

EFFECTIVENESS OF EMPLOYEE WELFARE MEASURES IN PUBLIC SECTOR FOR EMPLOYEE JOB SATISFACTION

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Abstract

Welfare measures are having positive and significant effect on productivity of the organization. The welfare facilities will directly influence employee productivity. We are in the track of changing face due to various factors such as liberalization, privatization, globalization and also the recent global economic. So every organization is expected to meet the challenges by reshaping their labour welfare measures. It is found that better working conditions and welfare facilities are made available inside organization. Welfare facilities enable workers to have a richer and more satisfying life. It raises the standard of living of workers by indirectly reducing the burden on their pocket. Welfare means improving, faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. Safety training must be given periodically and the employees who are unaware of safety aspects must be identified and trained. Training for handling of the safety equipment must be given periodically for the employees. This article paper highlights a study on the effectiveness of labour welfare measures the workers at public sector and to create awareness about the welfare measure.

Keywords: Labour, Welfare Measures, Training, Safety equipment, Productivity.

Introduction

The Oxford Dictionary Defines labour welfare as “effort to make life worth living for worker.” Another definition implies that welfare is fundamentally an attitude of mind on the part of management, influencing the method by which management activities are undertaken. The emphasis obviously is on the “Attitude of mind”. In the Encyclopedia of Social Sciences welfare is defined as “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 customers of the industry and the conditions of the market.

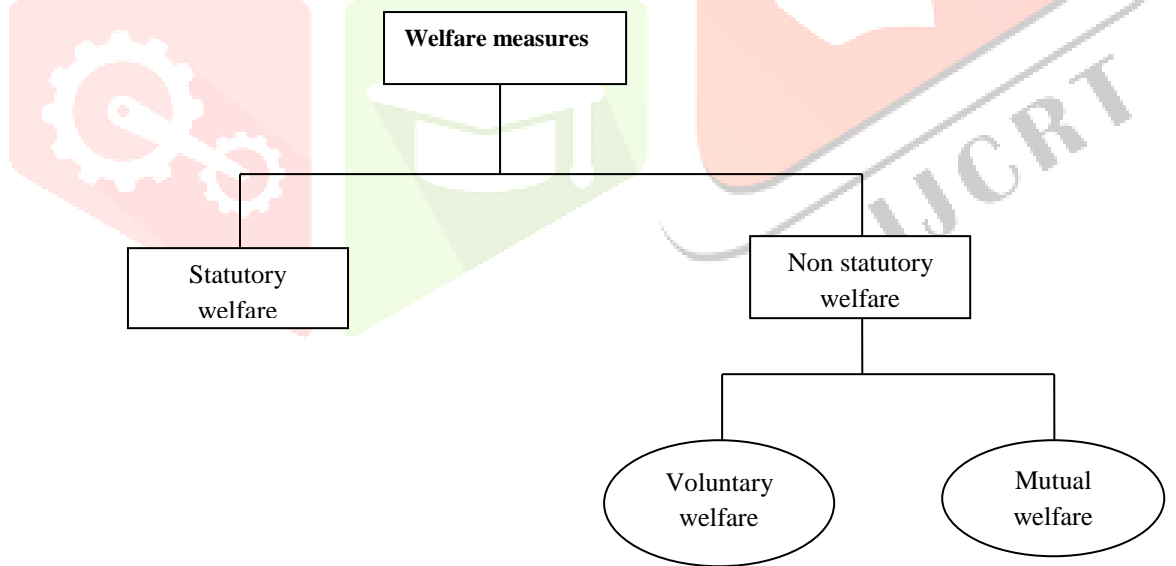
According to the Factories Act,1948, a 'factory' means "any premises including the precincts thereof – (i) whereon ten or more workers are working, or were working on any day of the preceding twelve months, and in any part of which a manufacturing process is being carried on with the aid of power, or is ordinarily so carried on, or (ii) whereon twenty or more workers are working, or were working on any day of the preceding twelve months, and in any part of which a manufacturing process is being carried on without the aid of power, or is ordinarily so carried on; but this does not include a mine subject to the

operation of the Mines Act, 1952 , or a mobile unit belonging to the armed forces of the union, a railway running shed or a hotel, restaurant or eating place."

The Act is administered by the Ministry of Labour and Employment through its Directorate General Factory Advice Service & Labour Institutes (DGFASLI) and by the State Governments through their factory inspectorates. DGFASLI was set up with the objective of advising the Central and State Governments on administration of the Factories Act and coordinating the factory inspection services in the States. It serves as a technical arm to assist the Ministry in formulating national policies on occupational safety and health in factories and docks. It also advises factories on various problems concerning safety, health, efficiency and well-being of the persons at work places.

Welfare is comfortable living and working conditions. Employee welfare means the efforts to make life worth living for workman (Joshi, 1927). Human resources are the most important asset of an organization, and the accounting profession has to assess and record the value and cost of people of an organization.. All measures and activities undertaken by the government, employers and association of workers for improvement of standard of living of workers and promotion of their economic and social well being are called labour welfare. Thus it may be defined as any work for improving the health, safety, and general well being and work efficiency of the workers which improve their health and bring high morale. Welfare work may be classified into two categories, i) Statutory welfare work ii) Non statutory welfare work

Classification of labour welfare measures



Organizations provide welfare facilities to their employees to keep their motivation levels high. 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.

Statutory Welfare Work The statutory welfare schemes include the following provisions:

- **Drinking Water:** At all the working places safe hygienic drinking water should be provided.
- **Facilities for sitting:** In every organization, especially factories, suitable seating arrangements are to be provided.
- **First aid appliances:** First aid appliances are to be provided and should be readily assessable so that in case of any minor accident initial medication can be provided to the needed employee.
- **Latrines and Urinals:** A sufficient number of latrines and urinals are to be provided in the office and factory premises and are also to be maintained in a neat and clean condition.
- **Canteen facilities:** Cafeteria or canteens are to be provided by the employer so as to provide hygienic and nutritious food to the employees.
- **Spittoons:** In every work place, such as ware houses, store places, in the dock area and office premises spittoons are to be provided in convenient places and same are to be maintained in a hygienic condition.
- **Lighting:** Proper and sufficient lights are to be provided for employees so that they can work safely during the night shifts.
- **Washing places:** Adequate washing places such as bathrooms, wash basins with tap and tap on the stand pipe are provided in the port area in the vicinity of the work places.
- **Changing rooms:** Adequate changing rooms are to be provided for workers to change their cloth in the factory area and office premises. Adequate lockers are also provided to the workers to keep their clothes and belongings.
- **Rest rooms:** Adequate numbers of restrooms are provided to the workers with provisions of water supply, wash basins, toilets, bathrooms, etc.

NON STATUTORY SCHEMES Many non statutory welfare schemes may include the following schemes:

- **Personal Health Care (Regular medical check-ups):** Some of the companies provide the facility for extensive health check-up
- **Flexible-time:** The main objective of the flextime policy is to provide opportunity to employees to work with flexible working schedules. Flexible work schedules are initiated by employees and approved by management to meet business commitments while supporting employee personal life needs
- **Employee Assistance Programs:** Various assistant programs are arranged like external counseling service so that employees or members of their immediate family can get counseling on various matters.
- **Harassment Policy:** To protect an employee from harassments of any kind, guidelines are provided for proper action and also for protecting the aggrieved employee.
- **Maternity & Adoption Leave** – Employees can avail maternity or adoption leaves. Paternity leave policies have also been introduced by various companies.

- **Medical claim & Insurance Scheme:** This insurance scheme provides adequate insurance coverage of employees for expenses related to hospitalization due to illness, disease or injury or pregnancy.
- **Employee Referral Scheme:** In several companies employee referral scheme is implemented to encourage employees to refer friends and relatives for employment in the organization.

SOCIAL SECURITY IN INDIA

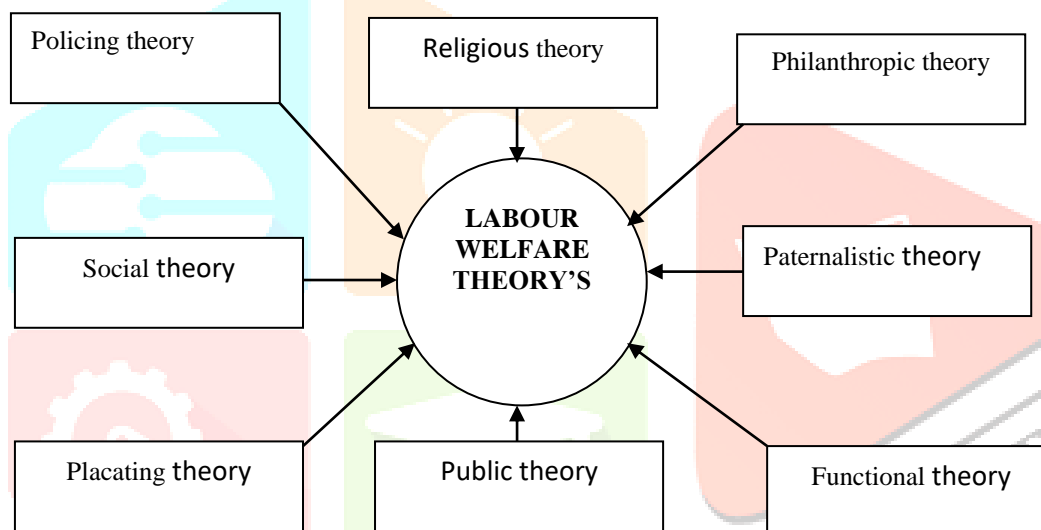
The following legislative measures have been adopted by the government of India by way of social security schemes for industrial workers.

- **Workmen's Compensation Act, 1923** Under the Act, compensation is payable by the employer to workmen for all personal injuries caused to him by accident arising out of and in the course of his employment which disable him for more than three days. If the workman dies, the compensation is to be paid to his dependents.
- **Employee's State Insurance Act, 1948** Under the Act, an insured person is entitled to receive benefits such as medical benefit, sickness benefit, maternity benefit, disablement benefit, dependents benefit, funeral benefit etc.
- **The Employees Provident Funds and Miscellaneous Provisions Act, 1952** The Act has made schemes for three types of benefits namely, provident fund, family person and deposit linked insurance.
- **The Payment of Gratuity Act, 1962** Under the Act gratuity is payable to an employee on the termination of his employment after he has rendered continuous service for not less than five years. The completion of continuous service of five years is, however, not necessary where the termination of the employment is due to death or disablement.
- **The Industrial Dispute Act, 1947** Under the Act, a retrenched worker is entitled to compensation at the rate of 15 days average earning for every completed years of service or part thereof. When the closure of the undertaking is due to circumstances beyond the control of the employer, compensation is limited to the maximum of three months average earnings.
- **Maternity Benefits Acts, 1961** The Act applies to women in factories, mines and other establishments. This Act replaced the Mines Act and it was adopted by most of the states, h does not apply to those covered by the ESI schemes.
- **Coal Mines Provident Fund Bonus Scheme Act, 1948** It applies to workers employed in the coal mines (including the National Coal Development Corporation) earning less than Rs.300 per month, The Bonus scheme applies to all those earning less than Rs.730/- per month in coal mines other than the NCDC and is paid entirely by the employers.
- **The Seaman's Provident Fund Act, 1966** Under this workers contribution of 8 percent with an equal contribution from the employers and are entitled to a full refund on retirement or after 15 years of membership.

- **The Plantation Labour Act, 1951** The benefits statutorily provided under this Act include the provision of drinking water and its conservancy, medical facilities, canteen in the case of 150 or more workers, crèches in case of 50 or more women workers, recreational facilities, umbrellas, blankets and rain coats. Cash benefits in the case of sickness and maternity are also available to the workers as per rules prescribed by the state governments which also lay down qualifying conditions.
- **Employees Family Pension Scheme, 1971** The family pension seeks to provide some monetary relief to the family members of employees, who die in service, that is, before superannuation. In the event of an employee's death his family gets pension on a graded scale depending on the employee's last salary grade.

Theories of Labour Welfare

Seven theories, constituting the conceptual framework of labour welfare, have so far been outlined



The Police theory

The theory is basically meant for making the employees and workers availed with the basic facilities needed. e.g., Drinking water, enough rest and lunch intervals etc. in this approach the government has to introduced the practices to control the exploitation of workers by there employer. e.g., Heavy workload and less payment very small time intervals etc.

The Religious Theory

This theory believes in two key approaches:

- The investment
- The atonement (punishment)

The investment theory explains the welfare benefits provided to worker is the current investment made for future progress. The punishment approach says if the workers are not getting the benefits it is a part of their sins in the past and they need to be punished for that.

Philanthropic Theory

This is a benevolent approach which has a keen interest in giving strategy. Provision for good conditions of work, day care facilities for children, canteens and washing facilities in regard to the employee, rehabilitation of disabled people, working boys/girls hostel facilities, donation to NGO's, rewards to educational intuitions etc. This theory is only encouraged for the well being of the internal and external environment.

Paternalistic theory

In this theory the owner occupier or the employer holds the funds of the industry in a trust. This trust consists of board or trust members and any amount to be spent in favor of the employees and the society is first being taken in discussion. It creates a good moral for the internal and external environment. This theory is also known as the "Trusteeship theory of labour welfare".

Placating theory

This theory mainly responds to the peaceful measures applicable for the workers and employees. Application of this theory is basically meant for the organized and committable enthusiastic. This theory enables the employees to be pleased and obliged with the provided welfare benefits.

Public relation theory

This theory basically focuses on the attraction of goodwill of the industries. In this theory the welfare benefits are directly related to the impression of the industry. Impression with the point of views of internal & external environment e.g. the in-house employees and the visitors.

Functional theory

This theory believes in high productivity or outcome of employees by providing them the welfare benefits. An approach expects the results in the work efficiency & effectiveness on work. This concept is commonly used in nature. Also known as the "efficiency theory of labour welfare".

Principles of Labour Welfare.

- Labour welfare is dependent on certain basic principles, which must be kept in mind and properly followed to achieve a successful implementation of welfare programmes. The Underlying rules of Labour welfare are explained under the following points
- The labour welfare activities should pervade the entire hierarchy of an organization. Management should be welfare-oriented at every level.
- The employer should not bargain labour welfare as a substitute for wages or monetary incentives. In other words, the workers have a right to adequate wages in addition to welfare measures.

- The employer should look after the welfare of his employees as a matter of social obligation. The Constitution of India, in its Directive Principles of State Policy, also emphasizes this aspect of labour welfare.
- Labour Welfare must aim at helping employees to help themselves in the long run. This principle of self-help will enable them to become more responsible and more efficient.

Importance of the labour welfare

Today the labourers /employees part of an organization are given much importance by the management and lot of welfare measures have been included in the corporation pay package, irrespective of the size of the organization. We also see that almost all the Board of Directors of corporation thanking the services of the employees through the annual reports of the corporation.

Necessity of the labour welfare in India

As regards the necessity of the welfare work in India it can be easily released if we look into the conditions of working classes in our country. They have to work for long hours under unhealthy surroundings afterwards have no means to remove the drudgers of their life. Removed from the village community and thrown into a strange and uncongenial environment, they are liable to become easy victims of drinking, gambling and otherwise which tend towards their demoralization and ruin Indian workers regards industrial employment as a necessary evil from which they are eager to escape early as possible. To increase the conditions of their life and work and industrial control is important to the welfare work is therefore greater in India.

Case study on implication of labour welfare measures

Tata the Chairman of the Tata Group from 1938 to 1991, believed that, "to create good working conditions, to pay the best wages to its employees and provide decent housing to its employees are not enough for the industry, the aim of an industry should be to discharge its overall social responsibilities to the community and the society at large, where industry is located." Guided by this mandate, Tata Steel has for decades used its skills and resources, to the extent it can reasonably afford, to give back to the community a fair share of the product of its efforts. It was the first to establish labour welfare practices, even before these were made statutory laws across the world. In 1912 it invited Sidney and Beatrice Webb, the Founders of the London School of Economics, to prepare a Memorandum of Health for the Steel City. The Company also instituted an eight-hour workday in 1912, free medical aid in 1915, a Welfare Department in 1917, leave with pay, Workers Provident Fund and Workmen's Compensation in 1920 and Maternity Benefit for ladies in 1928. With the understanding that the hunger for employment can never be satisfied despite its best efforts, the Company took an enlightened decision to address the needs of those who migrated to its vicinity in search for employment. It first stimulated entrepreneurship and economic development in the Steel City and then reached out to the rural poor, empowering them with the means to create better livelihoods within their own villages. At the same time, Tata Steel also fulfilled their basic need for health care, food security,

education and income generation through the development of rural infrastructure, empowerment and community outreach programmes.

Bharat Heavy Electricals Limited (BHEL) has developed a CSR(Corporate Social Responsibility) Scheme and its Mission Statement on CSR is "Be a Committed Corporate Citizen, alive towards its Corporate Social Responsibility". BHEL's contributions towards Corporate Social Responsibility till date include adoption of villages, free medical camps/charitable dispensaries, schools for the underprivileged and handicapped children, ban on child labour, disaster/natural calamity aid, Employment for handicapped, Widow resettlement, Employment for Ex-serviceman, irrigation using treated sewage, pollution checking camps, plantation of millions of trees, energy saving and conservation of natural resources through environmental management.

CONCLUSION

Labour welfare has become essential because of the very nature of the industrial system. The approach to this problem or movement differs from country to country, according to the degree of development in a particular country. However, the need for labour welfare in some way or the other is realized all over the world because of the socio-economic conditions and problems which the industrial society has thrown up.

The aims 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. Even today there is evidence of humanitarian outlook of some of the employers in many employee-welfare programmes. The recent thinking in labour welfare however is more oriented towards increasing productivity and efficiency of the work people. An outstanding trend today is that it has become a comprehensive concept concerned with the development of the total human personality embracing physical, mental, social psychological and spiritual aspects of the employees well being.

Be that as it may be, well-organized labour welfare efforts can and do solve some of the labour problems that have resulted from industrialization. There may be divergent views about the implementation of labour welfare programmes, about who should undertake responsibility for them and who should bear the cost. But what is invariably called of is sincerity of purpose. However there has been a growing appreciation and acceptance of "utility of welfare work" on the part of employers. As long as this appreciation exists, charity, as one of the motives, cannot undermine the purpose of labour welfare.

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