

## **A Study on Employee Welfare Measures” with special reference to Indian Oil Corporation Limited, Digboi**

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### **ABSTRACT**

The finding suggests that the employees are satisfied with the facilities provided by the management. The suggestions are that the organization should try to provide certain extra facilities recreation for the worker. Though the canteen facilities are satisfactory there scope for improvement. The present study is carried out to understand the Employee welfare measures and activities undertaken in the organization. It also intends to understand the attitude of employees toward the practices of the organization. The whole organization is presently working in good spirits. It is found that the maximum numbers of workers are quite happy with the activities related to the employees welfare programme out by the organization. The maximum number of respondents is quite satisfied with the environment of the organization.

### **1. INTRODUCTION**

Employee Welfare may be viewed as a total concept, as a social concept and as a relative concept. The total concept is desirable state of existence involving the physical, mental, moral and emotional well-being. These four elements together constitute the structure of welfare.

The social concept of welfare implies the welfare of a person, his family and his community. All these three aspect 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 dynamic and flexible concept and hence its meaning and content differ from time to time, region to region, industry to industry and country to country depending upon degree of industrialization. Employee Welfare implies the setting 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 to good work life, family life, social life.

The management of Indian Oil Corporation Limited, Digboi has taken lots of care for keeping the plant, office, surrounding and working environment neat and clean. A well laid out drainage system exist in the company as provided by inspectors. Adequate ventilation for the circulation fresh air and sufficient lighting in every office and every department has been provided. The management has provided fans, air coolers in various places such as canteen, office and work place. Latrines, urinals, spittoons have been provided in various place of the company. Suitable washing facility also has been provided in the company and also suitable arrangement for sitting, first aid boxes of small and large size is also provided. The management also provides some medicines which are available to the workers around the clock. The management of the company also provides a full fledged canteen for the employees at low price.

As a part of company's afford to contribute to the national objectives of family welfare and family planning. Co-operative credit society has been set up. The management of the company gives loan to the worker and deposits their earnings. Through the credit management, the employees get housing/vehicle loan etc. The company pays annual productivity bonus to the workers. The workers of the company on their retirement or death will be entitled to the benefits receive from the company and also from the lice group gratuity trust. In case of death, benefits will be given to the nominees after the death certificate is produced. A committee appointed by the government of India in 1959 to examine the employees welfare activities the existing, divide the entire range of the welfare activities into three groups. Welfare work within precinct act of an establishment like medical aid, crèches, canteen, supply of drinking water etc. It means that welfare activities are undertaken within the boundary of establishment.

Welfare work outside present establishment provision for both indoor and outdoor recreation, housing, adult education etc. Social security measures etc. A resolution passed by the international employee conference at its 39<sup>th</sup> session in June 1956 has enumerated some of these amenities. These are

- Feeding facilities in and near to undertaking
- Rest and recreation facilities
- To-and-fro transportation to work place. Where transportation is inadequate or impracticable.
- Workers co-operative store, co-operative tariff.
- Vocational training for depending of workers.

## **2. NEED FOR THE STUDY**

- To study and understand the welfare activities provided in the company.
- To evaluate the system of welfare measures practice.
- The concept of welfare cannot be viewed in isolation because it is concern with the betterment of the workers' health and proper working conditions which motivate them to contribute the maximum to the production of the organization.
- To evaluate that employees of IOCL are satisfied or not by the facilities are provided by the organisation.
- To study and analysis whether Indian Oil Corporation Limited is giving proper welfare facilities to its employees to run in a path of profit.
- To evaluate that employees of IOCL are satisfied or not.
- To make an attempt to critically analysis various concepts of the Employee welfare, legislation and its impact on the organisation.

## **3. OBJECTIVES OF THE STUDY**

The topic title "A study on Employees Welfare Measures" with special reference to "Indian Oil Corporation Limited", Digboi has been carried out with the followings objectives

## **4. SCOPE OF THE STUDY**

- To understand the employee welfare measures at Indian Oil Corporation ltd.
- To analyze the welfare measures that has been adopted.
- To find the strategy used for adopting the welfare .

- To find whether the welfare measures are being put into action.
- To find whether the employees are satisfied with the welfare measures provided to them.

## **5. LIMITATIONS OF THE STUDY**

- The study is confined only to Indian oil corporation limited, Digboi and not to its subsidiaries elsewhere.
- The findings are based on the view of 130 respondents only. Hence the finding to be generalized.
- The study is conducted from 2<sup>nd</sup> Jan 2014 to 20<sup>th</sup> march 2014. Hence findings may not reflect in future.
- Data collection was difficult give to the constraints of illiteracy and unnecessary fears as an aspect of job security thus the conduct of work was carries on with the help of available information.
- The time is the major constraint for in depth analysis of the study.
- Though the scope of the subject is wider but the study is limited to one organisation only.
- If no. of respondents will be better will be the reliability of the study.

## **6. METHOLODOLOGY OF THE STUDY**

The adaptation of a proper methodology is an essential and important step in conducting any survey or research study.

Descriptive studies are under taken in many circumstances. When the researcher is interested in knowing the characteristics of certain groups in knowing the proportion of people in a given population who behave in a particular manner or determining the relationship between two or more people.

## **7. DATA COLLECTION TOOLS**

We come across innumerable numerical figures, called data, in our day to day life. For example, when we find information about the storage level of water in a dam or the quality of inflow of water into the dam. These numerical facts are recorded at regular time intervals in order to know about their future trend. The data collection may be huge in size and so a scientific method is needed to handle them in order to derive purposeful information. Data are of two kinds.

1. Primary data and
2. Secondary data

### **PRIMARY DATA**

Primary data is collected in the form of opinions of the workers on different welfare, by serving questionnaires, personal interviews, observation and experiments investigates a particular problem at hand.

### **SECONDARY DATA**

The secondary data is collected through various records, report publication and other supportive documents of the organization.

### **AREA OF STUDY**

Employees from different departments:

1. Production
2. Quality assurance
3. Store
4. Canteen
5. Quality control department
6. Marketing department
7. Security surviving

### **SAMPLE SIZE**

From the finite population a sample size 130 has been chosen for the questionnaire interview on the basis of simple random sampling. The sample has been framed in a logical manner.

### **QUESTIONNAIRE DESIGN**

The questionnaire framed for the study is a structure where all the questions are predetermined before conducting the survey. The form of questionnaire is of both closed and open-end types of questions are of

Dichotomous scale (yes /no)

Linker 5-point scale (h.s,s.n.d,h.d)

The questions in the questionnaire were arranged in a sequential manner, which help the researcher to get as apt answer from the respondents.

The questionnaire is framed in a clear manner such that it makes the respondents to understand and answer the questions easily. It has been designed in such a way that it is short, simple and precise. The questions are arranged in a logical manner.

### **TOOLS USED FOR ANALYSIS**

1. Percentage analysis
2. Graphical analysis

### **STATISTICAL TOOLS**

Percentage analysis

Number of respondents

Formula percentage=  $\frac{\text{Number of respondents}}{\text{Total number of respondents}} \times 100$

Total number of respondents\*100

Chi – square

Two way anova

**DATA ANALYSIS AND INTERPRETATION**

**RESPONDS REGARDING THE ACTIVITIES RELATED TO EMPLOYEE WELFARE PROGRAMS PROVIDED BY ORGANIZATION.**

SL. NO.	RESPONSE	RESPONDENTS	PERCENTAGE
1.	Excellent	45	20.00%
2.	Very good	39	30.00%
3.	Good	26	34.61%
4.	Poor	20	15.39%
	TOTAL	130	100%

**TABLE NO 1**

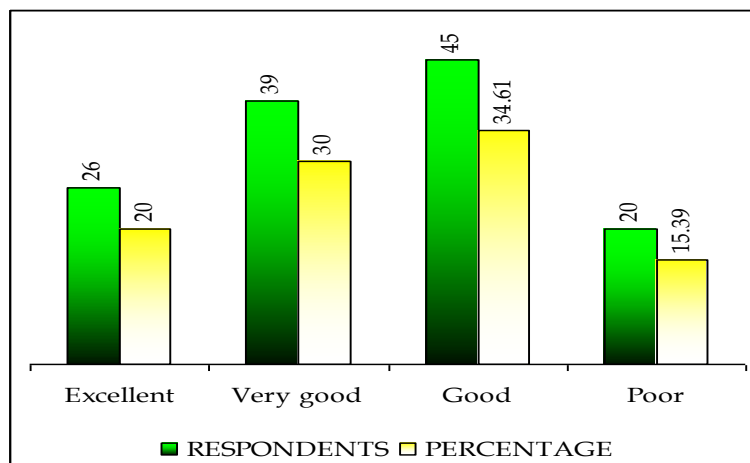
**ANALYSIS**

From the above table, we can observe that out of 130 respondents 34.6% employees are rated good the activities related to employees’ welfare program but 15.39% employees rated poor to employees welfare program.

**INTERPRETATION**

From the response received by the employees, it is clear that the organization is carried out good employee welfare activities. But they should take necessary steps on the welfare activities opined as poor by respondents for the better improvement of the employees’ welfare. However the satisfaction levels of the IOCL employees have been found to be good

**RESPONDS REGARDING THE ACTIVITIES RELATED TO EMPLOYEE WELFARE PROGRAMS PROVIDED BY ORGANIZATION**



**FIG 1**

**RESPONSE REGARDING ENVIRONMENT OF THE ORGANIZATION**

SL. NO.	RESPONSE	RESPONDENTS	PERCENTAGE
1.	Excellent	27	37.70%
2.	Very good	49	20.76%
3.	Good	45	34.62%
4.	Poor	9	6.92%
	Total	130	100%

**TABLE NO 2**

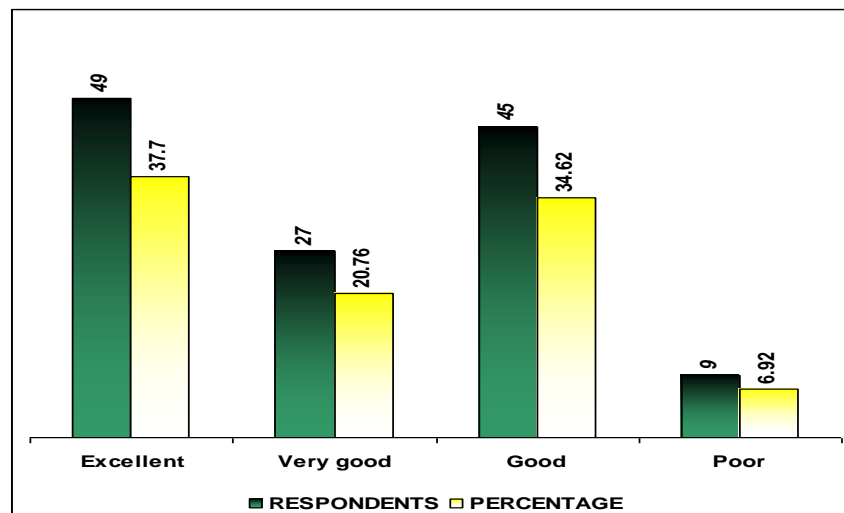
**ANALYSIS**

From the above table, more than 37% employees opinioned that the work environment of the organization is excellent but only a negligible employees i.e., 7% employees opinioned that the work environment is poor of the organisation.

**INTERPRETATION**

From the response received by the employees about the work environment of the organization. It is clearly that 37.70% employees are strongly felt the work environment is excellent and 34.62% employees are agreeing well. In IOCL (AOD) the most of the employees are strongly agree that the work environment is excellent.

**RESPONSE REGARDING ENVIRONMENT OF THE ORGANIZATION**



**FIG 2**

**EMPLOYEES OPINION TOWARDS THE BASIC AMENITIES / FACILITIES LIKE TOILET, DRINKING, WATER, REST ROOM, LIBRARY ETC.AT THE WORK PLACE**

SL. NO.	RESPONSE	RESPONDENTS	PERCENTAGE
1.	Excellent	24	18.46%
2.	Very good	38	29.23%
3.	Good	41	31.54%
4.	Poor	27	20.77%
	TOTAL	130	100%

**TABLE 3**

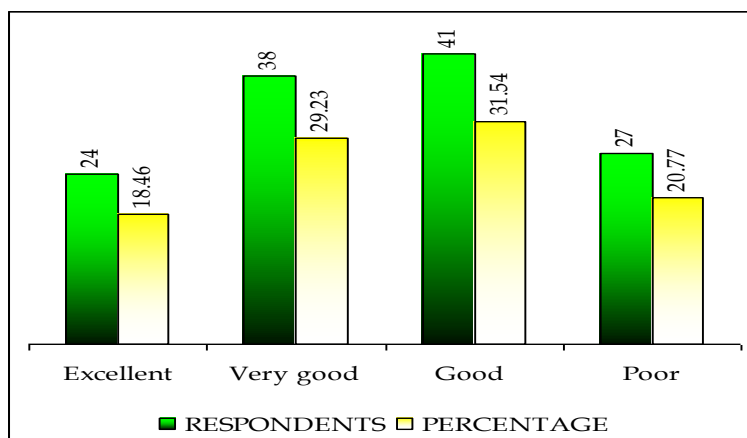
**ANALYSIS**

Nearly 79% employees opinioned that the basic amenities / facilities are good at the work place but 20.77% employees opinioned that these facilities are not good at the work place.

**INTERPRETATION**

From the response received by the employees about the basic amenities / facilities like drinking water, rest room etc., at the work place is good. Organization provided good amenities at the workshop to the employees

**EMPLOYEES OPINION TOWARDS THE BASIC AMENITIES / FACILITIES LIKE TOILET, DRINKING, WATER, REST ROOM, LIBRARY ETC**



**FIG 3**

**COMMENT ON MANAGEMENT’S PARTICIPATION WITH THE EMPLOYEES ON WORK ENVIRONMENT RELATED ISSUES**

Sl.No.	RESPONSE	Respondents	Percentage
1.	Excellent	23	17.69%
2.	Very good	54	23.08%
3.	Good	30	41.54%

4.	Poor	23	17.69%
	Total :	130	100%

**TABLE NO 4**

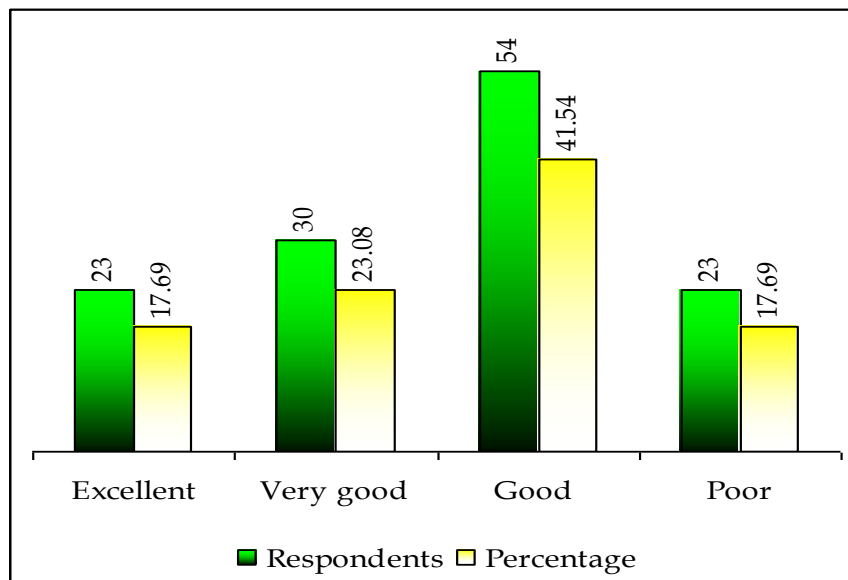
**ANALYSIS**

From the above table almost 42% employees opinioned that managements’ participation with the employees on work environment related issues is good but more than 17% employees said that it is poor.

**INTERPRETATION**

From the response received by the employees about the management’s participation with the employees on work environment related issues is good to the employees.

**COMMENT ON MANAGEMENT’S PARTICIPATION WITH THE EMPLOYEES ON WORK ENVIRONMENT RELATED ISSUES**



**FIG 4**

**MANAGEMENT’S ENDEAVOR FOR PROVIDING ADEQUATE TRAINING ON RELEVANT JOB RELATED AREAS FOR IMPROVEMENT**

SL.NO.	RESPONSE	RESPONDENTS	PERCENTAGE
1.	Excellent	24	18.46%
2.	Very good	35	26.92%
3.	Good	47	36.16%
4.	Poor	24	18.46%
	Total	130	100%

**TABLE NO 5**

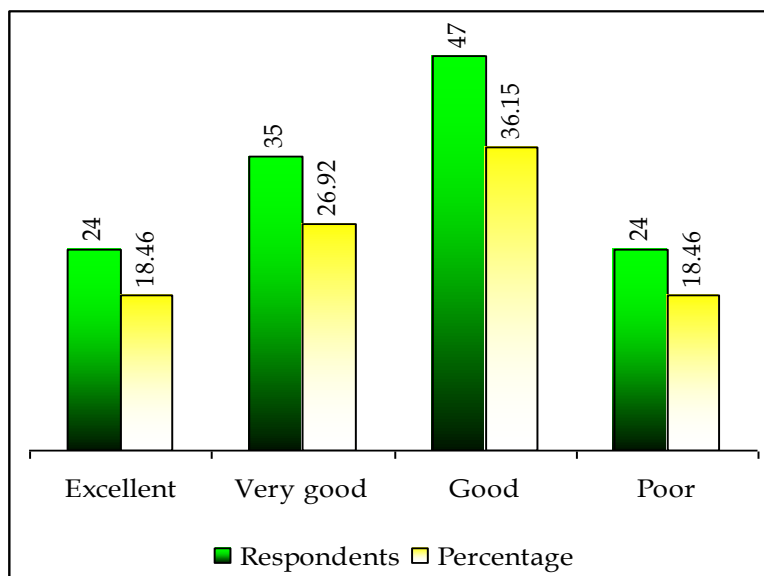
**ANALYSIS**

From the above table more than 36% employees opinioned that management’s endeavor for providing adequate training on relevant job related areas for improvement is good but almost 19% Management’s endeavor for providing adequate training on relevant job related areas for improvement is poor.

**INTERPRETATION**

From the response received by the employees about the organization’s endeavor for providing adequate training on relevant job related areas for improvement is good to the employees.

**MANAGEMENT’S ENDEAVOR FOR PROVIDING ADEQUATE TRAINING ON RELEVANT JOB RELATED AREAS FOR IMPROVEMENT**



**FIG 5**

**OPINION TOWARDS THE COMMUNICATION SYSTEM PROVIDING ADEQUATE TRAINING ON RELEVANT JOB RELATED AREAS FOR IMPROVEMENT**

Sl.No.	RESPONSE	RESPONDENTS	PERCENTAGE
1.	Excellent	43	22.30%
2.	Very good	29	30.00%
3.	Good	39	33.08%
4.	Poor	19	14.62%
	Total	130	100%

**TABLE NO 6**

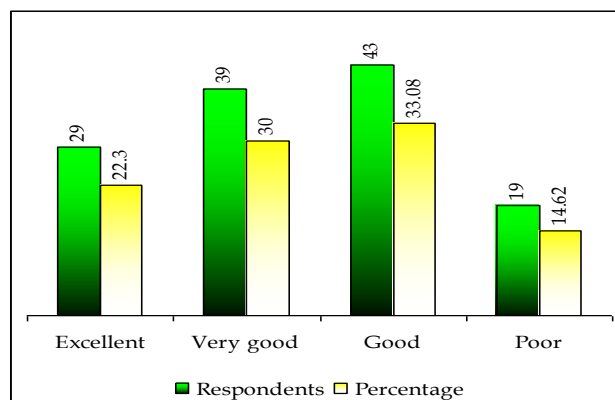
**ANALYSIS**

Nearly 85% employees opinioned that the communication system providing adequate training on relevant job related areas for improvement is good but almost 15% employees opinioned that the communication system providing adequate training on relevant job related areas for improvement is poor.

**INTERPRETATION**

From the response received by the employee about the communication system provided at the work place is good to the employees. Organization provides good communication system for the employees.

**OPINION TOWARDS THE COMMUNICATION SYSTEM PROVIDING ADEQUATE TRAINING ON RELEVANT JOB RELATED AREAS FOR IMPROVEMENT**



**FIG 6**

**RESPONSE REGARDING THE COMMUNICATION SYSTEM PROVIDED AT YOUR WORK PLACE**

SL.NO	RESPONSE	RESPONDENTS	PERCENTAGE
1.	Excellent	37	28.46%
2.	Very good	51	39.23%
3.	Good	40	30.77%
4.	Poor	2	1.54%
	Total	130	100%

**TABLE NO 7**

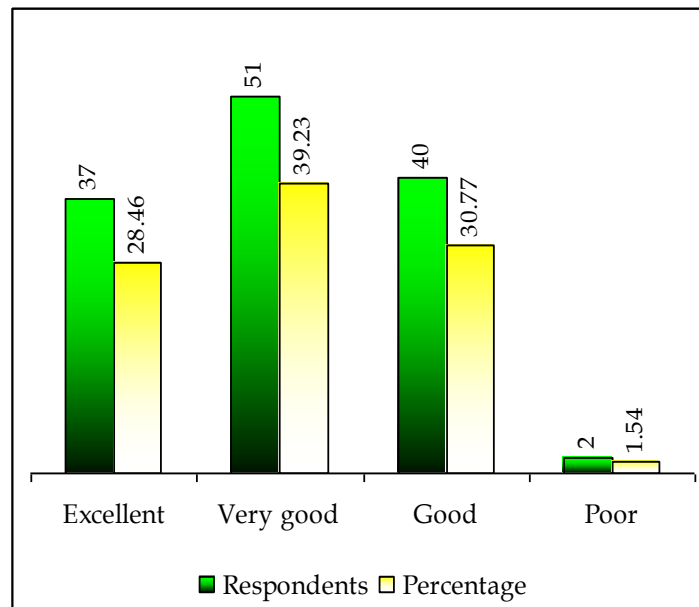
**ANALYSIS**

From the above table almost 98% employees opinioned that towards the communication system provided at your work place is good but we can neglect the dissatisfaction level of 2% which is very low.

**INTERPRETATION**

From the response received by the employees about the timely disbursement of their claims loan / advances etc. ,the facilities are very good for them.

**RESPONSE REGARDING THE COMMUNICATION SYSTEM PROVIDED AT YOUR WORK PLACE**



**FIG 7**

**8. FINDINGS**

While doing my project on “Employee Welfare Measure” In Indian Oil Corporation Limited, Digboi, I have set certain objectives to prove and found.

The following things are:-

- This workshop provides all welfare facilities according to the Factories Act. Employees over here are very powerful in taking about measures that provided for better welfare. Workers over here are utilizing all the benefits they are getting in the organization for their official use. The workshop does not face any problem due to welfare facilities provided. Most of the superior offices get better welfare as compare to the office staffs.
- It is found that the maximum numbers of workers are quite happy with the activities related to the employees welfare programme out by the organization.
- The maximum number of respondents is quite satisfied with the environment of the organization.
- Most of the respondents are satisfied with the management’s participation with the employees on work environment related issues.

- It is found that maximum numbers of respondents are highly satisfied with work environment of the organization.
- The numbers of respondents are quite satisfied with training and development programmes provided by organization to its employee in order to improve their skills.
- It is found that the numbers of respondents are quite happy with the communication system provided at the work place.
- The numbers of respondents are quite happy with the canteen facilities provided by the organization to its employee.
- It is found that security surveillance system of the organization is good and the respondents satisfied with that.
- Most of the employees are satisfied with the transport facilities provided by the organization. Only a few employees are not satisfied by the transport facilities.

## **9. SUGGESTIONS**

- Improvement of infrastructural facilities as a whole for the workshop and for the Employee's regarding basic facilities.
- Perfection for provide quality of commodities through ration store and canteen.
- Improvement regarding the medical facilities, ASSAM OIL DIVISION operation system and infrastructure should be upgraded.
- Provision of better food and beverages checking the quality and quantity of the food served appointing a Canteen Management Committee.
- The Welfare Inspector should be always present at the workshop to look after the facilities of the workers.
- The safety equipment's are to be replaced time to time whenever required.
- The department head had to send their employees to attend the training sessions whenever conduct.
- The organisation should be improve the recreation facilities.
- Security surveillance system of the organisation should be improve.
- Quality of food of the canteen should be improve. At the same time the surrounding of the canteen kitchen should be maintained with neat and clean.

## **10. CONCLUSION**

Employee welfare implies the setting up of minimum desirable standards and the provision of facilities like health, food, clothing, housing medical assistance, education, job security, recreation etc. such facilities enable the worker and his family to lead to a good work life, family, life, social life. Indian Oil Corporation limited is located in the Easter part of India in the state of Assam located in Tinsukia District. Though the analysis and interpretation of the employee's welfare measures provided in the company, it has been found that maximum of the employees are satisfied with the welfare facilities in the organization and they utilize it to a certain extent. The finding suggests that the employees are satisfied with the facilities provided by the management. The suggestions are that the organization should try to provide certain extra facilities recreation for the worker. Though the canteen facilities are satisfactory there scope for improvement. The present study is carried out to understand the Employee welfare measures and activities undertaken in the organization. It also intends to understand the attitude of employees toward the practices of the organization. The whole organization is presently working in good spirits. Toward the end of the study it is clear that all the employees' covers under welfare activities in Indian Oil Corporation

limited are satisfied with the benefit available in the welfare activities. So from the survey it is clear that employees' welfare activity useful to all the employees who cover welfare activities. Because every industrial worker has to face some common hazards and risks. Since an individual worker cannot save much from his earning to meet contingencies. So this benefit help him to cover come such type of hazards and risks.

**11. REFERENCE**

<b>NAME OF THE BOOK</b>	<b>NAME OF THE AUTHOR</b>
[1] PERSONNEL MANAGEMENT	C.B.MAMORIA
[2] EMPLOYEE WELFARE	A.M. SHARMA
[3] Human resource management	P. SUBBA RAO
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[5] Human Resource Management	C. B. GUPTA