

**IMPACT OF EMPLOYEE WELFARE FACILITIES ON
EMPLOYEE WORK ENGAGEMENT ON SELECTED APPERAL
INDUSTRY IN KEGALLE DISTRICT**



By

**KULASEKARA MUDIYANSELAGE DENUWAN PRIYANKARA
KULASEKARA**

REG NO: EU/IS/2014/MS/93

INDEX NO: MS 1743



Project Report
Library - EUSL

A project report submitted to the Faculty of Commerce and Management, Eastern University, Sri Lanka, as a partial fulfillment of the requirement for the Degree of Bachelor of Business Administration (BBA).

**DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA**

2019

ABSTRACT

Human beings are highly depended with emotion and intelligence. Hence, the requirement to fulfill human need hierarchy is a rather important aspect especially on satisfaction and motivation. Ironically, by providing welfare facilities organizations are keen on tapping employee's work engagement.

This study attempts to find out the impact of employees welfare facilities and employee work engagement of the Garments factories, where the employee welfare facilities is the independent variables, while the work engagement is the dependent variable. In accordance with literature review and existing findings, there are literature and empirical knowledge gaps regarding the impact of employee welfare facilities on work engagement of the Garments factories. This study was conducted to fill these gaps with three objectives in the Garments factories in Kegalle.

The population of the study is 370 operational level employees in three two factories and primary data that has been used for the study were obtained from 192 executive level employees who are working using stratified random sampling. The collected data has been analysed using univariate and bivariate analysis. According to the univariate analysis results showed that mean value of study variables, based on the decision rule, indicates there are high level of employee's welfare facilities and employee work engagement among the respondents. Also, it is concluded that there is a significant positive relationships among employee's welfare facilities and employee work engagement of Garments factories in Kegalle. Therefore, organizations should strive to provide good welfare facilities to obtain the best results from their employees. The findings of this study are useful in further enlarging and enriching applications of these concepts in practice.

Keywords: employee welfare facilities, and medical facilities, Canteen facilities, Loans facilities, Housing facilities and work engagement.

Table of Contents

ACKNOWLEDGEMENT	i
ABSTRACT	ii
List of Table	ix
List of Figure	xi
List of Abbreviations	xii
Chapter - 1 INTRODUCTION	1
1.1 Background of study	1
1.2 Problem Statement / Research Gap	2
1.3 Research Questions.....	4
1.4 Research Objectives.....	4
1.5 Significance of the Study	4
1.6 Scope of the Study	5
1.7 Chapter Organizations	5
1.8 Chapter Summary	6
Chapter – 2: LITERATURE REVIEW	7
2.1 Introduction	7
2.2 Employee Welfare Facilities	7
2.2 .1 Medical Facilities	8
2.2. 2 Canteen Facilities	9

2.2. 3 Loan Facilities.....	10
2.2. 4 Housing Facilities.....	11
2.3. Employee Work Engagement.....	11
2.3. 1 Dimensions of Employee Work Engagement.....	17
2.4 The Relationship between Employee Welfare Facilities and Employee Work Engagement.....	17
2.5 Development of Conceptual Framework.....	18
2.6 Chapter Summary.....	18
Chapter – 3: CONCEPTUALIZATION AND OPERETIONALIZATION	19
3.1 Introduction.....	19
3.2 Conceptualization.....	19
3.3 Theoretical Background of the Study.....	20
3.3.1 Efficiency/Functional Criterion.....	20
3.3.2 Trusteeship Theory.....	20
3.4 Variable Relevant to the Conceptual Model.....	21
3.4.1 Employee Welfare Facilities.....	21
3.4.2 Employee Work Engagement.....	22
3.5 Operationalization.....	23
3.5 Chapter Summary.....	26
Chapter – 4: RESEARCH METHODOLOGY	27
4.1 Introduction.....	27

4.2 Research Design	27
4.3 Research Approach	28
4.4 Research Strategy	28
4.5 Methodological Choice	29
4.6 Time Horizon	29
4.7 Research site / Area selection.....	29
4.8 Population of the Study.....	30
4.9 Sampling Technique / Method	30
4.10 Sampling Framework and Sample Size	30
4.11 Method of Data Collection / Source	31
4.12 Research Instrument.....	31
4.13 Method of Measurement	31
4.13.1 Method of Measuring the General and Personal Information	32
4.13.2 Method of Measuring Employee Welfare Facilities	32
4.13.3 Method of Measuring Work Employee Engagement	32
4.15 Validity and Reliability of Instruments.....	33
4.16 Unit of Data Analysis.....	34
4.16.1 Method of Data Analysis	34
4.17 Method of Data Evaluation	34
4.17.1 Univariate Analysis and Evaluation	34
4.17.2 Bivariate Analysis and Evaluation	35

4.18 Data Presentation	37
4.18.1 Data Presentation for Personal Information.....	37
4.18.2 Data Presentation for Research Variables	38
4.19 Ethical Consideration.....	38
4.20 Chapter Summary	38
Chapter – 5: DATA PRESENTATION AND ANALYSIS	39
5.1 Introduction	39
5.2 Collected Questionnaire	39
5.3 Analysis of Reliability	39
5.3.1 Reliability Statistics of Employee Welfare Facilities.....	39
5.4 Data Presentation for Personal Information.....	40
5.4.1 Sample Distribution of Garment Factories (Name of the factory).....	41
5.4.2 Distribution of Gender.....	42
5.4.3 Distribution of Civil Status	42
5.4.4 Distribution of Age Group.....	43
5.4.5 Distribution of Experience.....	43
5.4.6 Distribution of Educational Level	44
5.5 Data Presentation and Analysis of Research Objectives	44
5.5.1 Descriptive Analysis for Welfare Facilities.....	44
5.5.2 Descriptive Analysis for Work Engagement	49
5.6 Bivariate Analysis.....	50

5.6.1 Pearson Correlation Analysis.....	50
5.6.2 Multiple Regression Analysis	53
5.6.3 Testing Hypothesis.....	56
5.7 Chapter Summary	58
Chapter – 6: DISCUSSION OF FINDINGS.....	59
6.1 Introduction	59
6.2. Discussion of Personal Information.....	59
6.2.1 Name of Garment Factories	59
6.2.2 Distribution of Gender.....	59
6.2.3 Civil Status.....	59
6.2.4 Age Group.....	60
6.2.5 Experience of the Executive Employees	60
6.2.6 Education Level of Employees	60
6.3 Discussion of Research Information.....	60
6.3.1 Discussion – Objective 1	60
6.3.2 Discussion – Objective 2	62
6.3.3 Discussion – Objective 3	64
6.4 Chapter Summary	64
Chapter-7: CONCLUSION AND RECOMMENDATION	65
7.1 Introduction	65
7.2 Conclusions of the Research Objectives.....	65

7.2.1 Objective One	65
7.2.3 Objective Three	66
7.2.3 Objective Three	66
7.3 Contribution of the Study	66
7.4 Recommendation of the Study	67
7.5 Limitations of the Study	68
7.6 Directions for Future Research.....	68
List of References	70
Appendix - 1.....	77
Appendix - 2.....	81
Appendix - 3.....	85