

Need of Welfare Measures in Organization

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ABSTRACT

This article describes the development and initial implementation of a new employee selection protocol (ESP) for labor welfare grounded in the results of recent large-scale employee retention studies and a set of research-based, minimally essential knowledge, skills, abilities, and values. The complete ESP consists of a sequenced set of Web- and site-based assessment processes and procedures for potential applicants. Using the ESP, applicants and employers make informed decisions about the goodness of fit between the applicant and the demands of a career in labor welfare. To date, the new ESP has been piloted in three Georgia Division of Family and the employee Services (DFCS) regions and implemented by all nine colleges and universities participating in the labor welfare education programs. Evaluation data collected from students and new employees in one DFCS region strongly support the value of the ESP Web-based activities to make a more informed decision about whether to apply for the stipends and labor welfare positions. Feedback from trained ESP assessors supports the value of various ESP activities. A major goal of implementing the ESP is to select more professionally committed and highly qualified applicants to strengthen employee retention and outcomes for employees/labor and their families.

Keywords-- Employees, Employer, Retention, Welfare, Labor, Etc.

In other words, Human Resource Management can be defined as a management function that manages different phases of human resources such as planning, recruitment, selection, placement, training and development, performance appraisal and welfare of the employees in the organization. In any organization, the HR department has to monitor all the undergoing activities of the employees in various departments of the organization.

The role of HRM in organizations has been evolving dramatically in recent times. The days of personnel department performing clerical duties such as record keeping, paper pushing and file maintenance is over. Human resource is increasingly receiving the attention as critical strategic partner, assuming stunningly different, far reaching transformational roles and responsibilities.

In any organization, the affective utilization of human resources can assist the organizations in achieving competitive advantage. People have always been central to organizations, but their strategic importance is growing in today's knowledge-based industries. An organization's success increasingly depends on the knowledge, skills and abilities and Key Success Areas (KSA) of the employees particularly, as they help to establish a set of core competencies that distinguish an organization from its competitors. With appropriate Human Resource Policies and Practices an organization can hire, develop and utilize best brains in the market place, realize its professed goals and deliver results better than others. In the management of man power in any organized sector, the welfare facilities will play vital role in the development of organizational activities and personality development of employees. Welfare does not merely deal with providing opportunities for the workers and their families for good life as understood in its most comprehensive sense but it is also fundamentally in the interest of the larger society, as the health, happiness and efficiency of the individual. Thus welfare is an essential part of social welfare.

I. INTRODUCTION

Human Resource Management (HRM) involves all management decisions and practices that directly affect or influence the people-Human Resources, who work for the organization. In recent years, increased attention has been devoted to how organizations manage human resources. This increased attention comes from the realization that an organization's employees enable an organization to achieve its goals, and the management of these human resources is critical to an organization's success.

Welfare activities encompass not only the worker, but also his family. Welfare activities ought to be undertaken in an integrated manner, for example, it should comprehend not only facilities immediately conducive to workmen's work conditions, but also cover housing, education, health and recreation.

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of employees high so as to retain the employees for longer duration. The welfare measures need not be in monetary terms only, but can be in any kind forms. The employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accidents and unemployment for the workers and their families.

Welfare entails all those activities of the employee which are directed towards providing the employees with certain facilities and services in addition to wages or salaries.

II. NEED FOR THE STUDY

- To understand the extent to which the welfare measures are provided by KOMLI MEDIA PRIVATE LIMITED towards their employees.
- To know the level of awareness of employees about the various welfare measures provided to them.
- To study how the welfare facilities provided help in increasing the services and job satisfaction.
- To learn how welfare services provided to employees help organization to build up a stable work force by reducing absenteeism and labor turnover.
- To offer useful suggestions for improving the effectiveness of welfare measures.
- To review KOMLI MEDIA PRIVATE LIMITED welfare measures and their usefulness to the workers.
- To recognize the importance of welfare measures for KOMLI MEDIA PRIVATE LIMITED employees in achieving the organizational goals.

III. SCOPE OF THE STUDY

The study is extended to the employees in KOMLI MEDIA PRIVATE LIMITED which forms the universe of the study. The study covers only some department employees working in the organization. The welfare measures studied include both Statutory and Non-statutory welfare measures. It also includes a study on issues like grievance handling and working environment.

The study emphasizes in the following scope:

- To identify the employees' level of satisfaction at KOMLI MEDIA PRIVATE LIMITED

- This study is helpful to the management in taking managerial decisions.

This study has a scope of knowing about various activities carried out by HR department for the satisfaction and welfare of the employees.

IV. OBJECTIVES OF THE STUDY

- To study about the welfare measures which are carried out in KOMLI MEDIA PRIVATE LIMITED.
- To find the employees awareness about the welfare measures provided by KOMLI MEDIA PRIVATE LIMITED.
- To analyses the satisfaction level of employees with the facilities provided by the organization.
- To understand the importance of employee welfare measures.
- To know and suggest whether any improvement is needed in the present welfare measures for the employees in the organization.
- To ensure effective utilization and maximum development of human resources.
- To ensure respect for human beings.
- To identify and satisfy the needs of the individuals.
- To be ethically and socially responsive to the needs of the society.

V. METHODOLOGY

1. Primary Data:

The primary data was collected with the help of questionnaires which consist of twenty questions each. The questionnaires are chosen because of the simplicity and reliability. Researcher can expect straight answer to questions. The respondents were informed about the significance of the study and requested to give their fair opinion.

Research approach: Direct contact method.

Research instrument: Well structured questionnaires.

Sampling Method : The type of sampling technique adopted in this project is "simple random sampling". Employees from various departments who are involved in employee welfare measures were approached and data was collected by questionnaires for identifying the employee welfare measures in the organization.

Population size: The total number of employees in KOMLI MEDIA PRIVATE LIMITED is 500.

Sample size: Sample size consists of 30 respondent employees KOMLI MEDIA PRIVATE LIMITED which includes employees of various departments of the organization.

Data analysis tool: Questionnaire consists of 7 questions, which includes multiple choice questions, open-ended question & close ended questions. Percentage of each

category is calculated & presented graphically with the help of pie diagrams.

2. Secondary Data:

Secondary data was collected through the documents provided by the HR Department. The documents include personnel manuals, books, brochures, booklets, internet etc.

VI. LIMITATIONS OF THE STUDY

The following are the limitations of the study:

- KOMLI MEDIA PRIVATE LIMITED is an organization with more than 500 employees with 2 shifts in a day due to which there were practical problems in covering all the employees. The sample size is taken as 30.
- The study had been done during the working hours. Hence it is not possible to cover all the departments of the organizations.
- As employees are afraid of their superiors, most of them are not interested in disclosing their opinions perfectly.
- Time was a major constraint as the mentioned period of study is not enough to gather in-depth information.
- Some of the respondents have expressed difficulty in answering the questionnaire.
- The results cannot be generalized to the entire population in the organization.

VII. REVIEW OF LITERATURE

Welfare of employees is the welfare of industry. They rise and sink together; the country's progress is bound up with the progress of industry and of employee. A worker's well-being inside as well as outside the factory is mainly out of employer's concern, because it has a direct bearing on the efficiency of his work and job satisfaction. It is the right of the worker as a human being to get the maximum amenities, which in turn contributes to a very large extent towards production efficiency. Employee welfare is a comprehensive term including various services, benefits and facilities offered to employees by the employer.

Welfare measures may also be provided by the government, trade unions and non-government agencies in addition to the employer. The welfare amenities are extended in addition to normal wages and other economic rewards available to employees as per the legal provisions. The basic purpose of employee welfare is to enrich the life of employees and keep them happy and contented. A study of employee welfare would benefit an organization to improve its productivity. They are also the best kind of investment for employees as they promote

industrial efficiency and provide the workers facilities and amenities, which enable the workers employed to perform their work in healthy and congenial climate.

VIII. MEANING AND DEFINITION OF EMPLOYEE WELFARE

Welfare means faring or doing well. It refers to the physical, mental, moral and emotional well being of an individual. Further, the term welfare is a relative concept, relative in time and space. It, therefore, varies from time to time, from region to region and from country to country. employee welfare, also referred to as betterment work for employees, relates to taking care of the well being of workers by employers, trade unions and government and non-government agencies. The oxford dictionary defines employee welfare as "efforts to make life worth living for workmen". It is however, difficult to precisely define the scope of these efforts. Different writers have defined it in different ways. Some writers say that only voluntary efforts on the part of the employers to improve the condition of employments in their factories form the scope of employee welfare efforts. Some others say that it includes not only voluntary efforts but also the minimum standards of hygiene and safety laid down in general legislation. Here are some of the definitions given by some of the experts.

The labour investigation committee preferred to include under 'labour welfare':

"Anything done for the intellectual, physical, moral and economic betterment of the workers, by employers, by government or by other agencies over and above what is laid down by law or what is normally expected of the contractual benefits for which workers may have bargained".

According to the committee and labour welfare services:

"Such services, facilities, and amenities as adequate canteen, rest and recreation facilities, sanitary and medical facilities, arrangements for travel to and from place of work, and for the accommodation of workers employed at a distance from the homes; and such other services, amenities and facilities, including social security measures, as contribute to the conditions under which workers are employed"

The ILO report refers to labour welfare as: "Such services, facilities, and amenities as may be established in or in the vicinity of under taking to enable the persons employed in them to perform their work in healthy, congenial surrounding and provided with amenities conductive to good health and high morale."

IX. TYPES OF WELFARE MEASURES

The meaning of labour welfare may be clearer by listing the activities and facilities, which are referred to as welfare measures. A comprehensive list of welfare activities on labour welfare can be categorized into two broad groups, namely:

1. Welfare measures inside the work place; and
2. Welfare measures outside the work place.

Welfare Measures inside the Work Place:

- a) Conditions of the work Environment
- b) Convenience
- c) Worker's Health Services
- d) Women and Child Welfare
- e) Workers' recreation
- f) Economic services
- g) Lab our management participation
- h) Workers education

Welfare facilities may also be categorized as: -

- (i) intra- mural and
- (ii) Extra-mural

1. Intra-mural facilities:

Intra-mural activities consist of facilities provided within the factories and include medical facilities, compensation for accidents, provision of crèches and canteens, supply of drinking water, washing and bathing facilities, provision of safety measures, activities relating to improving conditions of employment, and the like.

2. Extra-mural facilities:

Extra-mural activities cover the services and facilities provided outside the factory such as housing accommodation, indoor and outdoor recreational facilities, amusement and sports, educational facilities for adults and children, and the like. It may be stated that the welfare activity may be provided by the employer, the government, non government organization and the trade unions.

X. LABOUR WELFARE – LEGAL SIDE

Welfare activities may also be classified into:-

- (i) Statutory provisions
- (ii) Non-statutory provisions

1. Statutory provisions:

The factories act, 1948; the mines act, 1952; the plantation labour act, 1951; and some other acts mandate these. of all these, the factories act is more significant and hence is covered in detail here.

The Factories Act:

The act was first conceived in 1881 where legislation was enacted to protect children and to provide health and safety measures.

Later, hours of work were sought to be regulated and were therefore, incorporated in the act in 1911. The act was amended and enlarged in 1934 following the recommendations of the royal commission of labour. A

more comprehensive legislation to regulate working conditions replaced the act in 1948.

XI. EMPLOYEE PROTECTION AND WELFARE

Statutory Welfare Measures:

The preamble to our Indian Constitution promises justice - social, economic and political. It also stresses Equality of status and of opportunity. Article 23 of the constitution prohibits traffic in human beings and forced labour. Article 24 prohibits employment of children in factories. The article 38 and 39 spelt under directive principles of state policy are now enforceable as per the dictums laid by our supreme court.

Some of the important Statutory Welfare measures given by the government are as follows:

1. The Factories Act, 1948
2. The Employees State Insurance Act, 1948
3. The payment of Wages Act, 1936
4. The Workmen's Compensation Act, 1923
5. The employees' provident fund Act, 1952.
6. The Payment of Gratuity Act, 1962
7. The Maternity Benefit Act, 1961

1. Factories Act, 1948

Purpose of this Act:

An act to consolidate and amend the law regulating lab our in factories. The Factories Act is meant to provide protection to the workers from being exploited by the greedy business employments and provides for the improvement of working conditions within the factory premises. The main function of this act is to look after the welfare of the workers, to protect the workers from exploitations and unhygienic working conditions, to provide safety measures and to ensure social justice.

2. Employees State Insurance Act, 1948

Purpose of the Act:

This act covers all workers whose wages do not exceed Rs 1600 per month and who are working in factories, other than seasonal factories, run with power and employing 20 or more workers. The coverage can be extended by the State Government with the approval of the Central Government.

3. The Payment of wages Act, 1936:

A) The Payment of Wages Act was enacted as early as 1936 during the colonial rule. The purpose of this act is to regulate payment of wages. This insists on the payment of wages by the seventh day or the tenth day of the succeeding month and in case of weekly payment the last day of the week.

4. The Workmen's Compensation Act, 1923:

Purpose of the Act:

An Act to provide for the payment of certain classes of employers to their workmen of compensation for

injury by accident. The workmen's compensation Act 1923 is one of the earliest pieces of labour legislation. This act encompasses all cases of accidents arising out of and in course of employment. The rate of Compensation to be paid in a lump sum is determined by a schedule provided in the act proportionate to the extent of injury and the loss of earning capacity. The younger the age of the worker and higher the wage the greater is the compensation. The act provides the formula for calculating the compensation. The injured person can claim compensation and in the case of death, the compensation is claimed by dependents of the deceased. This law applies to the organized as well as unorganized sectors that are not covered by the E.S.I. scheme. The following definitions and the sections of law are presented for the students to take note of them.

5. The Employees' Provident Fund Act, 1952:

The purpose of this Act:

An Act to provide for the institution of Provident Funds, pension funds and deposit linked fund for employees in factories and other establishments. Contributions of 10% of the wages are paid by the

employer and another 12% by the employees. This amount is deposited with the government which pays an interest. This Act also now has provisions for pension scheme.

6. The Payment of Gratuity Act, 1972

Purpose of the Act:

An act to provide for scheme for the payment of gratuity to employees engaged in factories, mines, oil fields, plantations, ports, railway companies, shops or other establishments and matters connected therewith or incidental thereto. Gratuity shall be payable to an employee on the termination of his employment after he has rendered continuous service for not less than five years.

7. The Maternity Benefit Act, 1961

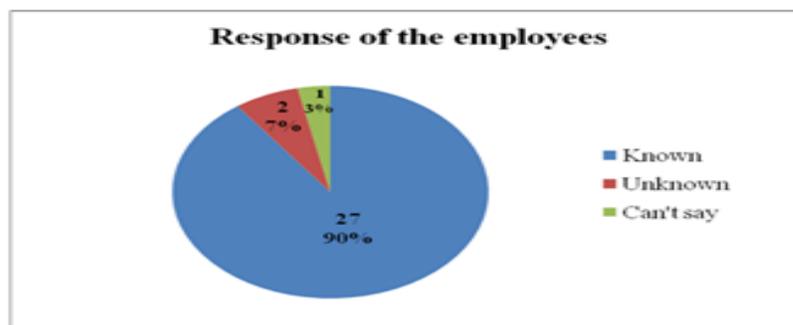
Purpose of the Act:

An act to regulate the employment of women in certain establishments for certain period before and after child-birth and to provide for maternity benefit and certain other benefits.

Data Analysis and Interpretation

1. Are you aware of the welfare facilities provided by KOMLI MEDIA PRIVATE LIMITED?

S. No.	Result	Respondents	Percentage
1	Known	27	90
2	Unknown	2	6.67
3	Can't say	1	3.33



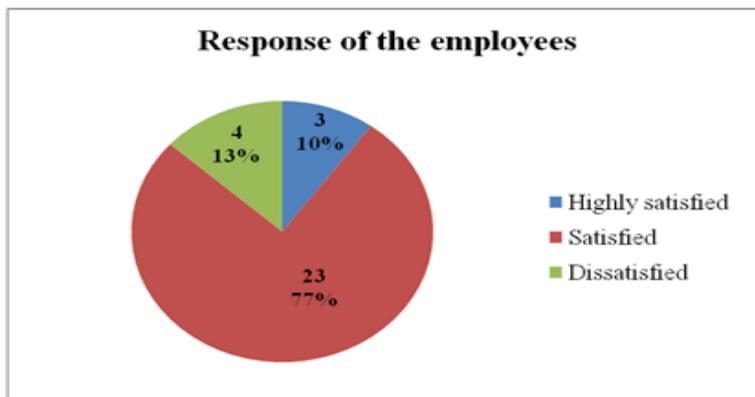
Analysis & Interpretation:

The analysis clearly shows that a large percentage of the employees are aware of the welfare facilities provided by the organization. 90 % of the employees are aware of the welfare facilities, about 6.66% of the employees, state that they are unaware of the welfare

facilities and 3.33% of employees are in a neutral state and are actually not much bothered about the welfare provision.

2. Level of satisfaction with the existing welfare facilities in your organization.

S. No.	Result	Respondents	Percentage
1	Highly satisfied	3	10
2	Satisfied	23	76.67
3	Dissatisfied	4	13.33



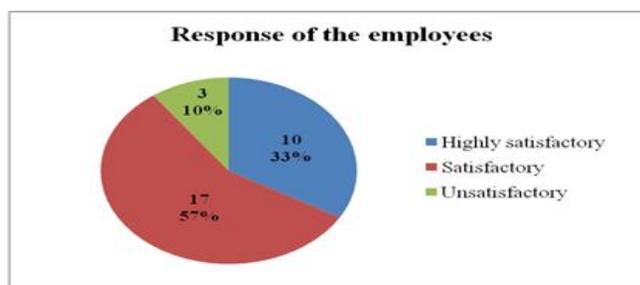
Analysis & Interpretation:

The analysis shows that the existing welfare facilities in the organization are satisfactory. About 10% of the employees are highly satisfied with the welfare facilities existing in the organization and 70.66% of the

employees are satisfied while 13.33% of the employees express their dissatisfaction with the existing welfare facilities in the organization.

3. Opinion about the work environment in your organization.

S. No.	Result	Respondents	Percentage
	Highly satisfactory	10	33.33
	Satisfactory	17	56.67
	Unsatisfactory	3	10.00



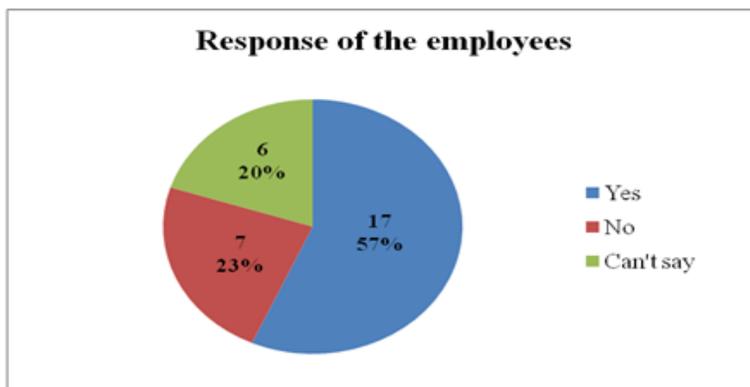
Analysis & Interpretation:

From the analysis, it is clear that majority of the workers are satisfied with the work environment in the organization. 33.33% of the employees are highly satisfied

with the work environment, and 56.66% of the employees are satisfied with the work environment, while 10% of the employees are not satisfied with their environment.

4. Are you satisfied with the existing rest room?

S. No.	Result	Respondents	Percentage
1	Yes	17	56.67
2	No	7	23.33
3	Can't say	6	20.00



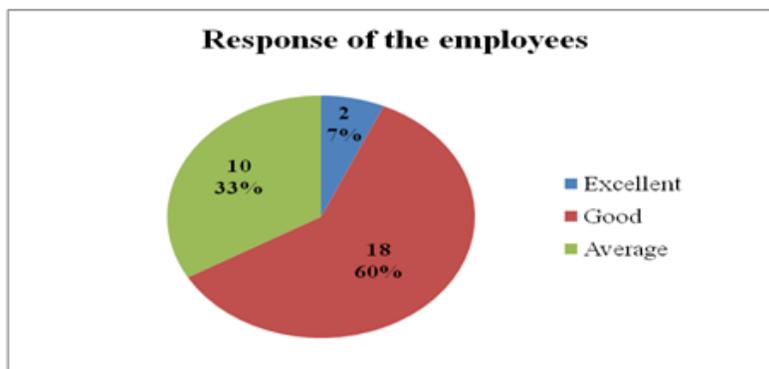
Analysis & Interpretation:

The analysis shows that most of the employees are satisfied with the existing rest room. 56.66% of the employees are satisfied with the rest room, 23.33% of the

employees are not satisfied with the rest room and 20% of the employees are in a neutral state and are not able to give their clear decision.

5. Opinion about sanitary conditions.

S. No.	Result	Respondents	Percentage
1	Excellent	2	6.67
2	Good	18	60.00
3	Average	10	33.33



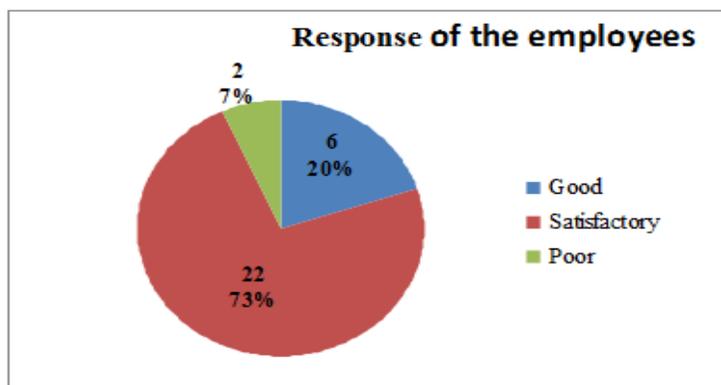
Analysis & Interpretation:

From the analysis, it is evident that majority of the employees feel that the existing sanitary conditions are good. About 6.66% of the employees feel that they are

excellent, 60% employees feel that the sanitary conditions are good and about 33.33% of the employees feel that the existing sanitary conditions are average.

6. Opinion about hygiene and taste of the food provided in the canteen.

S. No.	Result	Respondents	Percentage
1	Good	6	20.00
2	Satisfactory	22	73.33
3	Poor	2	6.67



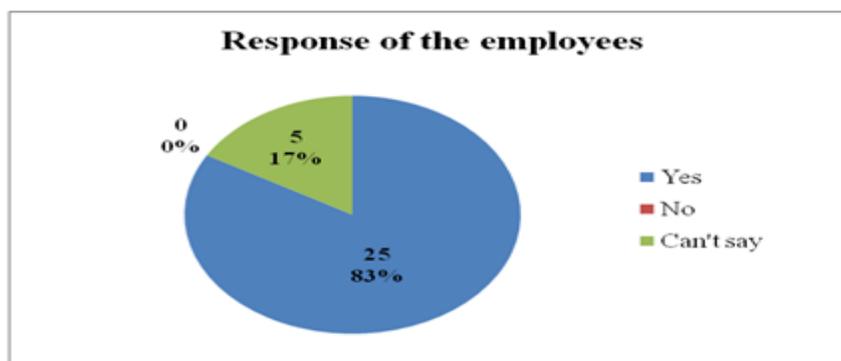
Analysis & Interpretation:

The analysis shows that most of the employees are satisfied with the hygiene and taste of the food provided in the canteen. 20% of the employees feel it is good, about 73.33% of the employees feel it is satisfactory,

while 6.66% of the employees feel that the hygiene and taste of the canteen food is poor.

7. Are First aid facilities provided to the employees when needed?

S. No.	Result	Respondents	Percentage
1	Yes	25	83.33
2	No	0	0.00
3	Can't say	5	16.67



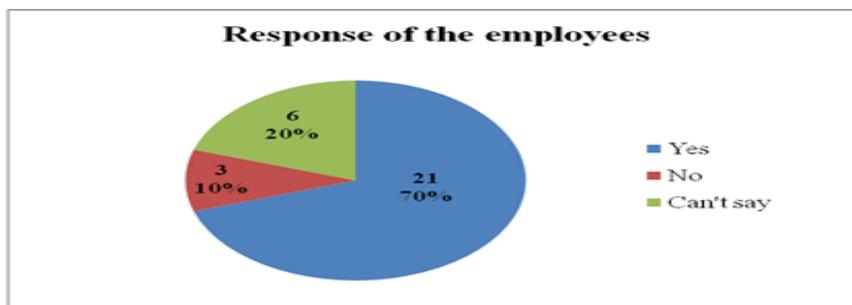
Analysis & Interpretation:

The analysis depicts that majority employees agree that first aid facilities are provided. 83.33% of the employees agree that first aid facilities are provided when needed, none of the employees felt that first aid facilities are not provided when needed, while 16.67% of the

employees express their neutral opinion towards the provision of first aid facilities.

8. Are you satisfied with the annual medical examinations for the associates?

S. No.	Result	Respondents	Percentage
1	Yes	21	70.00
2	No	3	10.00
3	Can't say	6	20.00



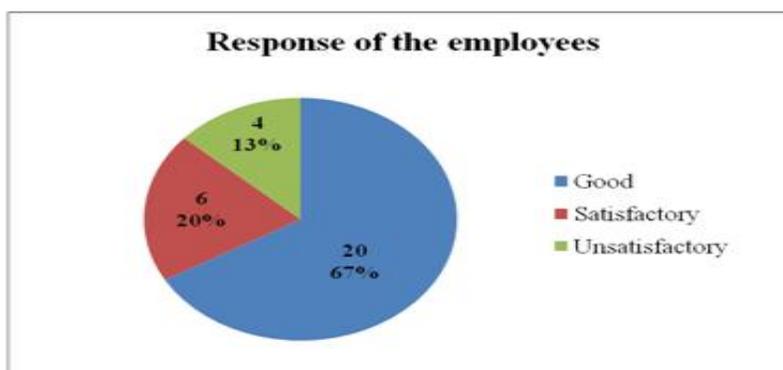
Analysis & Interpretation:

The analysis shows that most of the employees are satisfied with the annual medical examinations for the associates. 70% of them feel satisfied with the annual medical examinations, about 10% of them are not satisfied

with the annual medical examinations and about 20% of the employees are in a neutral state, not expressing their view of satisfaction or dissatisfaction.

9. How do you feel about the medical insurance facilities provided by the organization?

S. No.	Result	Respondents	Percentage
1	Good	20	66.67
2	Satisfactory	6	20.00
3	Unsatisfactory	4	13.33



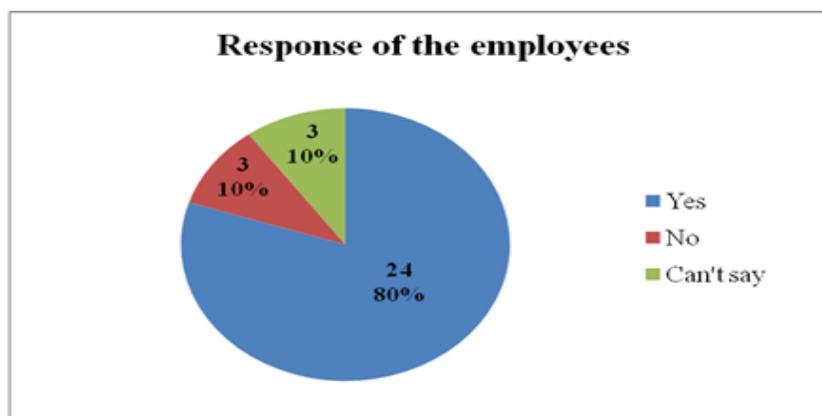
Analysis & Interpretation:

It is evident from the analysis that majority employees are happy with the medical insurance facilities provided by the organization. 66.6% of the employees feel that the medical insurance facilities are good, about 20% of them are at the satisfied level, while 13.33% of them are

unsatisfied with the medical insurance facilities provided by the organization.

10. Is the organization providing maternity benefits to the women employees?

S. No.	Result	Respondents	Percentage
1	Yes	24	80.00
2	No	3	10.00
3	Can't say	3	10.00



Analysis & Interpretation:

The analysis shows that most of the employees have responded positively towards the maternity benefits provided to the women employees. 80% of the employees feel that the organization is providing maternity benefits to the women employees, 10% of the employees feel that maternity benefits are not being provided, while another 10% of the employees are in neutral state by not being clearly decisive of whether the organization is providing maternity benefits or not.

XII. FINDINGS

Most of the employees are aware of the welfare facilities while some of them are still unaware.

1. Most of the employees are satisfied with the work environment
2. Some of the employees are not satisfied with the existing Rest room facilities.
3. Most of the employees are happy with the existing sanitary conditions while few are not content.
4. Majority employees are satisfied with the annual medical examinations conducted.
5. Most of the employees are happy with the medical insurance facilities provided.

6. Most of the employees are satisfied with the hygiene and taste of the canteen food while few members are not satisfied.

7. Most of the employees are satisfied with the first –aid facilities.

8. Most of the employees are satisfied with the maternity benefits.

9. Most of the employees are satisfied with the training and development facilities.

10. Most of the employees are satisfied with the efficiency of the fire fighting team.

11. Majority of the employees are content with the overtime benefits provided.

12. Most of the employees are happy with the existing leave facilities.

13. Majority employees are satisfied with the annual increments given by the organization.

14. Most of the employees feel that the management is taking sufficient care of the employees' safety.

15. The employees are not satisfied with the recreation facilities provided by the organization.

XIII. SUGGESTIONS

1. The management needs to provide information and awareness about the welfare facilities and different schemes provided by the organization.
2. It is suggested that the organization has to maintain rest rooms & washrooms properly and create awareness to employees to keep them neat and tidy.
3. It is suggested that the organization can try to still improve the taste and hygienic conditions of the canteen.
4. It is suggested to the organization that they should continue giving prime importance to the safety of the employees.
5. It is suggested that the organization should take measures to improve employee family health care and insurance, especially that of the employees' parents.
6. It is suggested that the organization needs to provide recreational facilities like games and sports to the employees periodically to rejuvenate them and to promote team spirit within the organization.
7. It is suggested that the organization needs to focus more on travel facilities of employees to and from the place of work, to make it more convenient for them to reach safely.

XIV. CONCLUSION

After the completion of my study on “Employee Welfare Measures” at **KOMLI MEDIA PRIVATE LIMITED.**, I understand that a small section of the employees are not up to the mark in their satisfaction with the facilities provided for them. The reason appears to be that the employees have been enjoying the facilities from the past few years and now expect more. This can be explained according to “Maslow’s Theory”, which states that the needs of a person change from time to time. They are generally not satisfied with the facilities provided for them and always expect better facilities than the existing.

If the organization really considers the suggestions given by the employees and implements them, the dissatisfaction level of the employees will get reduced. The organization should take more initiatives regarding the employees’ welfare and there should be periodical follow up about the welfare measures in the organization, to constantly boost up the morale of the employees, which would indirectly help towards the better achievement of the organizational objectives.

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