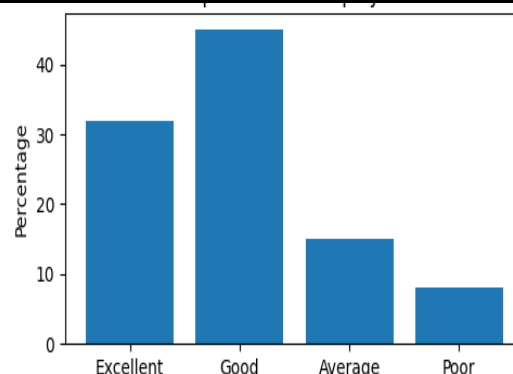
4. Satisfaction with Communication from Management



Interpretation

The communication process between employees and management regarding welfare activities was found satisfactory by most respondents.

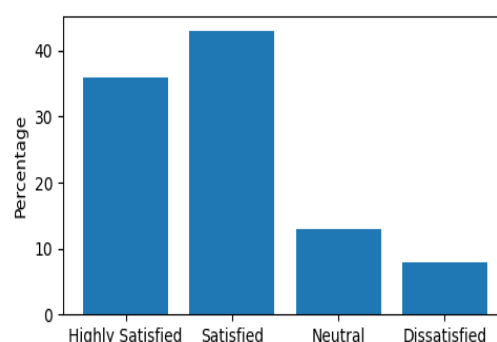
5. Role of Supervisors in Employee Welfare



Interpretation

Supervisors play an important role in supporting employee welfare activities and maintaining healthy relationships at the workplace.

6. Overall Employee Satisfaction with Welfare Measures



Interpretation

Most employees expressed overall satisfaction with the employee welfare measures followed in the organization, indicating a positive work environment and effective welfare practices.

VI.FINDINGS

- The majority of employees are aware of the welfare measures provided by NTPC Limited.
- Employees expressed satisfaction with the medical facilities provided by the organization.
- Safety measures implemented in the workplace were found effective and satisfactory by most employees.

- Communication between management and employees regarding welfare activities was satisfactory.
- Supervisors play an important role in supporting employee welfare and maintaining good workplace relationships.
- Employees were generally satisfied with canteen, transportation, and recreational facilities.
- Welfare measures helped in improving employee morale, motivation, and job satisfaction.
- The organization maintains a healthy and positive work environment through effective welfare policies.
- Employee welfare facilities contributed to better productivity and organizational efficiency.
- Overall employee satisfaction regarding welfare measures at NTPC was found to be positive.

VII. FUTURE SCOPE

The future scope of the study on Employee Welfare at NTPC Limited is broad and significant, as employee welfare continues to play an important role in improving employee satisfaction, motivation, productivity, and overall organizational effectiveness. Future studies can focus on examining the long-term impact of various welfare measures on employee performance, job satisfaction, organizational commitment, employee retention, and workplace relationships. Researchers can further analyze the effectiveness of specific welfare facilities such as healthcare services, safety measures, housing, transportation, canteen facilities, recreational programs, financial assistance, and employee support programs. Such studies can help identify which welfare measures have the greatest influence on employee well-being and organizational performance.

Future research can also focus on the changing welfare needs of employees in the modern power generation industry. With the increasing adoption of advanced technologies, automation, digital systems, and modern equipment, employees may require additional support in areas such as

skill development, mental well-being, stress management, work-life balance, and career development. Researchers can examine how digital platforms and technology-based welfare services can improve communication, provide easier access to employee benefits, and strengthen employee engagement. The role of modern Human Resource Management practices in developing more flexible and employee-centered welfare policies can also be studied. Further studies can include employees from different departments, job levels, age groups, and NTPC locations to obtain a broader understanding of employee perceptions regarding welfare measures. A larger sample size can provide more comprehensive and reliable findings. Comparative studies can also be conducted between different power generation companies, public sector enterprises, and private sector organizations to identify the best employee welfare practices. Such research can help NTPC understand industry standards and introduce suitable improvements in its existing welfare policies.

Another important area for future research is the relationship between employee welfare and workplace safety, health, and psychological well-being. Since employees in the power generation sector may work in demanding and technically challenging environments, future studies can examine the effectiveness of occupational health programs, safety training, stress management initiatives, wellness programs, and employee assistance services. Researchers can also study the impact of welfare facilities on reducing absenteeism, workplace stress, employee turnover, and work-related accidents.

Furthermore, future research can focus on employee participation and feedback in the development of welfare policies. Regular feedback mechanisms can help the organization understand the changing needs and expectations of employees and improve the quality of welfare services. The role of management support, communication, employee engagement, and industrial relations can also be explored in greater detail. Overall, future studies can help NTPC Limited develop more modern, inclusive,

technology-oriented, and employee-centered welfare practices. Continuous improvement in employee welfare can enhance employee satisfaction, motivation, loyalty, productivity, and workplace harmony, thereby contributing significantly to the long-term growth and organizational success of NTPC.

VIII. CONCLUSION

The study titled “A Study on Employee Welfare at NTPC Limited” concludes that employee welfare measures play a significant role in improving employee satisfaction, morale, and organizational performance. The organization provides various welfare facilities such as medical services, safety measures, transportation, canteen, and recreational facilities to ensure the well-being of employees. These welfare measures help employees perform their duties effectively and contribute toward organizational growth.

The findings of the study indicate that most employees are satisfied with the welfare policies and facilities provided by NTPC. Effective communication between management and employees, proper safety measures, and supportive supervisors have created a positive and healthy work environment. The study also reveals that employee welfare measures help in reducing workplace stress, improving motivation, and maintaining good industrial relations.

Overall, the welfare practices followed by NTPC are satisfactory and contribute positively toward employee productivity and organizational efficiency. The study suggests that continuous improvement in welfare programs and regular employee feedback can further enhance employee satisfaction and strengthen organizational development.

IX. REFERENCES

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