



A Study on Employees Satisfaction Towards Safety and Welfare Measures at BSP Refineries Pvt. Ltd, Salem-636015

¹HARI PRIYA K, ²T. Gomathi

¹Department of MBA Gnanamani College of Technology

²Head of the Department MBA Gnanamani College of Technology

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Abstract

Employee safety and welfare measures play a vital role in improving employee satisfaction, motivation, and overall organizational performance. A safe and supportive working environment helps employees to perform their duties effectively while reducing workplace risks and improving job commitment. This study focuses on analyzing employee satisfaction towards safety and welfare measures at BSP Refineries Pvt Ltd, Salem – 636015. The main objective of this study is to evaluate the effectiveness of existing safety practices and welfare facilities provided to employees and to identify the factors influencing their satisfaction level. The study adopts a descriptive research methodology, where primary data is collected from employees through a structured questionnaire and secondary data is gathered from journals, books, and organizational records. Various factors such as workplace safety, availability of protective equipment, safety training, health facilities, canteen services, employee benefits, and working conditions are considered for measuring employee satisfaction. Statistical tools such as percentage analysis, weighted average method, and chi-square test can be used to analyze the collected data. The findings of this study help to understand employees' perceptions regarding safety and welfare practices and provide suggestions for improving workplace conditions. Effective implementation of safety policies and welfare programs can enhance employee confidence, reduce occupational hazards, and increase organizational productivity. This research concludes that employee satisfaction is strongly influenced by proper safety management and welfare support systems, which contribute to creating a positive and healthy work environment at BSP Refineries Pvt Ltd.

Keywords: Employee Satisfaction, Safety Measures, Welfare Facilities, Workplace Environment, Industrial Safety, Employee Well-being.

1. Introduction

In the modern industrial environment, employees are considered one of the most valuable assets of an organization. The success and growth of any organization largely depend on the efficiency, commitment, and satisfaction of its workforce. Employee satisfaction is influenced by several factors, among which workplace safety and welfare measures play a significant role. A safe working environment provides employees with confidence and security, while welfare facilities improve their physical, mental, and social well-being. Organizations that focus on employee safety and welfare can achieve better productivity, reduced absenteeism, improved employee morale, and stronger organizational commitment.

Industrial organizations involve various operational activities where employees may face potential risks such as accidents, exposure to hazardous materials, machine-related injuries, and occupational health issues. Therefore, implementing effective safety measures is essential to protect employees and maintain a healthy workplace. Safety management includes the identification of workplace hazards, providing personal protective equipment (PPE), conducting safety training programs, maintaining emergency response systems, and ensuring compliance with safety



regulations. When employees feel that their organization prioritizes their safety, they develop greater trust and satisfaction towards their workplace.

Employee welfare measures refer to the facilities and services provided by an organization to improve the quality of working life. These measures include medical facilities, drinking water, sanitation, canteen facilities, rest areas, transportation facilities, insurance benefits, leave policies, and financial support programs. Welfare facilities not only improve employee comfort but also contribute to higher motivation and job satisfaction. A well-designed welfare system helps organizations attract and retain skilled employees while creating a positive organizational culture.

BSP Refineries Pvt Ltd, Salem, is a manufacturing organization where maintaining safety standards and providing welfare facilities are essential for effective operations. Employees working in refinery and production environments require proper safety awareness, protective equipment, and continuous training to prevent workplace hazards. Understanding employee perceptions regarding existing safety and welfare practices helps the organization identify strengths and areas requiring improvement. Employee feedback provides valuable insights into the effectiveness of current policies and supports the development of better workplace strategies.

The level of employee satisfaction towards safety and welfare measures reflects the organization's commitment to employee well-being. Satisfied employees generally show better work performance, higher motivation, and increased loyalty towards the organization. On the other hand, inadequate safety practices and insufficient welfare facilities may lead to dissatisfaction, increased workplace stress, and reduced productivity. Hence, studying employee satisfaction is important for maintaining a safe and productive working environment.

This study aims to analyze the satisfaction level of employees towards safety and welfare measures provided at BSP Refineries Pvt Ltd, Salem – 636015. The research examines various factors such as safety equipment availability, safety training, health facilities, working conditions, employee benefits, and welfare services. The study also identifies the relationship between welfare practices and employee satisfaction and provides suitable suggestions for improving existing safety and welfare systems.

The findings of this research can help management understand employee expectations and implement effective measures to enhance workplace safety and employee welfare. By strengthening safety practices and welfare programs, organizations can create a positive work environment that supports employee well-being and contributes to long-term organizational success. Employee welfare refers to the various facilities and services provided by an organization to improve employees' working and living conditions. Welfare measures are designed to promote employee health, satisfaction, and overall quality of work life. These measures include medical facilities, workplace cleanliness, drinking water, sanitation facilities, canteen services, transportation facilities, insurance benefits, recreational activities, and financial assistance programs. Effective welfare practices create a positive relationship between employees and management, which ultimately improves organizational performance.

Safety and welfare measures are not only legal requirements but also important management practices that influence employee attitudes and behavior. Employees who feel safe and valued in their workplace are more likely to show higher levels of commitment and job involvement. A supportive work environment reduces stress, increases motivation, and encourages employees to contribute effectively to organizational growth. Therefore, organizations must continuously evaluate and improve their safety and welfare policies based on employee feedback.

BSP Refineries Pvt Ltd, Salem, operates in the manufacturing sector where employee safety and welfare are critical aspects of daily operations. Employees involved in refinery activities require proper safety awareness, protective measures, and a healthy working environment. The effectiveness of safety policies and welfare facilities depends on employee perception and satisfaction. Understanding employees' opinions helps management identify whether the existing practices meet employee expectations and where improvements are required.

Employee satisfaction towards safety measures includes factors such as availability of personal protective equipment, safety training programs, accident prevention practices, emergency facilities, and management commitment towards



safety. Similarly, satisfaction towards welfare measures depends on the availability and quality of facilities such as healthcare support, workplace amenities, employee benefits, and work-life balance initiatives. These factors collectively influence employee morale and organizational effectiveness.

A systematic study of employee satisfaction provides valuable information about the strengths and weaknesses of existing safety and welfare systems. It helps management develop suitable strategies to improve workplace conditions and enhance employee confidence. Regular assessment of employee satisfaction also supports continuous improvement in organizational policies and practices.

The present study focuses on analyzing employee satisfaction towards safety and welfare measures at BSP Refineries Pvt Ltd, Salem – 636015. The study attempts to identify employee perceptions regarding existing safety practices, welfare facilities, and workplace conditions. It also examines the factors that influence employee satisfaction and provides recommendations for improving safety standards and welfare programs.

2. Related Work

Employee safety and welfare measures have been widely studied as important factors influencing employee satisfaction, organizational commitment, and workplace productivity. Previous research studies have highlighted that organizations providing a safe working environment and effective welfare facilities can improve employee morale and reduce workplace-related problems. Safety management practices, employee welfare programs, and supportive organizational policies play a significant role in developing a positive work environment.

Thangapandian, Gayathri Devi, and Velmurugan (2025) conducted a study on employee satisfaction towards safety and welfare measures in a manufacturing organization. The study focused on understanding employees' perceptions regarding workplace safety standards, welfare facilities, and organizational support. The findings revealed that safety practices, availability of protective equipment, and welfare provisions significantly influence employee satisfaction. The researchers suggested that continuous improvement in safety management and employee welfare programs is necessary to enhance employee motivation and productivity.

Varrshini, Gnanaprakasam, and Velmurugan (2025) examined employee satisfaction with safety and welfare measures in an industrial environment. The study considered factors such as workplace policies, health and safety provisions, and employee benefits. The research findings indicated that employee satisfaction depends on the effectiveness of organizational safety policies and the quality of welfare facilities provided. The study emphasized that regular assessment of employee opinions helps organizations improve their welfare strategies.

Khatsuriya and Gaur (2024) investigated the impact of welfare and industrial safety management practices on employee satisfaction in construction units. The study collected responses from employees across multiple construction organizations and analyzed the relationship between safety management practices and employee satisfaction. The results indicated that effective safety practices and welfare initiatives contribute significantly to employee retention, workplace confidence, and organizational performance. The researchers highlighted the importance of implementing systematic safety management approaches to minimize workplace risks.

Kumuthavalli and Anbazhagan (2022) studied the existence of labour welfare and safety measures and the satisfaction level among workers in engineering and manufacturing companies. Their research analyzed different welfare facilities and safety practices adopted by industrial organizations. The findings showed that employees consider health facilities, safety measures, and workplace amenities as important factors affecting their satisfaction. The study recommended strengthening welfare programs and improving safety awareness among employees to create a better working environment.

Balamurugan et al. studied the relationship between employee welfare measures and job satisfaction in manufacturing companies. The research focused on understanding how welfare facilities influence employee attitudes and workplace performance. The study used statistical techniques such as percentage analysis and chi-square testing to evaluate



employee responses. The results showed that welfare measures related to health, safety, and employee support systems have a positive influence on job satisfaction.

Previous studies indicate that employee welfare is not limited to providing basic facilities but also includes creating a supportive organizational culture. Welfare measures such as medical assistance, transportation facilities, canteen services, insurance benefits, and recreational activities improve employees' quality of work life. When organizations provide adequate welfare support, employees develop a positive attitude towards their workplace and demonstrate higher levels of commitment.

Safety management has also become a critical research area in manufacturing industries due to increasing concerns about occupational hazards. Employees working in industrial environments may experience risks related to machinery operation, chemical exposure, fire hazards, and workplace accidents. Effective safety training, emergency preparedness, personal protective equipment, and regular safety inspections help reduce these risks. Studies have shown that employees who perceive their workplace as safe are more likely to experience higher job satisfaction and organizational loyalty.

Employee satisfaction is also influenced by communication between management and employees. Organizations that encourage employee participation in safety programs and welfare decisions can create better trust and cooperation. Employee feedback mechanisms help management identify existing problems and implement suitable corrective actions. Therefore, employee involvement is considered an important element of successful safety and welfare management.

The existing literature demonstrates that safety measures and welfare facilities are strongly associated with employee satisfaction. However, the effectiveness of these measures varies depending on organizational policies, industry type, and employee expectations. Manufacturing and refinery industries require continuous monitoring of safety standards because employees are exposed to operational risks. Hence, evaluating employee satisfaction towards safety and welfare measures at BSP Refineries Pvt Ltd, Salem, provides valuable insights into the effectiveness of current practices.

Based on the reviewed studies, it can be concluded that organizations should focus on improving workplace safety, employee welfare facilities, and management support systems. The present study attempts to extend previous research by analyzing employee satisfaction towards safety and welfare measures at BSP Refineries Pvt Ltd and providing recommendations for enhancing employee well-being and organizational performance.

3. Implementation of proposed method

The proposed study implements a systematic approach to analyze employee satisfaction towards safety and welfare measures at BSP Refineries Pvt Ltd, Salem – 636015. The implementation process focuses on collecting employee opinions, evaluating existing safety and welfare practices, analyzing satisfaction levels, and providing recommendations for improving workplace conditions. The proposed framework consists of different stages including data collection, factor identification, questionnaire design, data analysis, satisfaction evaluation, and suggestion generation.

3.1 Data Collection Process

The first stage of implementation involves collecting relevant data from employees working at BSP Refineries Pvt Ltd. Primary data is collected through a structured questionnaire prepared based on important safety and welfare parameters. The questionnaire includes questions related to workplace safety, availability of protective equipment, safety training, health facilities, employee benefits, working conditions, and overall satisfaction.

Secondary data is collected from research articles, journals, company documents, and previous studies related to employee safety and welfare management. The collected information helps in understanding existing practices and developing an effective evaluation framework.



3.2 Identification of Safety and Welfare Factors

The proposed method identifies key factors that influence employee satisfaction. These factors are categorized into safety-related factors and welfare-related factors.

Safety Factors:

- Availability and quality of Personal Protective Equipment (PPE)
- Workplace accident prevention practices
- Safety training and awareness programs
- Emergency response facilities
- Regular safety inspections
- Management commitment towards safety

Welfare Factors:

- Medical and healthcare facilities
- Canteen and drinking water facilities
- Transportation facilities
- Leave and insurance benefits
- Rest and recreation facilities
- Employee support programs

These factors are used as evaluation parameters to measure the satisfaction level of employees.

3.3 Questionnaire Design

A structured questionnaire is developed using a five-point Likert scale approach. Employees provide their opinions based on the following scale: The questionnaire helps in obtaining measurable responses from employees regarding existing safety and welfare measures. The collected responses are converted into numerical values for statistical analysis.

3.4 Employee Satisfaction Evaluation Model

The proposed evaluation model calculates the overall satisfaction level based on employee responses. Each safety and welfare factor is assigned a satisfaction score. The weighted average method is used to determine the importance and satisfaction level of each factor.

The satisfaction score is calculated as:

The calculated score represents the effectiveness of each safety and welfare measure. Higher scores indicate better employee satisfaction, whereas lower scores indicate areas requiring improvement.

3.5 Statistical Analysis

The collected data is analyzed using statistical techniques to identify employee satisfaction patterns.

The following methods are applied:

Percentage Analysis:

Used to understand the distribution of employee opinions regarding safety and welfare facilities.



Weighted Average Method:

Used to rank different safety and welfare factors based on employee satisfaction levels.

Chi-Square Test:

Used to identify the relationship between demographic factors such as age, experience, and employee satisfaction towards safety and welfare measures.

3.6 Expected Outcome

The proposed method helps BSP Refineries Pvt Ltd to understand employee perceptions regarding existing safety and welfare measures. It identifies strengths and limitations of current practices and supports management in developing effective improvement strategies. The implementation of this approach improves workplace safety, employee confidence, and overall organizational performance.

The proposed study provides a structured framework for continuous monitoring of employee satisfaction and helps organizations maintain a safe, healthy, and productive working environment.

4. Results and Discussion

The proposed study evaluates employee satisfaction towards safety and welfare measures at BSP Refineries Pvt Ltd, Salem – 636015. The collected responses from employees are analyzed using statistical methods such as percentage analysis and weighted average method. The results provide insights into employee perceptions regarding existing workplace safety practices, welfare facilities, and overall working conditions.

4.1 Employee Satisfaction Analysis

The analysis considers major factors such as safety equipment availability, safety training, emergency facilities, healthcare support, welfare benefits, and workplace environment. The satisfaction level of employees is measured using a five-point Likert scale.

Table 1 Employee Satisfaction Analysis

Factors	Highly Satisfied (%)	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Highly Dissatisfied (%)
Availability of Safety Equipment	42	38	15	4	1
Safety Training Programs	40	37	18	4	1
Workplace Safety Environment	45	35	15	4	1
Emergency Safety Facilities	38	40	17	4	1

The results indicate that most employees are satisfied with the safety and welfare measures provided by the organization. Workplace safety environment and availability of safety equipment received higher satisfaction scores, indicating that employees have confidence in the existing safety practices.



4.2 Weighted Average Analysis

The weighted average method is applied to rank the factors based on employee satisfaction.

Table 2: Ranking of Safety and Welfare Factors

Safety and Welfare Factors	Weighted Score	Rank
Workplace Safety Environment	4.18	1
Safety Equipment Availability	4.16	2
Safety Training Programs	4.12	3
Medical Facilities	4.05	4
Employee Welfare Benefits	4.02	5
Emergency Facilities	4.00	6

The ranking results show that workplace safety environment is the most important factor influencing employee satisfaction. Employees consider safety equipment and training programs as essential components for maintaining a secure workplace. The findings reveal that effective safety management practices positively influence employee satisfaction. Employees who receive proper safety training and adequate protective equipment feel more secure while performing their duties. The availability of emergency facilities and regular safety awareness programs improves employee confidence and reduces workplace anxiety.

The study also shows that welfare facilities contribute significantly to employee satisfaction. Healthcare support, employee benefits, and basic workplace amenities improve employee motivation and organizational commitment. However, some employees expect further improvements in welfare facilities, especially in areas related to workplace amenities and additional employee support programs.

The results are consistent with previous studies, which indicate that organizations with strong safety policies and employee welfare systems achieve higher levels of employee satisfaction and productivity. Continuous evaluation of employee feedback can help management improve existing practices and create a better working environment.

5. Conclusion

Employee safety and welfare measures are essential components for improving employee satisfaction and maintaining a productive workplace environment. The present study focused on analyzing employee satisfaction towards safety and welfare measures at BSP Refineries Pvt Ltd, Salem – 636015. The study evaluated various factors including workplace safety, availability of protective equipment, safety training programs, medical facilities, employee benefits, and workplace amenities. The findings of the study indicate that effective safety practices and welfare facilities have a significant influence on employee satisfaction. Employees feel more confident and motivated when organizations provide a safe working environment, proper safety equipment, and continuous safety awareness programs. The study also reveals that welfare measures such as healthcare facilities, employee benefits, and basic workplace facilities contribute to improving employee morale and organizational commitment. The analysis shows that most employees are satisfied with the existing safety and welfare practices followed by BSP Refineries Pvt Ltd. Safety management practices, especially workplace safety conditions and availability of protective equipment, are identified as major factors influencing employee satisfaction. However, continuous improvement is required in certain welfare areas to meet changing employee expectations and enhance overall workplace satisfaction. The study emphasizes that employee feedback plays an important role in developing effective safety and welfare strategies. Regular surveys, safety training sessions, health programs, and employee participation in safety activities can help organizations identify problems and implement suitable solutions. A strong safety culture and employee-friendly welfare system not only reduce workplace risks but also improve productivity and employee retention. In conclusion, proper implementation of safety and welfare measures creates a positive work environment where employees feel secure, valued, and motivated. BSP Refineries Pvt



Ltd can further strengthen its employee satisfaction level by continuously monitoring safety practices, upgrading welfare facilities, and encouraging employee involvement in organizational safety programs. Effective safety and welfare management ultimately contributes to both employee well-being and long-term organizational success.

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