

A STUDY ON AWARENESs, SATISFACTION AND EFFECTIVENESS TOWARDS LABOUR WELFARE MEASURES IN NLC INDIA LIMITED

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ABSTRACT

Employee welfare is the most important machinery in any organization to get the productive result from the employees. It has been understood that for last few decades the proper welfare facilities are constantly generating motivation of the employees towards their work and that ultimately is reducing the attrition rate in the organization. In this study, the welfare measures provided to non-executive employees at NLC India Limited corporate office and their level of awareness and satisfaction on the facilities are ascertained. The facilities like health, safety and social welfare are the determining factors of welfare measures provided to employees at NLC India Limited. The data is collected through well-defined questionnaire, and it is circulated among the non-executive employees working in the NLC corporate office. From the study, it is inferred that the employees are highly satisfied with most of the health, safety and welfare measures provided in the organization. However, some of the employees intimated to improve the latrines, transportation, and lunch room facilities.

Keywords: Welfare, Non-executive employees, Awareness, Satisfaction, NLC India Limited corporate office, Latrines, Transportation, Lunchroom.

1. INTRODUCTION

All measures and activities undertaken by the government, employers, and association of workers for the improvement of standard of living of workers and promotion of their economic and social well-being are called the labour welfare. Organizations provide welfare facilities to their employees to keep them motivated and to bring high morale. The aim and objectives of labour welfare have progressively changed during the last few decades. From the primitive policing and placating philosophy of labour welfare, it gradually moved to the era of paternalism with philanthropic objectives. Labour welfare implies the setting up of minimum desirable standards and the provision of facilities like health, food, clothing, housing, medical assistance, education, insurance, job security, recreation, etc. Such facilities enable the worker and his family to lead a good work life, family life and social life. A happy and contented workforce is an asset for the industrial prosperity of any nation. Labor welfare is nothing but the maintenance function of personnel in the sense that it is directed specifically to the preservation of employee health and attitude.

Labour welfare may be viewed as a total concept, a social concept, and a relative concept. The total concept is a desirable state of existence involving the physical, mental, moral, and emotional well-being. These four elements together constitute the structure of welfare, on which its totality is based. The social concept of welfare implies the welfare of man, his family, and his community. All these three aspects are inter-related and work together in a three-dimensional approach. The relative concept of welfare implies that welfare is relative in

time and place. It is a dynamic and flexible concept and hence its meaning and content differ from time to time, industry to industry and country to country, depending upon the value system, level of education, social customs and degree of industrialization and general standard of the socio-economic development of the people. Welfare measures additionally embrace the supply of facilities like food, health, clothing, housing, medical, education, insurance, job security, recreation, etc. Such facilities build the worker and his family to steer an honest work life, family life and social life.

1.1 STATEMENT OF THE PROBLEM

Human resources are the most valuable sources of any organization and therefore the duty of the management is to provide reasonable welfare measures to its employees. There are large number of people from different parts of India working in NLC India Limited. Further, men and women with different age groups and work experience have to be satisfied with some welfare facilities according to their requirements. If we make an overall survey of the living and working condition of the employees, the necessity of labour welfare measures would be apparent. Hence, the study explains how the welfare activities are implemented in a positive way and how they are useful, motivational and creating a healthy working environment among employees working in NLC India Limited.

1.2 THEORETICAL FOUNDATIONS OF THE STUDY

The study focuses on the satisfaction level of employees towards various health, safety and welfare measures stated in the factories act, 1948. The satisfaction of employees on welfare measures plays a vital role in their loyalty towards work and job satisfaction. The industrial progress depends on a satisfied labor force, and the importance of employee welfare measures. After the placement of the employees, they should be given proper training and programmes to develop their efficiency so as to serve the organization better. Welfare facilities are designed to take care of the well-being of the employees. They do not generally result only in monetary benefit. It also includes the working conditions and facilities offered. Labour welfare measures are flexible and ever-changing, new welfare measures are added to the existing one from time to time. So, it is necessary to measure the level of awareness and satisfaction the employees have on the welfare facilities.

1.3 OBJECTIVES OF THE STUDY

- To find out the awareness level of employees towards welfare measures provided by NLC India Limited.
- To analyze the employee's satisfaction towards welfare measures provided by NLCIL.
- To ascertain whether the welfare measures are being implemented effectively.

1.4 RESEARCH DESIGN

The study is descriptive in nature. It describes the facts and employees opinion about the welfare measures of the company. Hence, the descriptive research was conducted to find out the information about the opinion of non-executive employees about the welfare measures and social security benefits and to spotlight the areas that needs the management attention.

1.5 SAMPLING DESIGN

Data for the research is collected through survey method. Survey was conducted using well formulated questionnaire and it is distributed to all the non-executive employees working in the corporate office of NLC India Limited.

1.6 SAMPLE SIZE

Total number of non-executives working in the corporate office of NLCIL
= 310 employees
Sample size chosen for the study= 310 non- executive employees.

1.7 HYPOTHESIS FRAMED

NULL HYPOTHESIS:

- **Ho1:** There is no significant difference between the demographic variables and the awareness level of employees towards welfare measures provided by NLC India Limited.

- **Ho2:** There is no significant difference between the demographic variables and the employee's satisfaction towards welfare measures provided by NLC India Limited.

ALTERNATE HYPOTHESIS:

- **Ha1:** There is a significant difference between the demographic variables and the awareness level of employees towards welfare measures provided by NLC India Limited.
- **Ha2:** There is a significant difference between the demographic variables and the employee's satisfaction towards welfare measures provided by NLC India Limited.

1.8 SCOPE AND SIGNIFICANCE OF THE STUDY

The key determination is to study the effectiveness of welfare measures at NLC India Limited. The various welfare measures provided by the employee will have immediate impact on the health, physical and mental efficiency, alertness, morale and overall efficiency of the workers and thereby contributes to the highest productivity. Labour welfare means the activities designed for the promotion of the economic, social and cultural wellbeing of the employees.

The Scope of the study is to find out how far the existing welfare schemes cater to the requirement of the employees of NLC India Limited, Neyveli. The study will be able to throw light on the dark spots where it needs some sort of improvement in the welfare scheme that has been implemented. The purpose of the study is to measure the employee's attitude regarding the welfare measures provided in the company.

1.9 LIMITATIONS OF THE STUDY

- The study is limited to only those non-executive employees working at the corporate office of NLC India Limited. Therefore, the result is not generalized to whole organization.
- The workforce of the company is too large and hence all of them could not be contacted for views and opinions on the research topic.
- The study is carried out only in a particular company and so the observations and results are not applicable for any other companies.

1.10 REVIEW OF LITERATURE

Bhatt et al., (2013) carried out an investigation to study perceptions of workers towards Labour welfare measures in the corporate sector (State of Haryana). Total of 180 respondents was chosen as a sample size for this study. Likert type five-degree scale was used to ascertain the perception of workers towards various welfare measures. A statistical method Factor analytical model was used to analyze the data. A well-designed questionnaire was prepared and administered. Further, Varimax rotated matrix and Kaiser-Meyer-Olkin (KMO) and Bartlett's test was used for extracting the factors. Researchers concluded the issues relating to Labour welfare into eight factors. They are loans and compensation facilities, education, housing, subsidized food, better working environment, stability of work force and provision of cooperative societies. In order to maintain better industrial relations and stability, these types of welfare facilities can go a long way in improving the efficiency of the organization.

Srinivas et al., (2013) examined employee awareness towards various statutory and non- statutory welfare measures and level of satisfaction among employees at Bosch with respect to various welfare measures. The sample size of this study was 100 respondents working at Bosch Limited, Bangalore. The respondents were selected through Convenience Sampling method. The primary data was gathered from direct interview with questionnaire and secondary data gathered from annual reports, journals, handouts, magazines. The study showed that, 75% of the respondents were aware and 25% of the respondents were unaware of the statutory and non- statutory employee welfare facilities provided at Bosch Limited. It inferred that most of the respondents were aware of the employee welfare facilities provided at the company. It was observed that, 44% of the respondents agree that the welfare facilities help to increase motivation and Productivity. It was also found that, satisfaction level of respondents is good as the company provided majority of the primary welfare facilities to its employees.

Gurusamy et al., (2014) conducted a study to know whether the workers are satisfied with the welfare facilities provided by the textile industries in Coimbatore district. The research design used in this study was descriptive.

To collect primary data 200 sample were selected from the entire population by using Simple Random Sampling method. Simple Percentage Analysis and Chi- Square Analysis were also used. It was concluded that 90% of the respondents are aware about the welfare facilities provided. On the other hand, 10% of the respondents have no awareness about statutory welfare facilities. The storing and drying, clothing facility were studied, and it was found that majority of the respondents (58%) were satisfied with the facilities. The analysis of the housing accommodation revealed that, majority (58%) of the respondents were not received the housing accommodation. Chi square test proved that there was no significant relationship between the gender of the respondents and the level of satisfaction on the facilities provided and a close relationship between the income of the respondents and the level of satisfaction on canteen facilities.

Chaubey et al., (2016) examined the impact of labour welfare measures on job satisfaction. For this study, the research design chosen was descriptive in nature and the sampling technique chosen was convenient sampling. The universe of the study includes Small Scale Industries (SSIs) within the Dehradun. A sample of 153 respondents was collected from the universe. The collected data after being coded were analyzed using SPSS and various statistical tests were applied based on hypotheses and matching variables. The results stated that there is a significant impact of labour welfare measures on job satisfaction.

2 ANALYSIS AND INTERPRETATION

2.1 PERCENTAGE ANALYSIS

Table 1: Demographic profile of the respondents

Demographic Profile		Percentage
Gender	Male	69
	Female	31
Age(in years)	18 – 30	18.4
	31 – 40	15.2
	41 - 50	22.6
	Above 50 years	43.9
Educational Qualification	SSLC	12.6
	HSC	16.8
	Diploma	13.2
	Graduate	41.6
	Post Graduate	9.7
Work Experience	Below 1 year	17.1
	1 – 5 years	11
	6 – 10 years	16.1
	Above 10 years	55.8

The table shows that the male employees working as non-executives in the corporate office is more compared to the female employees. It also evidence that most of the employees working as non-executives are above 50 years. It denotes that most of the respondents in the survey are graduates. It also evidence that, most of the non-executive employees working in NLCIL has a work experience of above 10 years.

Table 2: Awareness of employees towards welfare facilities provided by NLCIL

Facilities	Completely Aware	Aware	Moderately Aware	Unaware	Completely Unaware
Medical facility	10	62	19	09	-

Housing	37	55	07	-	-
Educational facility	11	50	31	08	-
Leave policy	20	43	30	07	-
First aid appliance	44	52	04	-	-
Grievance handling procedure	21	40	39	-	-
Recreation facilities	51	45	04	-	-
Library facility	26	64	10	-	-
Accident benefits	20	51	22	08	-
Death relief fund	25	44	31	-	-
Funeral expenses	29	39	30	02	-
Family relief scheme	27	44	29	-	-
Post-retirement benefits	32	45	20	03	-

The above table evidence that most of the employees working as non-executives in corporate office are completely aware about recreation facilities, first aid appliances and hosing where as some of the employees are unaware about grievance handling procedure and educational facility.

Table 3: Satisfaction level towards welfare facilities provided by NLCIL

Facilities	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Space and ventilation	72	28	-	-	-
Lighting	69	31	-	-	-
Drinking water	55	45	-	-	-
Cleanliness	29	65	06	-	-
Latrines and urinals	38	52	10	-	-
Toilet hygiene	37	61	02	-	-
Spittoons	32	58	10	-	-
Safety measures	50	50	-	-	-
Sitting facilities	62	38	-	-	-
First aid appliance	27	73	-	-	-
Canteen facility	39	19	42	-	-
Transportation facility	47	53	-	-	-
Lounge facility	33	67	-	-	-
Lunchroom	35	39	26	-	-
Creche	45	55	-	-	-
Housing facility	44	50	06	-	-
Recreation facility	47	48	05	-	-
Medical facility	39	59	02	-	-
Regular health checkup	40	60	-	-	-
Ambulance facility	36	62	02	-	-
Educational facility	43	57	-	-	-
Library	37	58	05	-	-
Uniform	63	37	-	-	-
Grievance handling	45	47	08	-	-
Accident benefits	60	39	01	-	-
Payment of bonus	45	55	-	-	-
Maternity benefit	50	45	05	-	-
Provident fund	54	46	-	-	-
Leave policy	43	57	-	-	-

Post retirement scheme	47	53	-	-	-
Gratuity	50	50	-	-	-
Funeral expenses	51	49	-	-	-
Death relief scheme	44	53	03	-	-
Uniform stitching charges	56	44	-	-	-
Sexual harassment	53	47	-	-	-

The above table indicates that most of the employees working as non-executive at corporate office are satisfied with welfare facilities provided by NLCIL. Transportation facility should be improved as some of the employees are not satisfied.

2.2 ANOVA

Table 4: Anova for the awareness of welfare facilities provided by NLCIL on the basis of years of service

Variables	Years of service	N	Mean	Std. dev	Std. error mean	F value	P value
Medical facilities	Below 1 year	5	1.86	.43	.033	115.946	0.000*
	1 -5 years	3	2.59	.6	.086		
	6 -10 years	34	2.34	.50	.608		
	Above 10 years	50	3.34	.47	.104		
		173		.758			
Housing	Below 1 year	53	1.56	.52	.040	19.762	0.020*
	1 -5 years	34	1.79	.53	.092		
	6 -10 years	50	1.58	.8	.099		
	Above 10 years	173	2.21	.70	.068		
				.495			
Educational facilities	Below 1 year	53	2.04	.64	.088	59.850	0.000*
	1 -5 years	34	2.65	.73	.126		
	6 -10 years	50	2.30	.4	.086		
	Above 10years	173	3.32	.58	.082		
				.604	.046		
Leave policy	Below 1 year	53	1.84	.68	.052	68.080	0.002*
	1 -5 years	34	2.59	.60	.104		
	6 -10 years	50	2.28	.9	.094		
	Above 10years	173	3.28	.64	.09		

				0 .66 2	1 .09 1		
First aid appliance s	Below 1 year	53	1.54	.58	.08	4.113	0.007 *
	1 -5 years	34	1.75	5	0		
	6 -10 years	50	1.48	.52	.04		
	Above 10years	173	1.79	2 .58 0 .64 1	0 .08 2 .11 0		
Grievanc ehandling procedur e	Below 1 year	53	2.02	.79	.10	36.198	0.000 *
	1 -5 years	34	2.53	4	9		
	6 -10 years	50	2.32	.82	.14		
	Above 10years	173	3.28	5 .79 4 .76 6	2 .11 2 .05 8		
Recreatio nfacilities	Below 1 year	53	1.52	.57	.04	2.094	0.101
	1 -5 years	34	1.74	7	4		
	6 -10 years	50	1.42	.61	.10		
	Above 10years	173	1.57	8 .53 8 .60 5	6 .07 6 .08 3		
Library	Below 1 year	53	1.73	.57	.043	12.147	0.000 *
	1 -5 years	34	1.76	2	.085		
	6 -10 years	50	1.88	.49	.079		
	Above 10years	173	2.25	6 .55 8 .51 5	.07 1		
Acciden tbenefits	Below 1 year	53	1.86	.0584	.04	53.320	0.010 *
	1 -5 years	34	2.44	.74	4		
	6 -10 years	50	2.04	6	.12		
	Above 10years	173	3.19	.72 7 .87 8	8 .10 3 .121		

Death relief fund	Below 1 year	53	1.70	.621	.047	78.465	0.006*
	1 -5 years	34	2.50	.615	.106		
	6 -10 years	50	2.30	.707	.100		
	Above 10years	173	3.32	.915	.126		
Funeral expenses	Below 1 year	53	1.68	.673	.051	71.285	0.000*
	1 -5 years	34	2.32	.806	.138		
	6 -10 years	50	2.30	.580	.082		
	Above 10years	173	3.30	.911	.125		
Family relief schemes	Below 1 year	53	1.94	.683	.052	70.684	0.015*
	1 -5 years	34	2.62	.652	.112		
	6 -10 years	50	2.32	.683	.097		
	Above 10years	173	3.47	.696	.096		
Post- retirement benefits	Below 1 year	53	1.58	.601	.046	65.126	0.000*
	1 -5 years	34	2.24	.819	.140		
	6 -10 years	50	2.06	.620	.088		
	Above 10years	173	3.06	.886	.112		

The calculated F value of 115.946, 19.762, 59.850, 68.080, 4.113, 36.198, 12.147, 53.320, 78.465, 71.285, 70.684, 65.126 to the above respective variables is significant ($p < 0.05$). Thus, the values indicates that there is a significant difference between the years of service and the awareness on welfare facilities provided by the company. Therefore, the stated null hypothesis is rejected. However, the mean value of the respective variables indicates the employees whose year of service is more than 10 years are more aware on the welfare facilities provided by NLCIL than other respondents. Further, the calculated F value respective to the recreation facilities indicates that there is no significant difference between the years of service and the awareness on welfare facilities provided by NLC India Limited. Thus, the stated null hypothesis is accepted ($p > 0.05$).

2.3 T TEST

Table 5: Independent sample t-test for welfare measures provided by NLC India Limited

Variables	Gender	N	Mean	Std. dev	Std. error mean	T-value	Sig.
Facilities for sitting	Male	214	1.40	.490	.034	0.894	0.372
	Female	96	1.34	.477	.049		
First aid appliances	Male	214	1.79	.452	.031	1.362	0.175
	Female	96	1.71	.501	.051		
Canteen facilities	Male	214	3.07	.813	.056	-0.186	0.853
	Female	96	3.09	.872	.089		
Transportation facility	Male	214	3.44	.667	.046	-0.366	0.715
	Female	96	3.47	.632	.064		

Lounge	Male	214	2.08	.550	.038	-0.889	0.375
	Female	96	2.15	.598	.061		
Lunchrooms	Male	214	2.90	.869	.059	-1.005	0.315
	Female	96	3.01	.900	.092		

Creche	Male	214	3.30	.674	.046	-	0.307
	Female	96	3.39	.716	.073	1.022	
Housing facility	Male	214	2.82	.897	.061	-	0.451
	Female	96	2.91	.907	.093	0.755	
Recreation facilities	Male	214	2.28	1.083	.111	-	0.000*
	Female	96	1.47	.519	.035	6.972	
Medical facilities GH	Male	214	1.67	.510	.035	1.937	0.055
	Female	96	1.54	.541	.055		
Regular health checkups	Male	214	1.60	.536	.037	-	0.270
	Female	96	1.68	.571	.058	1.105	
Ambulance facility	Male	214	1.75	.650	.044	0.029	0.977
	Female	96	1.75	.649	.066		
Education facilities	Male	214	1.78	.638	.044	-	0.580
	Female	96	1.82	.598	.061	0.553	
Library	Male	214	1.67	.563	.038	-	0.781
	Female	96	1.69	.568	.058	0.278	
Uniforms	Male	214	1.36	.480	.033	-	0.249
	Female	96	1.43	.518	.053	1.156	
Grievance handling procedure	Male	214	1.83	.707	.048	-	0.668
	Female	96	1.86	.720	.073	0.429	

The calculated t- value of -6.972 to the respective variable (Recreation facilities) provided by NLC is significant ($p < 0.05$). Thus, the value indicates that, there is a significant difference between the gender and welfare facilities provided by NLC India Limited. Hence, the stated null hypothesis is rejected. Further, the mean value indicates the male employees are highly satisfied with the recreation facilities provided. However, the other calculated t- values respective to the variables shown in the table indicates that there is no significant difference between the gender and the welfare facilities provided by NLC India Limited. Thus, the stated null hypothesis is accepted ($p > 0.05$).

2.4 WEIGHTED AVERAGE METHOD

Table 6: Analysis on opinion of ranking given by the respondents regarding the benefits obtained from the welfare facilities provided

OPINION	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Increases the performance and results in better achievements	261	46	3	0	0
Improves physical and mental health	42	231	37	0	0
Increases the standard of living	48	74	188	0	0
Enhances loyalty towards work	207	99	4	0	0

Rank	weight	Increases the performance and results in better achievements		Improves physical and mental health		Increases the standard of living		Enhances loyalty towards work	
		X1	WX1	X2	WX2	X3	WX3	X4	WX4
1	5	261	1305	42	210	48	240	207	1035
2	4	46	184	231	924	74	296	99	396
3	3	3	9	37	111	188	564	4	12
4	2	0	0	0	0	0	0	0	0
5	1	0	0	0	0	0	0	0	0
Total		310	1498	310	1245	310	1100	310	1443
Calculated value		4.8		4		3.6		4.65	
Rank		1		3		4		2	

From the above table, it is inferred, the employee's ranks that the welfare facilities provided by NLC India Limited increases their performance in workplace and results in better achievements followed by enhancing their loyalty towards work, improving physical and mental health and increases their standard of living.

3 FINDINGS

- Most of the non- executive employees working in the NLCIL corporate office are male.
- Most of the respondents are above 50 years of age having more than 10 years of work experience.
- The majority of employees are highly satisfied with the quality of uniforms provided.

- The company has been successfully providing stitching charges for uniforms to employees.
- The seating facilities provided in the workplace is highly satisfied by most of the employees.
- Maximum employees are satisfied with the educational benefits provided to their children by NLCIL.
- Company have been successful in grievance handling.
- Maximum employees are highly satisfied with the accident benefits provided by the company.
- Maximum of employees are satisfied with the medical facilities provided.
- Most of the respondents feels that the provided welfare measures will be helpful in increasing the productivity.
- Maximum numbers of respondents are satisfied with the overall working atmosphere of NLCIL.
- Most of the employees have responded very positively towards the Welfare measures provided by the company.

4 CONCLUSION

The Welfare measures are more important for every employee, without welfare measures employees cannot work effectively in the company. The present study observed that, overall welfare measures are having significant positive results as majority of employees are satisfied with the welfare measures provided by NLC India Limited. The company should take necessary steps to solve problems in those measures in which employees are feeling less satisfied; So that the employees can do their job more effectively. The employees have to be continuously encouraged so that they can contribute to the effectiveness of the company. Hence, the management is bringing more opportunities to make NLCIL a better place to work. Every organization has to take possible efforts to find out what the employee needs. However, the central aim is to keep the employees satisfied with welfare measures and healthy working atmosphere.

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