“Re-engineering of Indian Economy-Opportunities & Challenges” On 24th October 2013

EMPLOYEES SATISFACTION & WELFARE MEASURES
A CASE STUDY WITH SPECIAL REFERENCE TO
DON BOSCO COLLEGE OF ARTS & SCIENCE,
SOGATHUR, DHARMAPURI

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Introduction to study-

Every individual has certain needs and motives which he/she wants to fulfill. Any job which fulfills their needs and motives give him satisfaction. There are some situational factors responsible for job satisfaction. The important causes of job satisfaction are wage incentive systems, the work environment, length of working hours, behavior of the supervisor, security, scope for promotion and recognition of merit. Besides proper evaluation of work, impartial behavior and social relationship with co-workers etc. are also contributory factors.

The term welfare proposes many ideas, meanings and connotations, such as the state of well-being, health, happiness, prosperity and the development of human resources. As a total concept of welfare, it is a desirable state of existence involving physical, mental, moral and emotional well-being.

The social concept of welfare implies the welfare of man, his family, and his community. Welfare is called a relative concept, for it is related to time and space. Changes in it have an impact on the system of welfare as well. Welfare is also a positive concept. In order to establish a minimum level of welfare, it demands certain minimum acceptable conditions of existence, biologically and socially.
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The employee welfare schemes can be classified into two categories viz. statutory and non-statutory welfare schemes. The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. These include provisions provided in industrial acts like Factories Act 1948, Dock Workers Act (safety, health and welfare) 1986, Mines Act 1962. The non–statutory schemes differ from organization to organization and from industry to industry.

It is a comprehensive term including various services, benefits and facilities offered to employees by the employer. Through such generous fringe benefits, the employer makes life worth living for employees. The welfare amenities are extended by in addition to normal wages and other economic rewards available to the employees as per legal provisions. The significance of welfare measures were accepted as early as 1931 when the Royal Commission on Labor stated, the benefits are of great importance to the worker which he is unable to secure by himself. The schemes of labor welfare may be regarded as a wise investment because these would bring a profitable return in form of greater efficiency.

Objectives of study

The study has been designed with the following objects

✓ To know awareness about the concept of “Employee Welfare”
✓ To know employees welfare strategies in Don Bosco College.
✓ To give suggestions to improve the labour welfare measures in the company.
✓ Ensure continuous development of human Resources.
✓ To maintain good relationship between the management and workers.

Importance of study-

- It enables employees to have a richer and more satisfying life.
- It helps to boost up employee morale.
- To promote employees welfare measures like recreation Facilities.
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- To helps to improve the goodwill & public image of Company

Limitations of study-

- The information is collected by 80 employees only.
- The investigation access to the staff was limited due to the shift system.
- Information received from the respondents neither may not be accurate. So the received information will not give a true and fair view of the actual position.
- Due to time constraint, the research work has been undertaken within the stipulated time of 2 weeks
- Due to time limitation, sample size for the project study is limited to only 80 laborers.

Scope of the Study

The study "Employee Welfare measures provided by Don Bosco College, Dharmapuri, Tamilnadu has thrown light to the welfare measures of employee who marks in the organization. This study wills help the top management to improve their labour welfare measures in favorable for employees of Don Bosco College. The Study covers the whole organization is taken into consideration and the survey is conducted among the workers through the Questionnaire.

Research Methodology

Research Design

A Research design is simply the framework or plan for a study. The design may be a specific presentation of the various steps in the process of Research. For this descriptive design was used. Descriptive research includes survey and fact finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs, as it exists at present. In this method the researcher has no control over the variables. He / She can only report what has happened and what is happening.

Type of research:
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Descriptive study is a Statistical to identify or in a situation. Descriptive help in generating on which further may be based.

**SOURCE OF THE DATA:-**
The researcher had collected both primary & secondary data for the research.

**Primary**
For collecting the primary data, the questionnaire method was employed. Each respondent was given a questionnaire and they answered it and returned back in two weeks’ time.

**Secondary**
For secondary data the researcher depends on various company records, websites and journals etc.

**TOOLS FOR ANALYSIS**
- As the data being primary and secondary, it was collected by supplying questionnaires to the staff. Questionnaire was designed in such a way that it covers all the aspects of the problem under the study and to know the general information about the respondents. The questions included were closed ended and hence keeps the respondents on the subject and is relatively objective. Utmost care was taken to see that the questions are simple and unambiguous.
- Different statistical tools used for analysis of collected data are:
  - Simple Percentage analysis, ANOVA, Correlation and Regression

**Classification of Labour Welfare Work**
The classification of labour welfare is based on dividing industrial welfare measures into three categories.

1. **Statutory**
Statutory welfare is the product of the coercive power of the government. Statutory stipulations compel employers to implement welfare schemes. The government enacts rules in regard to labour welfare in order to enforce the minimum standard of health and safety of the workers. Employers have to observe the rules relating to working conditions, hours of work, hygiene, safety, light, ventilation, sanitation etc. Government has increased the statutory control of labour welfare.

Voluntary welfare includes all those activities which employers undertake for their workers on a voluntary basis. There are some social organizations, which also undertake voluntary welfare work. Mutual welfare is undertaken by the workers themselves. Some trade unions also undertake the responsibility of workers welfare. Labour welfare is also classified under intra-mural activities, and extra-mural activities. The former include services provided inside the factory premises, and the latter include services and amenities outside the factory.

### Welfare Facilities

- Sanitary and Hygiene facilities
- Rest facilities
- Medical Facilities
- Transportation Facilities
- Recreational and Cultural facilities
- Personnel Counseling
- Social Security Measures

The social security (minimum standards) convention (No.102) adopted by the ILO in 1952 defines the nine branches of social security benefit: They are

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2. Unemployment benefit
3. Family benefit
4. Maternity benefit
5. Invalidity benefit

REVIEW OF LITERATURE

Report of National Commission on Labour (2002), Government of India, made recommendations in the area of labour welfare measures which include social security, extending the application of the Provident Fund, gratuity and unemployment insurance etc. Shobha, Mishra & Manju Bhagat, in their “Principles for Successful Implementation of Labour Welfare Activities”, stated that labour absenteeism in Indian industries can be reduced to a great extent by provision of good housing, health and family care, canteen, educational and training facilities and provision of welfare activities.

A. Sabarirajan, T. Meharajan, B.Arun (2001) analyzed the study on employee welfare in Textile industry. The study shows that 15% of the employees are employees are satisfied with their welfare measures. 39 % of the employees is average with their welfare measures. 16% of them are in highly dissatisfied level. This study throws light on the impact of welfare measures on QWL among the employees of textile mills in Salam district.” While describing the Welfare in Indian INDUSTRIAL SECTOR, A.J.Todd (1933) was analyzed that the labour welfare is the voluntary efforts of the employers to establish, within the existing industrial system, working and sometimes living and cultural conditions of the employees beyond what is required by law, the custom of the industry and the conditions of the market.

V. V. Giri National Labour Institute(1999-2000), a fully funded autonomous body of the Ministry of Labour, it was conducted action-oriented research and provides training to grass root level workers in the trade union movement, both in the urban and rural areas, and also to officers dealing with industrial relations, personal management, labour welfare, etc.
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In the view of K.K. Chaudhuri, in his “Human Resources: A Relook to the Workplace”, states that HR policies are being made flexible. From leaves to compensations, perks to office facilities, many companies are willing to customize policies to suit different employee segments.

Conventions and Recommendations of ILO (1949) sets forth a fundamental principle at its 26th conference held in Philadelphia recommended some of the measures in the area of welfare measures which includes adequate protection for life and health of workers in all occupations, provision for child welfare and maternity protection, provision of adequate nutrition, housing and facilities for recreation and culture, the assurance of equality of educational and vocational opportunity etc.

A Study done by P.R. China in 2003, Great expectations are being placed on firms to act with increasing social responsibility, which is adding a new dimension to the role of management and the vision of companies. They argue that social welfare activities are strategic investments for firm. They can create intangible assets that help companies overcome entry barriers, facilitate globalization, and outcompete local rivals. They are simple contribution, topic contribution, collaboration with non-profit organizations or government organizations, and establishment of corporation charity fund. Future research on corporate citizenship would be strengthened in philanthropic strategy and management.

COLLEGE PROFILE

Dharmapuri is the most backward district of Tamilnadu both economically and educationally. In the centenary year of the presence of Don Bosco in India (2006), the Salesian Province of Chennai, Tamilnadu deemed it to fit to offer its services establishing Vazhikatti (Extension Service) initially and later, higher education in Dharmapuri, Tamilnadu in order to uplift the rural and backward youth of this area. Permission was obtained from the Government and the University by the initiative of Rev. Fr. Johnson Antonysamy, the then Rector (Secretary /Correspondent) and Rev. Fr. C.M. Varghese, the then Principal. The first and
only minority institution for boys and girls under Periyar University was established in June 2007. The college is situated in Sogathur Adhiyaman bypass road, 3 kms away from Dharmapuri, Tamilnadu.

The college commenced with 5 undergraduate courses. They are B.Sc. [Computer Science], BCA, B.Sc. Mathematics [CA], B.Com [CA] and BBA [CA] with full intake, which is allowed by the university. Strength of the first batch was around 250 students. In the second year more UG courses and PG courses have started. First PG course in the college was MSW (Master of Social Work) and B.Com, BSc [Physics], B.Sc. [Digital Print Media] have started in the second year (2008). B.Sc. Digital Print Media is mainly for printing and creative work like banner, flux, vinyl boards etc. Don Bosco College is the only college offering this B.Sc. [DPM] course in Periyar University. In 2009, two more UG courses have started; they are B.Sc. Chemistry and B.A English. In the year 2010, second PG - MSc. Mathematics has started.

In the year 2011, 3 more PG courses have started. They are M.Com, MSc. Computer Science, and MA English. In 2012, the college has started MSc. Physics and M.Phil. [Computer Science] .Now the strength of the college is 2450. Don Bosco College is very familiar in Periyar University, Salem, Tamilnadu for sports championship. Don Bosco College students have Continuously won 4 university hockey championships, won 3 times volley ball championships and won 2 ball badminton championships both boys and girls and runners up in several other matches. There are many national (Form II), State & District players (Form III) in the college. There is 80 teaching staff and 20 non-teaching staffs are working in this college.

Motto of the Don Bosco College is “Mens Sana, in corpore sano” – A healthy mind in a healthy body. “Excellence and Empowerment” is the goal of the college.

Questions
The researcher asked the questions regarding to the following:

- Satisfaction towards Community development provided by the college
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- Satisfaction about the quality of Food provided in the canteen
- Satisfaction towards Transport facility provided by the college
- Response towards recreational facilities provided by the college
- Response towards Provident fund facility provided by the college
- Response towards Rest room & Lunch room provided facility by the college

FINDINGS

1. All of the employees are involved in trade union.
2. Majority of the employees i.e., 55.6% have above 10 years of experience, 44.44% have 5-10 years of experience and nobody has below 5 years’ experience.
3. 33.33% of the employees come under below 5000 category. 26.66% belongs to Rs.5000-10000 and 40% belongs to above 10000 categories.
4. 41.11% of the respondents are not satisfied with the drinking water facilities provided by the college. 20% are satisfied with the drinking water facilities and 38.88% are highly satisfied with the drinking water facilities.
5. Majority of the employees are highly satisfied with the transport facilities provided by the college. Only 11.11% are not satisfied with the transport facilities.
6. In the case of canteen facility 55.56% of the employees are highly satisfied, 22.22% are satisfied where as another 22.22% are not satisfied with the canteen facility.
7. 18.88% of the respondents thinks the leave facility provide by the college is good, where as 51.11 % thinks it is average and 30% have the opinion that it is poor.
8. 20% of the respondents consider management employee relationship as the college’s strength. 20% of the respondents consider employee potential and another 60% consider brand name as the company’s strength.

CONCLUSIONS AND SUGGESTIONS

Conclusion:
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1. The employees are very satisfied with intramural facilities.
2. In some areas like extramural facilities there is need of further development in these facilities provided to the employees.
3. In some areas like non-statutory facilities, there is need of make improvement in these facilities.

Suggestions

 Presently the welfare activities are limited to canteen, transport and incentives. Staffs are not aware of any other existing schemes. So, the management should make the staffs aware of all the welfare schemes.
 Proper functioning of the existing welfare schemes is enough to motivate the staffs. Curtailing of existing welfare schemes will boost the disappointment of staffs.
 Management can discuss with staff to improve the welfare schemes
 Improvement of cleanliness and facilities of canteen is needed.
 Improvement of welfare activities help to improve the financial set up of the staffs’. They may help them to improve the standard of living.
 Introduction of better increment schemes.
 Recreation facilities to be improved in order to make staffs more active
 Staffs in the college are average aged, so it will really affect the welfare activities of the college.

RECOMMENDATION

✓ Employee welfare in Don Bosco College, we profound to improve in the field of recreation facilities, maternity benefits, promotion for the staff in the college.
✓ We initiate certain modifications in the field of rest room facilities, service awards and other motivational factors necessary in all departments.
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✓ Betterment is required in the welfare policies, placement of dependents, expiring during services, transfer policies, and disciplinary and appeal rule proceedings.

✓ The employees and cooperative stores which are run by the Extension services, have to change their work as more stationery and other necessary products to be made available to the staff and students.

✓ The management may think of fixing pay scale for experienced staff in tune with the current cost of living and also have to think high salaries for those awarded Ph.D.

Conclusion

❖ From the study on labour welfare measures certain points have been identified that some employees are satisfied and some are not satisfied with the present welfare measures.

❖ But as far as the welfare measures are concerned the college management is following the statutory provisions which are reflected in the “Factories Act 1948”, the existing welfare benefits are effective, which directly motivate the employees in the organization.

❖ Hence taking the global reality, the management may review the problems with a soft mind.

❖ In future, the management can well think of improving the present welfare by consulting with employees. Urgent provisions are to be made regarding the transport, rewards for results, and canteen facilities as general wellbeing of the workers important. Welfare refers to the physical, mental, moral, and emotional wellbeing of an individual. Human resource is the asset of an organization, so they need proper attention.