

## Analytical study of Labour welfare and Measures

<sup>1</sup>Dr. SachinChavan, <sup>2</sup>Dr. Deepa Abhonkar and <sup>3</sup>Dr. Snehal Sashte

<sup>1</sup>Associate Professor, Zeal College of Engineering & Research Narhe, Pune, India

<sup>2</sup>Asst. Prof., MGV's Institute of Managemen & Research, Nasik, India

<sup>3</sup>Assistant Professor, Zeal College of Engineering & Research Narhe, Pune, India

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### ABSTRACT

Labour welfare is an important dimension of industrial relation; labour welfare includes overall welfare facilities designed to take care of well-being of employee's and in order to increase their living standard. It can also be provided by government, non-government agencies and trade unions.

The concept of labour welfare is flexible and elastic and differs widely with time, region, industry, social values and customs, degree of industrialization, the general socio – economic development of the people and the political ideologies prevailing at a particular time. It is also moulded according to the age – group, sex, socio – cultural background, marital and economic status and educational level of the workers in various industries.

Labour welfare is a need as well as important for labour or employees of the industry. It helps to improve the morale of the employees. If welfare is done nicely to the employees, they will be satisfied with job as well as satisfied which helps to increase the productivity of the organisation or company or Employees will be more loyal and committed to the company. It helps to reduce the absenteeism at work place. Nicely provided welfare facilities attract the efficient employees or labour. The personality of the employees also develops.

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### 1. Introduction

#### Principles of labour welfare:

- Welfare activities will be carried out at all levels in the organisations.
- Welfare facilities will be over and above wages.
- Proper co-ordination of the welfare activities will be done to bring about synergy in the organisation for its successful implementation.
- Various welfare measures given to the workers will be administratively viable.
- There will be sincere and full co-operation from the management.

Welfare is a dynamic concept and so it needs to be constantly adapted to the changing circumstances. This is a truism in the industrial system as well. For example the first approach was the paternalistic approach. This approach to labour welfare can be traced back to the beginning of the modern industrial system when there was hardly any difference between management and ownership and the owners got firsthand information of the living and working conditions of workers. Some of them, motivated by philanthropic, humanitarian and religious considerations, did much to improve the lot of the working masses. Though considerable amount of the so called welfare work was done during the post first world war period; (mainly as a product of the stresses and strains of the war) it was insufficient to result in promoting welfare as is clear from the following observation of the British Trade Union congress Delegation (1927-28). "We became convinced that under the cover of paternalism and benevolence, many unjust conditions of work obtained, and that was not really much, if anything, to be said in favour of employees parsing welfare work as against others who do not. Our general conclusion on welfare work as at present carried on is that it is a delusion and a snare."

Paternalist approach was followed by the industrial efficiency approach Industrial efficiency approach was an outcome of the growth of big companies which brought about a separation of function so management and ownership, and increased the distance between the owners and the workers.

Personal relationship was replaced by impersonal rules. With "bigness" arose the problem of commitment and efficiency, and a solution was attempted by formulating welfare schemes. Thus, philanthropy was substituted by enlightened self-interest. The primary drawback of this approach was that it is the ulterior motive of improving efficiency that guides employer's welfare scheme.

The latest approach to labour welfare is to conceive it as an integral part of the program of general welfare. This approach, being a social approach, is neither philanthropic nor with any ulterior motive. It is so designed as an end in itself, to serve as an instrument of socio-economic policy. The objective of labour welfare scheme has at last aims "it serves man, to alleviate the burdens of his struggle for existence and to reduce the hardships of life.

#### Recent Trends-

While most employers offer a variety of benefits to employees, employees very rarely have any choice in the benefits they receive. Employee benefits are generally selected for employees by management. One study found that union representatives did not have a good idea of the benefits desired by their constituents. Another study found that when given the opportunity, 80 percent of the respondents were in favor of changes in their benefits packages.

In the light of the above findings the recent "cafeteria style" approach to benefit represents a major step in the evolution of employee benefits based on age, sex, number of children family status, life style and preferences. Under this system,

each employee is allowed to select on individual combination of benefits within some over all limits. There are two important advantages to a cafeteria style approach. First, it allows employees to have the benefits, they need and desire most, second, by their active involvement in benefits selection, employees become more aware of the benefits they have and of their cost". But at times an in appropriate benefit package may be chosen by employees.

Labour welfare service is an important personnel function in a business. The earlier view of considering labour as nothing more than a factor of production had changed over the years and now welfare for the employees holds a place of importance in the minds of every employer.

The effective utilization of other factors of production depends on the efficiency of human factor. The worker spends more than a quarter of his life in his working place. Therefore the workers has every right to demand that the condition under which he works should be reasonable and provides proper safeguards for life and health. The amount of dedication, quality of work, commitment to the organization, morale etc. are all determined by the type and amount of welfare a worker receives.

**2. Review of Literature:**

A study by Kumar and Yadav (2002) titled satisfaction level from employee welfare schemes in sugar factories in Gorakhpur division, revealed the overall satisfaction level of workers from welfare schemes was low in both the private and State sugar factories. Further, the workers in both sectors ranked the four employee welfare schemes according to their importance, which fell in the following order case scheme, medical scheme, followed by education and recreation schemes

Lalitha and Priyanka (2014) ideated that the welfare measures need not be in monetary terms only but in any kind/forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for healthiness, developed relations and insurance against illness, accident and joblessness for the workers and their families

.Patro (2015) in a comparative analysis of welfare measures in public and private sector found that an employee's" welfare facility is the key dimension to smooth employer-employee association. These welfare facilities improve the employees" morale and loyalty towards the management thereby increasing their pleasure, fulfilment and performance.

**3. Objectives:**

- To study existing Labour Welfare Schemes of Automobile.
- To study the relationship between Labour Welfare Schemes and Employee Satisfaction.
- To suggest measures that would increase Labour Welfare of Organization.

**Sample Size**

Sample Size Determination- Total Sample Size = 100

**Sampling Method-**

For the research methodology I used the sample size which is done with the help of Random Sampling Method.

**Instruments-**

The research instrument used in my project was the Questionnaire.

**Data Collection-**

Two types of methods adopted namely-

**1. Primary Method**

Tool for collecting primary data are as follows:-

- Structured Questionnaire
- Survey and Observation

**2. Secondary Method**

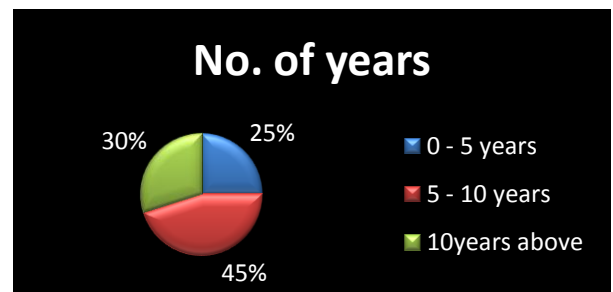
Under secondary method of data collection information & data from the following documentary sources have been generated:

- Different research work
- Books
- Website

**4. Data Analysis**

**1. From how many years you are working with this organization?**

NO	Response	Respondent	Percentage
1	0 - 5 years	25	25
2	5 - 10 years	45	45
3	10years above	30	30
	Total	100	100



**Interpretation:**

From the above table and graph it is clear that mostly 45% people are working in industry from 5 to 10 years.

**2. Are you aware about the welfare schemes provided to you?**

Sr.no	Response	Respondent	Percentage
1	Yes	100	100
2	No	00	00
	Total	100	100

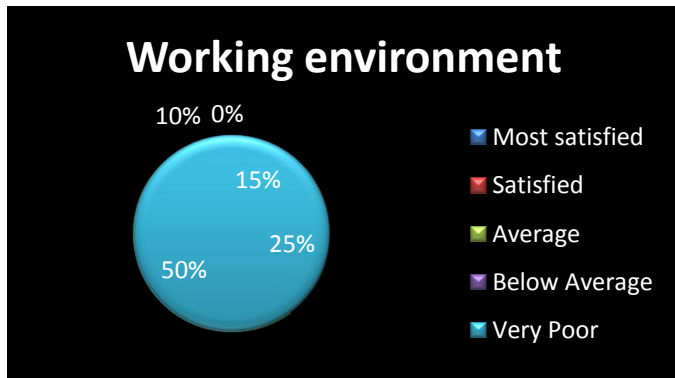


**Interpretation:**

It is found that 100% of the employees are aware about the welfare schemes provided to them.

**3. How do you rate the working environment of the organization?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfactory	15	15
2	Satisfied	25	25
3	Average	50	50
4	Below Average	10	10
5	Very poor	0	0
	Total	100	100

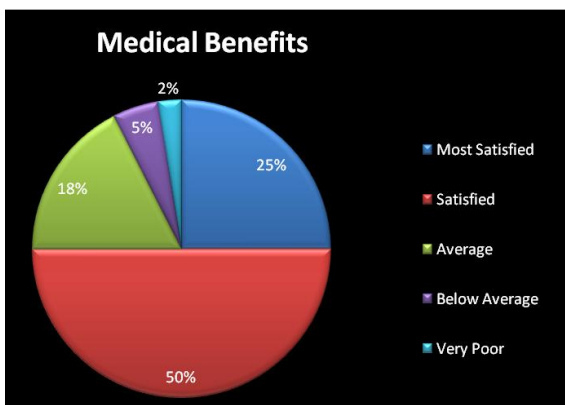


**Interpretation:**

From above table and graph it is clear that 50% of people rate average to the working environment.

**4. How do you rate the medical benefits provide by the organization for the employees and their family?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	25	25
2	Satisfied	50	50
3	Average	17.5	17.5
4	Below Average	5	5
5	Very Poor	2.5	2.5
	Total	100	100

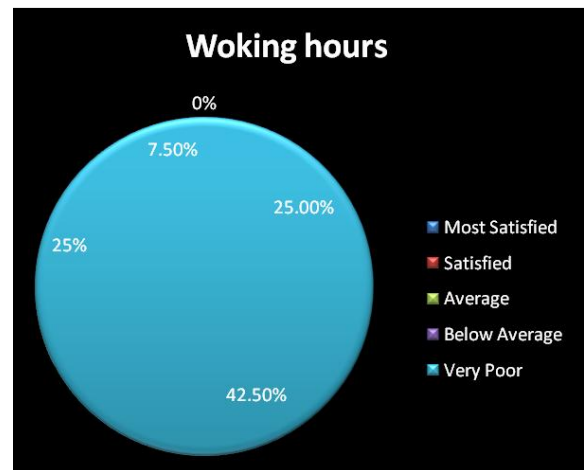


**Interpretation:**

The above table and graph shows that 50% people in industry are satisfied with the medical benefits.

**5. How do you rate the working hours of the organization?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	25	25
2	Satisfied	42.5	42.5
3	Average	25	25
4	Below Average	7.5	7.5
5	Very Poor	0	0
	Total	100	100

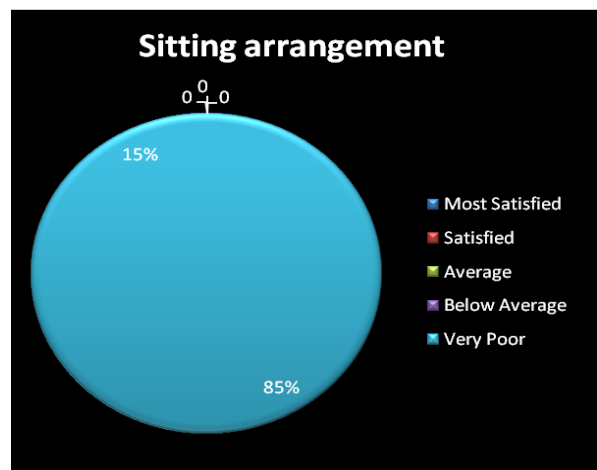


**Interpretation:**

It is seen from the graph and table that 42.50% people are satisfied with the working hours.

**6. Are you satisfied with the sitting arrangement of the organizations?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	85	85
2	Satisfied	15	15
3	Average	0	0
4	Below Average	0	0
5	Very Poor	0	0
	Total	100	100

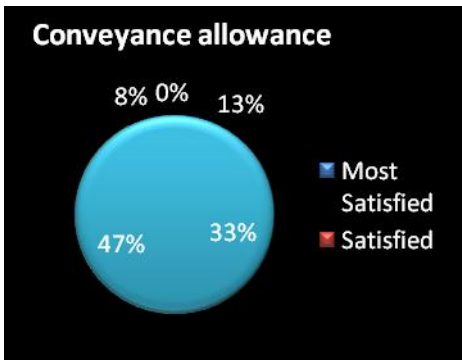


**Interpretation:**

85% of the employees are contended with the sitting arrangement.

**7. Are you satisfied with the conveyance allowance offered by the organization?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	12.5	12.5
2	Satisfied	32.5	32.5
3	Average	47.5	47.5
4	Below Average	7.5	7.5
5	Very Poor	0	0
	Total	100	100

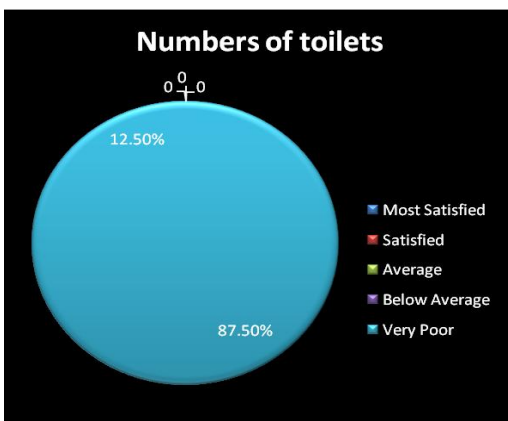


**Interpretation:**

From the above table and graph it is clear that 48 % employees are Average satisfied with the conveyance allowance.

**8. Does the organization offers sufficient numbers of toilets?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	87.5	87.5
2	Satisfied	12.5	12.5
3	Average	0	0
4	Below Average	0	0
5	Very Poor	0	0
	Total	100	100

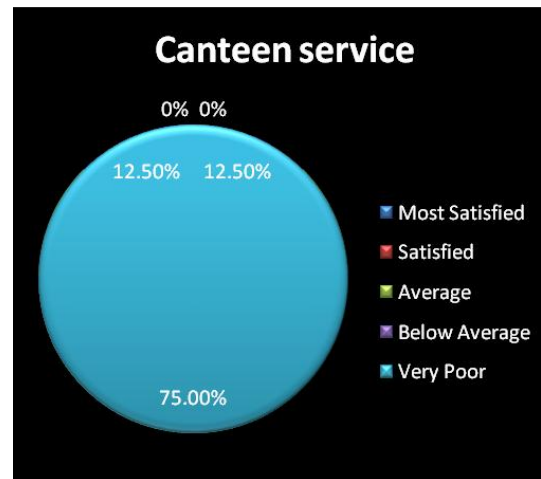


**Interpretation:**

It shows that 87.50% employees said that there are sufficient numbers of toilets.

**9. Are you satisfied with the canteen service provide by the organization?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	0	0
2	Satisfied	12.5	12.5
3	Average	75	75
4	Below Average	12.5	12.5
5	Very Poor	0	0
	Total	100	100

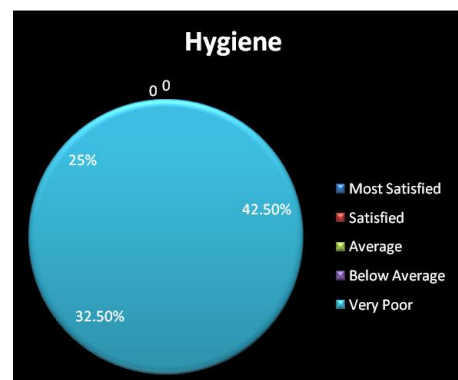


**Interpretation:**

It is seen that 75% employees said that they get the good canteen service.

**10. How well hygienic conditions are maintained in latrines and urinals?**

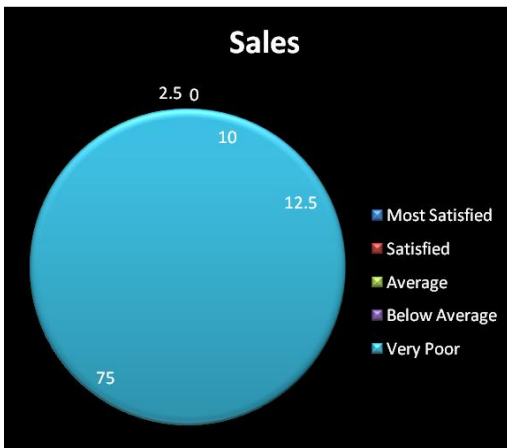
Sr.no	Response	Respondent	Percentage
1	Most Satisfied	42.5	42.5
2	Satisfied	32.5	32.5
3	Average	25	25
4	Below Average	0	0
5	Very Poor	0	0
	Total	100	100



**Interpretation:** It is seen from the above table and graph that 42.50% employees responded "best" for the hygienic conditions maintained in latrines and urinals.

**11. How you rate the benefits of women workers like maternity benefits & crèches?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	10	10
2	Satisfied	12.5	12.5
3	Average	75	75
4	Below Average	2.5	2.5
5	Very Poor	00	0
	Total	100	100

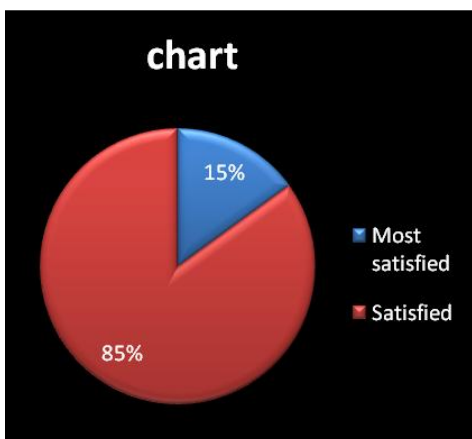


**Interpretation:**

75% employees are averagely satisfied with the women benefits as the crèches are not provided to the women workers.

**12. Are you satisfied with the lighting & ventilation on the shop floor?**

Sr.no	Response	Respondent	Percentage
1	Most Satisfied	10	25
2	Satisfied	30	75
3	Average	0	0
4	Below Average	0	0
5	Very Poor	0	0
	Total	40	100

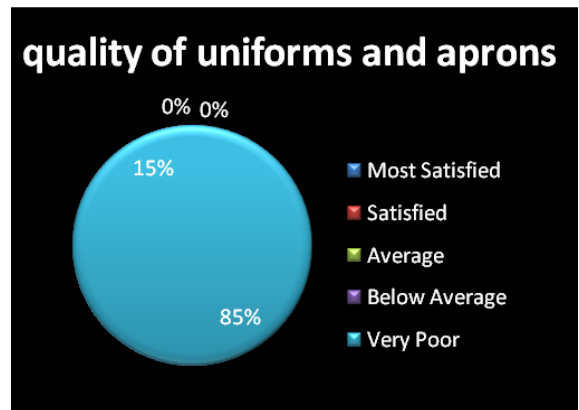


**Interpretation:**

85% of the employees have the opinion that there is adequate lighting and ventilation on shop floor.

**13. How would you rate quality of uniforms and aprons?**

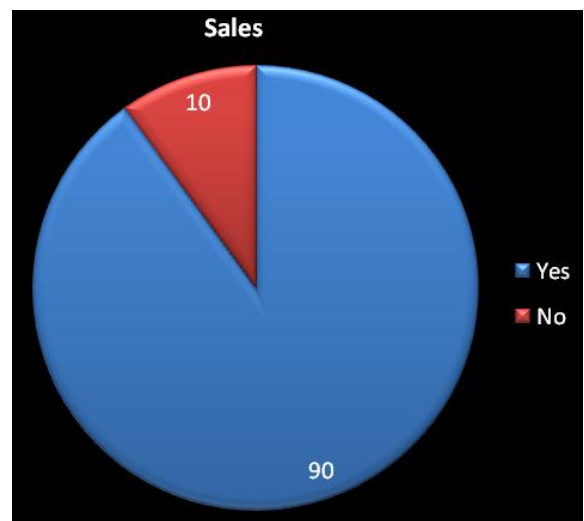
Sr.no	Response	Respondent	Percentage
1	Most Satisfied	85	85
2	Satisfied	15	15
3	Average	0	0
4	Below Average	0	0
5	Very Poor	00	0
	Total	100	100



**Interpretation:** It is found that 85% of the employees are most satisfied with the quality of uniforms and aprons.

**14. Do you think good welfare facilities provided by the organization are helping to maintain good employee relations in your organization?**

Sr.no	Response	Respondent	Percentage
1	Yes	90	90
2	No	10	10
	Total	100	100



**Interpretation:**

It is found that about 76% of the employees have the opinion that due to good welfare facilities help in maintaining good employee relations

**5. Findings:**

1. From the data analysis it is found that most of employees are working in the industry from more than 5 to 10 years.
2. In the organisation all employees are aware about the welfare facilities provided by the organisation.
3. 50% employees are said that the working condition is not that much good.
4. Employees are satisfied with the working hours of the organisation.
5. 85% employees said that the sittings arrangement provided by the organisation is satisfactory.
6. The conveyance allowance to the employees by organisation is not that much good and employees are averagely satisfied with that.
7. 50% employees are satisfied with the medical benefits provided by the organisation.
8. In the organisation there are sufficient numbers of toilets and the hygiene condition is maintained by the organisation.

9. It is found that 75% employees said that the canteen service is good.
10. Almost all employees are satisfied with the lighting and ventilation on shop floor.
11. The uniforms and aprons are of good quality which provided by the organisation.
12. 75% employees are not satisfied with the benefits of the women workers. As the crèches and maternity benefits are not provided properly.

**6. Conclusion**

This study highlighted so many factors which will help to create the awareness of welfare to the labours. The company is having better welfare activities and the labours are satisfied with their welfare schemes provided by the management. It is helpful for the growth of the company to improve its productivity. Labour welfare awareness meetings and presentation must carry out periodically, this in turn will help to improve the labour satisfaction and the will show the improvements of productivity. Labour welfare is very important to run the company successfully so the company should follow the welfare activities regularly to improve the labour satisfaction in their working environment.

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