

EMPLOYEE WELFARE IS THE KEY: AN INSIGHT

Sampangi Ravi, Assistant Professor, Dept. of MBA, Geethanjali College of Engineering and Technology, Cheeryal Village, Keesara Mandal, Medchal District., Hyderabad, Telangana 501301

ABSTRACT:

Employees are undeniably crucial stakeholders who influence organizational effectiveness by stabilizing the tremors caused by business environment. Every organization has an inexplicable role to play in providing welfare facilities to the stakeholders not just monetary but also non-monetary, which go beyond money of which employees are the one who make the cut if prioritized. A satisfied employee is the key ingredient for progress of every organization and the concept of employee welfare was and will always a part of organizational efficiency. These facilities may either be voluntarily provided by the progressive and enlightened employers at their will as a social responsibility towards employee, or laws may compel them to make provision for these facilities by the government and the trade unions. Employees have always been an integral part of an organization and in this study an effort is put to realize the measures implemented to seek employee welfare in service sector by the way of making their work life contented. This paper also draws empirical evidence by studying the impact of welfare measures on the employee's performance in both public and private organizations.

Keywords: Employees, Organization, Performance, Service Sector, Welfare Measures

1. INTRODUCTION:

Representatives invest the majority of the critical energy of their lives in the work environment, remembering this reality association turns into their home far from home. Representatives, Shareholders, Creditors, Suppliers, Government and different partners impact hierarchical viability. Partners are significant for an association; well on the off chance that they are to be organized clearly representatives without a doubt top the rundown. Bringing a look at their development and advancement in different circles they put forth a valiant effort, however, are the associations up to the test of fulfilling the representatives is an unavoidable issue. Workers, representatives, and representatives! What's there in them? Should they truly be viewed by associations? Obviously, it's a central issue in the psyches of various individuals, yet the appropriate response will be a dauntless YES.

The idea of 'Representative welfare' is adaptable and contrasts broadly with times, districts, industry, nation, social esteems, and traditions, the level of industrialization, the general social financial improvement of individuals and political belief systems winning at specific minutes. All in all, the term work, laborer, worker or representative are altogether used to allude to the blue collar human specialists in different businesses and associations. The term welfare alludes to a demonstration of looking for the physical, mental, moral and enthusiastic prosperity of a person. Notwithstanding, the Committee on Labor Welfare (1969) characterized the expression to signify, "Such offices and courtesies as satisfactory bottles, rest and diversion offices, clean and therapeutic offices plans for movement to and from and for the settlement of specialists utilized at a separation from their homes, and such different administrations, pleasantries and offices including standardized savings measures as adding to conditions under which laborers are utilized."

The extramural welfare civilities are given outside the foundation, for example, maternity advantage, social protection measures, sports and social exercises, library or perusing room, leave travel offices, specialists co-agents including purchasers co-agent stores, co-agent credit social orders, software engineers for the

welfare of ladies, youth and youngsters and transport offices, and so forth. Subsequently, representative welfare is extremely thorough and grasps exercises gave by bosses, State, exchange associations and different offices to help specialists and their families to lead an upbeat work life. Welfare measures ought to be given by the associations, regardless of whether open or private segment as it raises the confidence of workers, lessen hazard and instability, take out turnover and non-appearance, and increment the generation and profitability. In this way, enhancing the nature of working life by giving the worker welfare offices would go far in accomplishing the objectives of the association.

2. WELFARE MEASURES IN INDIA:

The essence of the issue of worker welfare, regardless of whether under administrative impulse or something else is to decide the particular parts to be played by the State, the businesses, exchange associations and willful offices. Aside from social duty, the State as a business has the fundamental social obligation of going about as a model boss and to give a wide range of welfare comforts to its specialists. The state may likewise straightforwardly support welfare software engineers in the zones where specialists live. A portion of the measures like general instruction up to the specific stage and general wellbeing are more suitable for the State activity.

It was simply after freedom that the issue of worker welfare was given due consideration when the communist example of society was received for accomplishing different financial objectives of the nation. The Government of India in perspective of improving welfare and prosperity of representatives has set down arrangements for worker welfare under various work laws. One of the imperative laws in such manner, is the Factories Act, 1948 which expounds different arrangements in connection to wellbeing, security, and welfare of representatives, arrangements in regards to working hours including week after week hours, day by day hours, week after week occasions, in regards to work of youthful people, flask offices, emergency treatment, safe houses, restrooms and break rooms yearly leaves with wages and arrangement in regards to work of ladies and youthful people in each association. At last, the Act influences arrangement for the work of Welfare To the officer in assembling associations and administration part too.

In this way, unmistakably the Act makes exceptionally intricate and unambiguous arrangements with respect to the base welfare norms to be trailed by the administration. Be that as it may, setting out the norms alone isn't sufficient. It should likewise to be guaranteed that these arrangements are actualized effectively. The non-execution prompts disappointment of the representatives working in the associations. In India, workers in various associations get the advantage of different welfare offices. The reason for existing is to give them a superior nature of work life and to keep them glad as it impacts the representative execution and hierarchical viability.

3. OBJECTIVES OF THE STUDY:

- 1) To investigate the literature related to the welfare measures and its impact on the employees performance and satisfaction.
- 2) To identify and compare the welfare measures provided in different public and private service sector organizations.
- 3) To study the impact of welfare measures on employee's performance using statistical techniques.

4. REVIEW OF LITERATURE:

The writing identified with the arrangement of welfare plots that impact the worker's fulfillment and effectiveness are talked about in the present paper. An examination by Kumar and Yadav (2002) titled fulfillment level from representative welfare conspires in sugar production lines in Gorakhpur division,

uncovered the general fulfillment level of laborers from welfare plans was low in both the private and State sugar industrial facilities. Further, the laborers in the two divisions positioned the four worker welfare plans as indicated by their significance, which fell in the accompanying request lodging plan, therapeutic plan, trailed by training and entertainment plans. Robinson, Sparrow, Clegg, and Birdi (2006) in an examination recognized the key practices, which were observed to be related to worker engagement. The practices included confidence in the association, want to work to improve things, comprehension of the business setting and the 'master plan', being conscious of and accommodating to partners, readiness to 'go the additional mile' and staying up with the latest with advancements in the field. Joseph et.al. (2009) contemplated in the article calls attention to that the structure of a welfare state lays on its government managed savings texture. Government, managers, and exchange associations have completed a ton to advance the improvement of laborer's conditions.

Patro (2015) in a similar investigation of welfare measures out in the open and private division found that a workers' welfare office is the key measurement to smooth manager representative relationship. These welfare offices enhance the representatives' spirit and steadfastness towards the administration in this manner expanding their joy, fulfillment, and execution. Venkataramana and Lokanadha (2015) directed research with destinations of welfare measures in South Central Railways and its effect on representative fulfillment. The examination finished up on with premise of perceptions are Extra-Mural especially on Sports, Cultural, Library, Reading, Leaves on movement, Welfare Cooperatives, Vocational, Welfare offices to Children and Women, while in Intra-wall painting especially defensive apparel, crèches, restrooms and drinking offices are in poor state to enhance the rate of representative fulfillment.

5. RESEARCH METHODOLOGY:

The present research is an investigation into the different representative welfare measures gave and a correlation is drawn on the worker's observation, working in various open and private area associations of Visakhapatnam region, India. With the end goal of the examination, required measurements were gathered from both essential and auxiliary sources. The essential information was gathered through study strategy utilizing poll technique from the representatives who are working in various administration segment associations' viz., Educational establishments, Medical Centers, and Banks, alongside their perspectives and recommendations. Also, the optional information was gathered from books, diaries, magazines, monographs, proposition, government reports, association sites, and other looking sites.

The motivation behind the investigation was disclosed to the workers, and they were requested to rate the inquiries on a 3-point scale and were guaranteed of classification on their reactions. The poll was dispersed to the representatives (showing staff, nonteaching staff, administrators, agents, bookkeepers, and managers) from both open and private administration parts. Out of which, 60 legitimate reactions from every part were considered for the present examination.

To examine the fulfillment level of the representatives on the arrangement of welfare measures in various open and private administration segment associations, a 3-point scaling method is proposed which ranges from Agree (1), Neutral (2), and Dis-Agree (3). The effect of welfare measures on representative's execution and fulfillment are examined utilizing Pearson Chi-Square measurement test. To test the speculation in regards to the level of criticalness in different welfare measures rehearsed in both open and private administration segment associations, the theory identifies with Null Hypothesis (H₀): There is no huge contrast in regards to the arrangement of different welfare measures on representative's execution, and Alternative Hypothesis (H₁): There is measurably noteworthy distinction in regards to the arrangement of different welfare measures on worker's execution.

6. DATA ANALYSIS AND RESULTS

The workers of different open and private administration division associations are reached for their assessment with respect to the recognition on the welfare measures honed in their associations. The poll comprises of twelve inquiries and each comprises of various choices identified with the inquiry, alongside remarks and recommendations. The conclusion gathered from the representatives depends on the survey is utilized for similar examination and test the theory utilizing SPSS programming. The outcomes and discoveries in regards to the noteworthiness of every welfare measure on the worker's proficiency are talked about underneath wherein an inquiry was advanced to the example chosen i.e. "Has the associations been adequate in giving different welfare measures". The responses of the employees are shown in Table.1.



Table.1. Employee's Responses towards Welfare Measures

Sl. No.	Factor	Organisation	Agree		Neutral		Dis-Agree		Total	
			#	%	#	%	#	%	#	%
1	Housing Facilities	Public	48	80	12	20	0	0	60	100
		Private	8	13	16	27	36	60	60	100
		Total	56	47	28	23	36	30	120	100
2	Education Benefits	Public	46	77	8	13	6	10	60	100
		Private	23	38	25	42	12	20	60	100
		Total	69	58	33	28	18	15	120	100
3	Medical Facilities	Public	41	68	18	30	1	2	60	100
		Private	5	8	14	23	41	68	60	100
		Total	46	38	32	27	42	35	120	100
4	Retirement Benefits	Public	56	93	4	7	0	0	60	100
		Private	2	3	11	18	47	78	60	100
		Total	58	48	15	13	47	39	120	100
5	Work Environment	Public	30	50	12	20	18	30	60	100
		Private	34	57	18	30	8	13	60	100
		Total	64	53	30	25	26	22	120	100
6	Canteen Facilities	Public	37	62	21	35	2	3	60	100
		Private	46	77	12	20	2	3	60	100
		Total	83	69	33	28	4	3	120	100
7	Retention Policies	Public	48	80	7	12	5	8	60	100
		Private	7	12	27	45	26	43	60	100
		Total	55	46	34	28	31	26	120	100
8	Recreation Facilities	Public	19	32	25	42	16	27	60	100
		Private	24	40	24	40	12	20	60	100
		Total	43	36	49	41	28	23	120	100
9	Grievance Handling	Public	37	62	19	32	7	12	60	100
		Private	12	20	17	28	28	47	60	100
		Total	49	41	36	30	35	29	120	100
10	Transport Facilities	Public	35	58	20	33	5	8	60	100
		Private	14	23	16	27	30	50	60	100
		Total	49	41	36	30	35	29	120	100
11	Drinking and Sanitary Facilities	Public	43	72	10	17	7	11	60	100
		Private	44	73	9	15	7	12	60	100
		Total	87	73	19	16	14	11	120	100
12	Other Amenities	Public	37	62	14	23	9	15	60	100
		Private	10	17	34	57	16	27	60	100
		Total	47	39	48	40	25	21	120	100

The engaging investigation and chi-square test is performed to test the huge contrast of the speculation on the arrangement of welfare measures out in the open and private area associations are appeared in table.2.

Table.2. Descriptive Statistics and Chi-Square Test

S. No.	Welfare Indicator	Organisation	Mean	SD	p-value	Significance
1	Housing Facilities	Public	1.200	0.403	65.143*	0.000
		Private	2.467	0.724		
2	Education Benefits	Public	1.333	0.655	18.424*	0.000
		Private	1.817	0.748		
3	Medical Facilities	Public	1.333	0.510	66.769*	0.000
		Private	2.600	0.643		
4	Retirement Benefits	Public	1.067	0.252	100.543*	1.000
		Private	2.750	0.508		
5	Work Environment	Public	1.800	0.879	5.296	0.071
		Private	1.567	0.722		
6	Canteen Facilities	Public	1.417	0.561	3.430	0.180
		Private	1.267	0.516		
7	Retention Policies	Public	1.283	0.613	56.554*	0.000
		Private	2.317	0.676		
8	Recreation Facilities	Public	1.950	0.769	1.173	0.556
		Private	1.800	0.755		
9	Grievance Handling	Public	1.500	0.651	27.302*	0.000
		Private	2.267	0.821		
10	Transport Facilities	Public	1.733	0.756	0.676	0.173
		Private	1.667	0.774		
11	Drinking and Sanitary Facilities	Public	1.400	0.694	0.064	0.968
		Private	1.383	0.691		
12	Other Amenities	Public	1.533	0.747	25.804*	0.000
		Private	2.100	0.656		

5% level of significance

The information exhibited in Table.2 appears there is the measurably critical contrast in seven markers out of twelve. From the above investigation, it is watched that the lodging offices have a noteworthy distinction as it is intriguing to realize that mean score (2.467) of the private area is higher than the mean score (1.20) of open part associations. The arrangement of training benefits has a huge distinction between the representatives as the mean score (1.187) of the private division is more than the mean score (1.333) of the general population part. Another noteworthy distinction is watched with respect to the arrangement of therapeutic offices as the mean score of the private division (2.60) is more than that of general society segment (1.333). Likewise, there is a noteworthy contrast in the arrangement of retirement benefits in both private segments (mean score 2.750) and open part (mean score 1.067). Rehearsing of maintenance approaches additionally has a noteworthy contrast in broad daylight and private segments as the mean scores are 1.283 and 2.317 individually. There is a critical distinction with respect to the grievance treatment of the representatives likewise as the mean scores in private part (2.267) is more than the general population area (1.500). With respect to the arrangement of different conveniences additionally, there is a noteworthy contrast i.e. the mean score of the private segment (2.100) is more noteworthy than the mean score of the general population division (1.533). If there should arise an occurrence of the over seven pointers, the elective theory is acknowledged.

The above examination demonstrate that in both people in general and private administration division associations, in regards to the arrangement of welfare offices like appropriate workplace (1.683, 1.683), cleanliness flask offices (1.417,1.567), diversion offices (1.950, 2.167), transport offices (1.733, 1.400), drinking water and sterile offices (1.400, 1.383) it is watched that there is no factually noteworthy contrast. In this way, the invalid speculation is acknowledged if there should arise an occurrence of the over four welfare markers as these don't demonstrate much effect on the representative's execution and fulfillment.

The welfare measures, for example, lodging offices, retirement benefits, medicinal offices, training benefits, maintenance approaches, grievance taking care of and different courtesies have indicated critical effect on the worker's execution, though workplace, container offices, transport offices, drinking and clean offices have demonstrated no relationship with the representatives in light of the Pearson's chi-square examination in various open and private area associations. Along these lines, welfare measures are considered as basic markers that impact the execution of the representative'. The representative's working in broad daylight area associations are very happy with the welfare measures gave to them when contrasted with those working in private division associations. People in general part offers better representative welfare offices than their workers than those given in private area. Legitimate execution of welfare measures expands the workers' execution and thusly accommodating in the general advancement of an association.

7. CONCLUSION:

The idea of workers is truly as old as human progress. As progress continues ticking so is the part of worker and offices around him in an association. As nationals constitute a nation so are the workers of an association. Ample opportunity has already past that businesses begin understanding that 'No representative - No association' idea is ubiquitous thus associations must put more endeavors in organizing worker needs first. Well the way that representatives have dependably been the way to each authoritative development, the same has been iterated over and over through different speculations by omnipresent eminent scholarly researchers, underscoring their welfare and improvement. The idea of representative welfare has achieved numerous points of reference in enhancing the productivity of representatives since business related issues compliment the low quality of life for workers and a decrease in execution. The Welfare measures are essential for each representative, without welfare measures worker is secluded in the association. The goals of the examination have been accomplished in the wake of directing the important measurable test and results acquired. The associations are urged to be the main impetus with respect to these welfare offices in persuading the representatives and increment their work efficacies.

Impediments are an integral part of any examination, and the present investigation is no special case which incorporates imperative of geological scope since the investigation was directed just in Visakhapatnam locale benefit segment and the outcome explains the perspective of various representatives working at these associations. The private part units need to take vital activities in discovering the worker pre-necessities and start those welfare offices for the accomplishment of specialty units. New plans and offices should supplement the current ones in enhancing the fitness and work-life nature of the representatives by the administration of all associations.

REFERENCES:

- [1] Armstrong, M. (2006). A handbook of Human Resource Management Practice (10th Edition). London, UK: Kogan Page.
- [2] Aswathappa, K. (2010). Human Resource Management. New Delhi, India: Tata McGraw Hill Education Private Limited.
- [3] Coventry, W.F., & Barker, J.K. (1988). Management. International Edition: Heinemann Professional Publishing.
- [4] Government of India. (1969). Report of the Committee on Labour Welfare. India: Ministry of Labour & Employment.
- [5] International Labour Organization. (1963). Asian Regional Conference. Labour laws and legislation, 5-6.
- [6] Joseph, B., Joseph, I., & Varghese, R. (2009). Labour Welfare in India. Journal of Workplace Behavioural Health. 24(1&2), 221-242.
- [7] Lalitha, K., & Priyanka, T. (2014). A Study on Employee Welfare Measures with Reference to IT Industry. International Journal of Engineering Technology, Management and Applied Sciences, 2(7), 191-195. ISSN: 2349-4476.
- [8] Logasakthi, K., & Rajagopal, K. (2013). A study on employee health, safety and welfare measures of chemical industry in the view of Sleam region, TamilNadu, India. International Journal of Research in Business Management. 1 - 10.
- [9] Manzini, H., & Gwandure, C. (2011). The Provision of Employee Assistance Programmes in South Africa Football Clubs. Johannesburg, South Africa: University of the Witwatersrand.
- [10] Mohan, R., & Panwar, J.S. (2013). Current trends in employee welfare schemes in Udaipur Retail Sector. International Journal of Scientific Research Review, 2(2), 45-54.
- [11] Moorthy, M.V. (1968). Principles of Labour Welfare. (1st Edition). Visakhapatnam, India: Gupta Bros. Books.
- [12] Nanda, N., & Panda, J.K. (2013). Challenges and effectiveness of industrial relation environment in Indian Industries study on Rourkela Steel Plant. International Journal of Financial Services and management Research. 2(6), 163-174.

AUTHORS' BIOGRAPHY:

Sampangi Ravi, Assistant Professor, Dept. of MBA, Geethanjali College of Engineering and Technology, Cheeryal Village, Keesara Mandal, Medchal District., Hyderabad, Telangana 501301