

**A study on employees' welfare facilities in SAIL refractory company Ltd,
Salem**

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Abstract

The study was conducted in order to find out welfare measures provided to employees by the SAIL Refractory Company Ltd., The study reveals the various Labour Welfare Measures and the level of satisfaction and dissatisfaction of the employees with respect to the measures provided by the company. This report would stand as one of the powerful input for the company to find out whether the welfare measures has reached employees and their opinion about it i.e., especially at operational level. So, that the company can take necessary steps in order to satisfy their workers and which in turn increase the productivity, earn profit and achieve their objectives.

Key Words: Labour, Welfare Measures, Satisfaction, SAIL

1.1 Introduction

The National commission on labour observes that the concept of Welfare is necessarily dynamic, bearing a different interpretation from country to country and from time to time, in the same country, according to its value system, social institution, degree of industrialization and general level of social and economic development. The directive principles of state policy in our constitution refer generally to the promotion of the welfare of the people.

In its resolution of 1947, the ILO defined Labour Welfare as such services, facilities and amenities as adequate canteens, rest and recreation facilities, arrangement for travel to and from work and for the accommodation of workers employed at a distance from their houses and such

other services. Amenities and facilities as contribute to improvements in the conditions under which workers are employed.

1.2 Definition of the Labour Welfare

Sharma (1981) stated that, labour welfare is, according to the Encyclopedia of social science defines it as, the voluntary effort 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 the law, the customs of the industry and the condition of the market.

1.3 Statement of the Problem

The research titled as study on Employees' welfare measures in SAIL Refractory Company Limited, Salem. In this project the researcher to know the employees welfare measures provide in the SAIL Refractory Company Limited and to study the various dimensions of labour welfare measures as perceived by the worker and to the perception of the respondents regarding the various labour welfare provide to them and to suggest suitable measures to enhance HRD intervention used in improve the welfare facilities. The study satisfaction level of various employees towards welfare measures in in SAIL Refractory Company Limited, Salem.

1.4 Importance of the Study

Every organization wants to improve the labour productivity. To improve labour productivity must be motivated and improve the labour welfare schemes. Labour welfare measures improve the efficiency and promote high morale of the employees. These helps to promote reduce the labour force and reduce the level of absenteeism.

1.5 Scope of the Study

The concept of welfare is necessarily dynamic, having a different interpretation from country to country and from time to social institution, degree of industrialization and general level of social and economic development. Even within the country its content may be different from region. The study of various report and various works, concludes that the following activities are

generally includes the Housing, medical, educational facilities, Nutrition (including the provision of canteens), Facilities for rest and recreation, Provision of sanitary accommodation, Social insurance measures undertaken voluntarily by employers alone or jointly with workers including sickness, maternity benefit scheme, provident fund, gratuities and pension, etc. Statutory Welfare Provision includes washing facilities, Facilities for sitting, Facilities for storing and drying clothing, First aid appliances, Shelter, rest room and lunch rooms, Canteen facilities, Facilities of crèches. Voluntary Welfare Measure has certain employers especially in the organized sector of industry, who have promised a wide variety of welfare amenities and services to their employees. A brief account of such welfare measures given as Educational facilities, Medical facilities. Transport facilities, Housing facilities, Recreational facilities.

1.6 Objectives of the Study

1. To study the employees' profile at SAIL Refractory Company Ltd.
2. To study the Internal Welfare Facilities provided at SAIL Refractory Company Ltd.
3. To study the External Welfare Facilities provided at SAIL Refractory Company Ltd.

1.7 Research Methodology

1.7.1 Research Design

A research design is collection and analysis of data in a manner, which is relevance to the research purpose with economy in procedure. The design adopted for the study is descriptive in nature.

1.7.2 Sampling

Sampling is that part of statistical practice concerned with the selection of an unbiased or random subset of individual observations within a population of individuals intended to yield some knowledge about the population of concern, especially for the purposes of making predictions based on statistical inference. Sampling is an important aspect of data collection.

1.7.3 Sources of Data

Both primary and secondary data were used to this study. The primary data collected by through a well-designed questionnaire and interview schedule method is adopted. Secondary data collected from books, journals, magazines, company profile, and web portals.

1.7.4 Sampling Techniques

The convenient sampling technique has been used for this study.

1.7.5 Sampling size

The sample size is 90 out of total employees of 300.

1.8 Review of Literature

The Report of the Committee on Labour Welfare (1969) Includes under it “such services, facilities & amenities as adequate canteens, rest & recreation facilities, sanitary & medical facilities, arrangements for travel & from work & for the accommodation of workers employed at a distance from their homes and such other services, amenities and facilities including social security measure as contribute to improve the conditions under which worker are employer”. National Commission (1969) the report of this commission was appointed in 1966 had reviewed many aspects of labour welfare in India such as exciting of labour. Legislative measures available to protect their interest level of living and various welfare facilities viz. health and medical facilities, canteen, crèches, housing, transportation, recreational provision of family planning and adult education etc., were studied in detail. For this purpose it had studied manufacturing industries, mining, plantation and agricultural sectors. It had reviewed the existing welfare facilities in rural areas also.

National Commission (1972) “In conjunction with the passage in 1970 of the occupational safety and health act congress established a national commission undertake a compensation laws in order to determine if such provide an adequate, prompt, equitable system of compensation. The work in hand is the result of the mandated study and evaluation”. Pete Alcock (2005) “this book presents a comprehensive analysis of the detachment of British men from paid employment over

the last 20 years. It primarily consists of research conducted at the Centre for Regional Economic and Social Research at SheffieldHallam University between 1997 and 1999. The research is presented from a number of perspectives with authors from economics, statistics, political science, sociology, and social policy backgrounds”.

1.9 Analysis and Interpretation

Table No: 1.1

Employees Satisfaction Level wise Classification

Welfare Activities	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Salary	18.9	34.4	45.6	1.1
Allowances	20.0	37.8	36.7	5.6
Bonus	8.9	53.3	32.2	5.6
Incentives	16.7	31.1	40.0	12.2
Advances	46.7	36.0	23.3	0.0
Loan	47.8	28.9	23.3	0.0
Leave facilities	61.1	20.0	17.8	1.1
Increment	12.2	52.2	35.6	0.0
Promotion	3.3	30.0	63.3	3.3
Transfer	11.1	21.1	60.0	7.8
Drinking water	43.3	33.3	15.0	8.3
Toilet facility	36.7	50.0	11.1	2.2
Sanitation facility	30.0	38.9	30.0	1.1
Canteen	74.5	12.2	11.1	2.2
Medical facility	40.0	37.8	21.1	1.1
Grievance redressed	48.9	30.0	21.1	0.0
Safety measures	84.4	7.8	5.6	2.2

Training and development	14.4	32.2	47.8	5.6
Working environment	65.6	12.2	20.0	2.2
Transfer facility	25.6	61.1	3.3	10.0

Table No: 1.2
Statistics of Sub-Factors of Welfare Facilities

Factors	N	Mean	Std. Deviation	Std. Error Mean
Drinking Water	90	4.27	.776	.082
Toilet	90	4.21	.727	.077
Washing and Bathing	90	3.73	.747	.079
Rest Room	90	3.02	.887	.093
Canteen Facility	90	3.86	1.012	.107
Medical Facility	90	3.21	.868	.091
Parking Facility	90	3.18	.592	.062
Grievance Facility	90	3.28	.794	.084
Working Hours	90	3.94	.433	.046
Safety Measures	90	3.93	.469	.049
Lighting	90	3.61	.682	.072
Training and Development	90	2.56	.809	.085
Working Environment	90	3.41	.886	.093

It is evident from the table 4.2.3 that the mean value score is comparatively higher in case of Drinking water facilities, Toilet facilities, Working hours and Safety measures. Hence, it is concluded that Drinking water facilities, Toilet facilities, Working hours and Safety measures are important for employees and it is the predominant Sub-factors of pay and allowances in SAIL Refractory Company Ltd.

1.10 Findings

- Majority 45.6 per cent of the respondents are Dissatisfied with getting salary and 34.4per cent respondents only Neutral with the salary.
- Majority 37.8 per cent of the respondents are Neutral with Allowances.
- Majority 53.3 per cent of the respondents are Neutral with providing Bonus.
- Majority 40 per cent of the respondents are dissatisfied with Incentives.
- Majority 46.7 per cent of the respondents are satisfied with Advances.
- Majority 47.8per cent of the respondents are satisfied with their Loans.
- Majority 61.1per cent of the respondents are Satisfied with their company Leave days.
- Majority 52.2per cent of the respondents are Neutral with the Increments.
- Majority 63.3per cent of the respondents are dissatisfied with Promotional activities provided by the company.
- Majority 60per cent of the respondents are dissatisfied with Transfers.
- Majority 50per cent of the respondents are satisfied with Toilet facility and 36.7per cent of peoples are highly satisfied.
- Majority 43.3per cent of the respondents are highly satisfied and satisfied in Drinking water facility.
- Majority 38.9per cent of the respondents are Neutral in Rest Room facility.
- Majority 47.8per cent of the employees are satisfied in Canteen facilities of the company.
- Majority 37.8per cent of the employees are Neutral in Medical facilities of the company.
- Majority 48.9per cent of the respondents are Satisfied with companies Grievances Redressals policy.
- Majority 47.8per cent of the respondents are dissatisfied with Training and Development progrmmes provided by the company.
- Majority 65.6per cent of the respondents are satisfied with Working Environment.

1.11 Conclusion

The study reveals that majority of the employees are neutrally Satisfied with the monetary benefits and Satisfied with the Working conditions as well as Welfare facilities. Employee's satisfactory level can be enhanced by improving the facilities regarding dust and Fumes control, latrines and urinal facility, cleanliness of the canteen and the quality of food in the canteen. Rest Rooms, Quarters, Transport facilities for employees, and finally educational facilities for employees' children can be provided.

The report is based on the 'Labour Welfare Measures' provided by SAIL Refractory Company Ltd, to their employees. The industry has provided many benefits and facilities, to their employees. And this report would surely be useful to the management to know about the opinion of the employees.

Through this report, the management can also take any remedial measures to necessary and to motivate the employees. Based on employees only an organization can increase its productivity, earn profit and reach its objectives. So, there for any concern can succeed only through the employees who are the main assets of an organization and not through the technology, experts and specialists alone.

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