

A STUDY ON EFFECTIVENESS OF WELFARE MEASURES TO NON-EXECUTIVES IN NLC INDIA LIMITED

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ABSTRACT

Health, safety and welfare are the key to increase the efficiency of employees. Those measures provided will cause immediate impact on the physical and mental ability that results in higher productivity. The basic propose of employee welfare is to enrich the life of employees and to keep them happy and conducted. It will also lead to win-win situation and aids to have a cordial industrial relation at the workplace. Having a satisfied workforce is very much essential for the smooth working of organization. The main objective of the study is to find out the extent of awareness and satisfaction of welfare facilities by the non-executive employees working at the corporate office of NLC India Limited. The data is collected through well-defined questionnaire and it is circulated among 310 non-executive respondents working at NLCIL. From the study, it is ascertained that, maximum of employees ranked excellent for the overall welfare facilities provided by the company. Although, some of the employees suggestion is to improve the transportation and crèche facilities. In addition to that, the research also suggested some ideas based on the employees opinion which might be useful for the organization.

Keyword: - Welfare, Non- executives, Awareness, Satisfaction, NLC India Limited, Transportation, crèche

1. INTRODUCTION

Labour welfare occupies a place of significant role in the industrial development and economy. 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. 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. A study has been carried out on labour welfare measures provided to non- executives at NLC India Limited. This study is carried out in view of health, safety and welfare amenities stated in the factories Act 1948 to understand whether the labour welfare activities are conducted smoothly and efficiently. Hence, a well-designed questionnaire is circulated among the non- executive employees (Attendant, Administrative assistant, Administrative officer, Operators, Dispatch workers, Clerk, Industrial workers, Receptionist, Record keeper, Technicians) working in the corporate office of NLC India Limited to understand and ascertain the awareness, satisfaction and benefits of employees towards various welfare measures implemented by the organization.

1.1. PROBLEM STATEMENT

An organization is influenced by various human resource factors. The welfare measures is one among them that penetrates into the life of the employees. There are large number of people from different parts of India working

in NLC India Limited. If the workers are glad with the provided welfare measures, the result of output will increase. If we make an overall survey of the living and working condition of the employees, the necessity of labour welfare measures would be apparent. It also highlights the perception of the employees regarding the various welfare measures provided to them.

1.2. OBJECTIVES OF THE STUDY

To analyze the awareness level of employees towards welfare measures provided by NLC India Limited.

To find out the employees satisfaction towards welfare measures provided by NLCIL.

To understand the employees attitude towards the various welfare measures in NLC India Limited.

1.3. 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.

1.4. METHOD OF DATA COLLECTION

The sources of data for this research is absolutely primary, collected directly from the respondents by serving the questionnaire to them personally. However the use of secondary data has also been made in the research.

Primary data collection:

The first-hand information was collected from 310 non- executive employees working in the corporate office of NLC India Limited.

Secondary data collection:

The secondary data were collected from the Newspaper, Journals, Magazines, books and unpublished dissertation. Therelevant secondary sources of information were also collected from NLCIL documentation centre.

1.5. STATISTICAL TOOLS USED FOR THE STUDY

The following tools & techniques have been used for the statistical analysis of the obtained data using SPSS software.

- Percentage Analysis
- ANOVA (Analysis of variance)
- Factor analysis (KMO AND BARTLETT'S TEST)
- Regression
- Weighted average method.

1.6. SCOPE OF THE STUDY

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 need 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.

1.7. LIMITATIONS OF THE STUDY

The data is collected only from the permanent employees and hence the opinion of contract employees is not collected. As time was constraint, and the size of the population of NLC India Limited is large, it is not possible to gather full information.

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.

1.8. LITERATURE REVIEW

Renapurkar et al., (2013) studied the effect of welfare activities on employee satisfaction, absenteeism and turnover. It also examined the extent of welfare measure provided and employee awareness towards various

welfare facilities. Stratified random selection technique was used to select respondents. The sample size of this study was 300 respondents including departmental head, administrative staff and executives from Vindha Telelinks Ltd. It was concluded in study that, majority (69%) of employees were aware about welfare facilities. The paper also suggested a change in approaches with respect to some welfare facilities so that dissatisfied employees could get satisfied.

Usop et al., (2013) carried out a study on work performance and job satisfaction of 200 teachers of 12 selected public schools in the Cotabato city of Philippines. Descriptive correlational design was used in order to see relationships of the variables included in the study. Survey questionnaires were distributed to the teacher respondents. The study yielded that most of the teacher respondents are female, married, earned a college degree with master's unit, 11 to 15 years in service and belongs to 31-40 years age bracket. The results reported that school policies, supervision, pay, interpersonal relations, opportunities for promotions and growth, working conditions, work itself, achievement, recognition, and responsibility were significantly associated with job satisfaction of the teachers.

Nageswara Rao et al., (2017) The main purpose of the study was to identify the impact of welfare facilities on job satisfaction and also to know the satisfaction level of the employees. Data was collected through questionnaire survey from 120 respondents. The study revealed that, employee welfare has a great impact on job satisfaction. The welfare measures made in such a way that it accomplishes the needs of the employees, if the needs of the employees are satisfied it will lead to the satisfaction of the employees which will automatically lead to increase in productivity of the company. The study concluded that the welfare measures give the feel of care to the employees that result in sincerity and loyalty of the employees towards the organization.

Vedanthadesikan et al., (2020) investigated and analyzed the satisfaction level of the employees with respect to the various welfare measures provided by Tamilnadu State Corporation, Villupuram Division. The study was based on primary data therefore; questionnaire was used for data collection. Stratified Random Sampling technique had been used for selection of 200 employees. Respondents were from different departments such as Commercial & Operation Department, Personnel Department, Material Department, Industrial Relations Department and in Technical Section. It was found that, satisfaction of majority of respondents (60%) with respect to welfare measures of Public Sector Transport Corporation belong to neutral level and some of them (20%) were highly satisfied. The study also found that the majority of the respondents were satisfied with the working environment.

2. ANALYSIS AND INTERPRETATION

2.1. PERCENTAGE ANALYSIS

TABLE-1: DEMOGRAPHIC PROFILE OF 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

TABLE-2: AWARENESS OF EMPLOYEES TOWARDS WELFARE FACILITIES

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	-

- Most (51%) of the respondents are completely aware of the recreational facilities.
- Maximum (62%) of the non- executive employees are aware of the medical facilities provided by NLCIL.
- Majority (64%) of the respondents are aware of the library facility provided by the organization

TABLE-3: SATISFACTION OF EMPLOYEES TOWARDS WELFARE MEASURES

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	-	-	-
Lunch room	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	-	-	-

- Majority (72%) of the respondents are highly satisfied with the space and ventilation provided.
- Most of the respondents (69%) are highly satisfied with the lightening facility.
- Maximum (63%) of employees are highly satisfied with the uniforms provided by the organization.
- Most of the respondents are highly satisfied with the sitting facility (62%) and accident benefits (60%).
- Majority of employees are satisfied with the cleanliness (65%), Toilet hygiene (61%), first aid appliances (73%), lounge facility (67%), ambulance facility (62%) and regular health checkups (60%).

2.2. ANOVA

TABLE-4: AWARENESS OF WELFARE MEASURES 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	53	1.86	.436	.033	115.946	0.000*
	1 -5 years	34	2.59	.500	.086		
	6 -10 years	50	2.34	.479	.608		
	Above 10 years	173	3.34	.758	.104		
Housing	Below 1 year	53	1.56	.521	.040	19.762	0.020*
	1 -5 years	34	1.79	.538	.092		
	6 -10 years	50	1.58	.702	.099		
	Above 10 years	173	2.21	.495	.068		
Educational facilities	Below 1 year	53	2.04	.644	.088	59.850	0.000*
	1 -5 years	34	2.65	.734	.126		
	6 -10 years	50	2.30	.580	.082		
	Above 10 years	173	3.32	.604	.046		

Leave policy	Below 1 year	53	1.84	.680	.052	68.080	0.002*
	1 -5 years	34	2.59	.609	.104		
	6 -10 years	50	2.28	.640	.091		
	Above 10 years	173	3.28	.662	.091		
First aid appliances	Below 1 year	53	1.54	.585	.080	4.113	0.007*
	1 -5 years	34	1.75	.522	.040		
	6 -10 years	50	1.48	.580	.082		
	Above 10 years	173	1.79	.641	.110		
Grievance handling procedure	Below 1 year	53	2.02	.794	.109	36.198	0.000*
	1 -5 years	34	2.53	.825	.142		
	6 -10 years	50	2.32	.794	.112		
	Above 10 years	173	3.28	.766	.058		
Recreation facilities	Below 1 year	53	1.52	.577	.044	2.094	0.101
	1 -5 years	34	1.74	.618	.106		
	6 -10 years	50	1.42	.538	.076		
	Above 10 years	173	1.57	.605	.083		
Library	Below 1 year	53	1.73	.572	.043	12.147	0.000*
	1 -5 years	34	1.76	.496	.085		
	6 -10 years	50	1.88	.558	.079		
	Above 10 years	173	2.25	.515	.071		
Accident benefits	Below 1 year	53	1.86	.0584	.044	53.320	0.010*
	1 -5 years	34	2.44	.746	.128		
	6 -10 years	50	2.04	.727	.103		
	Above 10 years	173	3.19	.878	.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 10 years	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 10 years	173	3.30	.911	.125		
Family relief	Below 1 year	53	1.94	.683	.052	70.684	0.015*

schemes	1 -5 years	34	2.62	.652	.112		
	6 -10 years	50	2.32	.683	.097		
	Above 10 years	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 10 years	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. However, the mean value of the respective variables indicates, the employees whose years 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 of 2.049 respective to the recreation facilities indicates that there is no significant difference ($p > 0.05$) between the years of service and the awareness on the facility provided by NLC India Limited.

2.3. FACTOR ANALYSIS

TABLE-5: KMO AND BARTLETT'S TEST

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		0.737
Bartlett's Test of Sphericity	Approx. Chi-Square	1077.841
	Df	120
	Sig.	.000

TABLE-6: ROTATED COMPONENT MATRIX

	Component		
	1	2	3
Uniforms	.828		
Regular health check-ups	.803		
Lounge	.783		
Recreation facilities	.767		
Education facilities	.710		
Ambulance facility		.754	
Library		.624	
Grievance handling procedure		.586	

Medical facilities GH Lunchrooms		.460	.444
Creche		-.460	.610
Canteen facilities			.568
Housing facility			.566
Transportation facility			.467
Facilities for sitting		.798	
First aid appliances		-.784	

The factor 1 is strongly correlated with uniforms (0.828), regular health check-ups (0.803), lounge (0.783), recreation facilities (0.767) and educational facilities (0.710) provided by NLCIL.

Factor 2 is more correlated with ambulance facility (0.754), library (0.624), grievance handling procedure (0.586), medical facilities in GH (0.460), facilities for sitting (0.798) and first aid appliances (-0.784) provided by NLCIL.

Factor 3 is correlated with lunchrooms (0.444), creche (0.610), canteen facility (0.568), housing facility (0.566) and transportation facility (0.467).

2.4. REGRESSION

ANALYSIS TABLE-7:

MODEL SUMMARY

MODEL	R	R SQUARE	ADJUSTED R SQUARE	STD.ERROR OF THE ESTIMATE
1	.983	.965	.965	.75894

TABLE-9: ANOVA

MODEL	SUM OF SQUARES	DF	MEAN SQUARE	F	SIG.
Regression	4891.579	4	1222.895	2123.13	0.000
Residual	175.676	305	.576		
Total	5067.255	309			

F value is 2123.134 and p value is significant at 1% level. It indicates that, there is a significant relationship between the independent variables and a dependent variable.

TABLE-8: RELATIONSHIP BETWEEN THE LINEAR COMBINATION OF THE VARIABLES AND EMPLOYEE SATISFACTION

MODEL	UNSTANDARDIZED COEFFICIENTS		STANDARDIZED COEFFICIENTS	T	SIG.
	B	STD.ERROR	BETA		
(Constant)	34.158	.043		792.443	0.000*
Factor 1	3.151	.043	.778	72.977	0.000*
Factor 2	1.670	.043	.412	38.675	0.000*
Factor 3	1.764	.043	.436	40.863	0.000*

The table shows that, the calculated t-value of 72.977, 38.675, 40.836 to the respective three factors mentioned are significant. Thus, all the factors positively affects the employees satisfaction.

Factor 1 is most important and have greater effectiveness towards the employees satisfaction, as it has the highest betavalue (unstandardized and standardized). Factors 2 and 3 are very close to each other, so it does not give a great difference in the effectiveness.

2.5. WEIGHTED AVERAGE METHOD

TABLE-9: ANALYSIS OF 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

The welfare measures provided by NLC India Limited increases the employees performance and results in better achievements followed by enhancing the loyalty towards work.

3. FINDINGS

- Company have been successful in grievance handling.
- Majority of employees are satisfied with the uniforms provided and the company have been successful in providing stitching charges for all the employees.
- 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.
- Maximum employees have responded positively towards most of the welfare measures provided by the company.

4. CONCLUSION

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 welfare facilities may directly influence the employees productivity. Once this relationship is established, it can lead to high level of satisfaction. Based on the study of welfare measures in NLC India Limited, it is clear that the company is very keen in promoting all the welfare measures among its employees. The objective of this study is achieved by finding the awareness and satisfaction level of employees and their opinion towards the facilities provided. Majority of employees are satisfied with the overall welfare facilities.

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