

# INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT

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**A STUDY ON EMPLOYEE WELFARE MEASURES AT VST TILLERS TRACTORS LIMITED, BANGALORE**

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**ABSTRACT**

*The present study has made an attempt to identify welfare measures and satisfaction level of employees about the welfare measures adopted at VST Tillers Tractors Limited, Bangalore. The basic purpose of employee welfare is to enrich the life of employees by providing them decent and congenial work environment. The company provides welfare facilities like canteen facilities, medical facilities, working environment, maternity leave, safety measures, wash rooms and lunch room facilities etc. The present study reveals that most of the employees are aware about the facilities provided by the company and satisfied.*

**KEYWORDS**

welfare measures, satisfaction, work environment, vst tillers, tractors limited, enrich life.

**INTRODUCTION**

Labour welfare occupies a significant place in the industrial and economic development of a nation. It is an important facet of industrial relations because, a happy and satisfied employee is an asset for the organisation. Labour welfare work aims at providing such service facilities and amenities which enable the workers employed in an organization to perform their work in healthy congenial surrounding which in turn leads to good health and high morale. Labour welfare is a comprehensive term including various services, benefits and facilities offered by the employer. Through such generous fringe benefits the employer makes life worth living for employees. The welfare amenities are extended in addition to normal wages and other economic rewards available to employees as per the legal provisions.

Welfare facilities enable workers to have a richer and more satisfying life thus increasing the standard of living. Welfare is a comprehensive term and refers to the physical, mental, moral and emotional well-being of an individual. In order to get the best out of a worker in the matter of production, working condition is required to be improved to a large extent. The work place should provide reasonable amenities for the worker's essential need.

The welfare measures have more relevance in creating a life and work environment for the decent comfort of working class and the directive principles of state policy in our constitution have very significantly highlighted the need for securing just and humane conditions of work for this vital segment of the community.

**STATEMENT OF THE PROBLEM**

An organisation is influenced by various human resources factors. The labour welfare measure is one of the factors penetrating into the life of employees who are working in the small as well as large scale organisations, government as well as private organisations, domestic as well as international companies. This study explores the employees' labour welfare measures adopted by VST Tillers and Tractors Limited, Bangalore. It also studies the employee view about the labour welfare measures in the organisation. It covers every dimension of work including economic reward, security, working conditions and interpersonal relationship. Thus, the goal of this study was to gain knowledge about "Employee Welfare Measures" – A study with special reference to VST Tillers and Tractors Limited, Bangalore.

**SCOPE OF THE STUDY**

The Scope of the study is to find out how far the existing welfare schemes cater to the requirement of the employees of VST Tillers and Tractors Ltd. The study will be able to throw light on the dark spots where it needs some sort of improvement in the welfare scheme that has been implemented. The purpose of the study is to measure the employee's attitude regarding the welfare measures provided by the company.

**OBJECTIVES OF THE STUDY**

1. To study the existing welfare facilities provided to the employees by VST Tillers and Tractors Ltd, Bangalore.
2. To know the employees opinion about the present welfare facilities.
3. To study the satisfaction of workers towards the present welfare facilities.
4. To offer suggestions to improve the standard of Labour welfare measures in the Organisation.

**RESEARCH METHODOLOGY**

The first and foremost step in the research process consists of problem identification.

Once the problem is defined, the next step is the research design becomes easier. The research design is the basic framework, which provides guide line for the rest of the research process. The research designs the methods of collection of data collection and analysis.

**SAMPLING DESIGN**

The technique that is used is questionnaire method. Through the percentage graphs are prepared.

The survey is done on employees of VST Tillers and Tractors Ltd.

The sample size for the proposed study = 50

**SOURCES OF DATA COLLECTION**

Both primary and secondary data has been collected for the study.

**PRIMARY DATA**

Primary data are those collected specifically by or the data user. Primary data for the study is only from the internal sources were approached. The data was collected through questionnaires.

**SECONDARY DATA**

The secondary data is another source for the collection of data from various books, previous office records, through internet from different ways such as yahoo, Google etc.

**TOOLS AND TECHNIQUES APPLIED FOR THE JUSTIFICATION OF THE STUDY**

The tools used for the purpose of collecting the primary data are questionnaires with about 18 questions. Weighted Average method and Chi-Square tests are also applied to draw inferences about welfare measures and satisfaction of employees.

**LIMITATIONS OF THE STUDY**

1. Since the study is limited to only some employees of VST Tillers and Tractors Ltd, the result cannot be generalized to whole organization.
2. Because of time constraint, it is not possible to cover the entire population of VST Tillers and Tractors Ltd.
3. Information provided by the company/employees may not help in making decision accurately
4. There is further scope for study.



**DATA ANALYSIS**

The questionnaires containing about 18 questions were issued for 50 employees in the company i.e., VST Tillers and Tractors Limited and the data was collected and analysed with the help of tabular and graphical representation of facts.

**TABLE 1.1: THE DETAILS OF NO. OF YEARS OF WORK EXPERIENCE OF THE EMPLOYEES IN VST**

No. of Years of Service	No. of Employees
0 Years- 5 Years	12
5 Years- 10 Years	10
10 Years-15 Years	13
More than 15 Years	15

**INFERENCE**

From the sample of 50 employees, majority of the employees have maximum number of years of experience.15 i.e., around 30% of employees have an experience of more than 15 years.

**TABLE 1.2: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE WORKING ENVIRONMENT**

Satisfaction Level	No. of employees
Highly Satisfied	7
Satisfied	36
Averagely Satisfied	7
Dissatisfied	0
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the working environment in the organisation. Majority of the respondents are satisfied and the above analysis shows that 36 respondents i.e., 72% of respondents are satisfied with the working environment prevailing in the organisation.

**TABLE 1.3: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE MEDICAL BENEFITS**

Satisfaction Level	No. of employees
Highly Satisfied	3
Satisfied	35
Averagely Satisfied	12
Dissatisfied	0
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the medical benefits provided by the organisation for the employees and their families. Majority of the respondents are satisfied and the above analysis shows that 35 respondents i.e., 70% of respondents are satisfied with the working environment prevailing in the organisation.

**TABLE 1.4: THE DETAILS OF MATERNITY LEAVE PROVIDED BY VST**

Particulars	No of Employees
Yes	50
No	0

**INFERENCE**

The company provides maternity leave which is of great help to female employees.

**TABLE 1.5: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE WORKING HOURS**

Satisfaction Level	No of employees
Highly Satisfied	8
Satisfied	25
Averagely Satisfied	17
Dissatisfied	0
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the working hours of the organisation. Majority of the respondents are satisfied and the above analysis shows that 25 respondents i.e., 50% of respondents are satisfied with the working hours of the organisation.

**TABLE 1.6: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE SITTING ARRANGEMENT**

Satisfaction Level	No Of employees
Highly Satisfied	5
Satisfied	35
Averagely Satisfied	10
Dissatisfied	0
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the sitting arrangements in the organisation. Majority of the respondents are satisfied and the above analysis shows that 35 respondents i.e., 70% of respondents are satisfied with the sitting arrangements in the organisation.

**TABLE 1.7: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE CONVEYANCE ALLOWANCE**

Satisfaction Level	No of employees
Highly Satisfied	0
Satisfied	42
Averagely Satisfied	8
Dissatisfied	0
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the conveyance allowance offered by the organisation. Majority of the respondents are satisfied and the above analysis shows that 42 respondents i.e., 84% of respondents are satisfied with the conveyance allowance offered by the organisation.

**TABLE 1.8: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE LEAVE POLICY**

Satisfaction Level	No of employees
Highly Satisfied	3
Satisfied	25
Averagely Satisfied	22
Dissatisfied	0
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the leave policy of the organisation. Majority of the respondents are satisfied and the above analysis shows that 25 respondents i.e., 50% of respondents are satisfied with the leave policy of the organisation.

**TABLE 1.9: THE DETAILS OF INCREMENTS PROVIDED BY VST**

Particulars	No of Employees
Yes	35
No	15

**INFERENCE**

From the sample of 50 employees, majority of the employees i.e., 35 employees (70%) have responded that they do get increments regularly.

**TABLE 1.10: THE DETAILS OF WASH ROOM/TOILET FACILITY PROVIDED BY VST**

Particulars	No of Employees
Yes	40
No	10

**INFERENCE**

From the sample of 50 employees, majority of the employees i.e., 40 employees (80%) have responded that the organisation provide sufficient number of wash rooms / toilets.

**TABLE 1.11: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE CANTEEN SERVICES**

Satisfaction Level	No of employees
Highly Satisfied	5
Satisfied	25
Averagely Satisfied	17
Dissatisfied	3
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the canteen services provided by the organisation. Majority of the respondents are satisfied and the above analysis shows that 25 respondents i.e., 50% of respondents are satisfied with the canteen services provided by the organisation.

**TABLE 1.12: THE DETAILS OF SATISFACTION LEVEL OF THE EMPLOYEES IN VST ABOUT THE REST ROOM AND LUNCH ROOM FACILITIES**

Satisfaction Level	No of employees
Highly Satisfied	8
Satisfied	27
Averagely Satisfied	15
Dissatisfied	0
Highly Dissatisfied	0

**INFERENCE**

The satisfaction levels of the employees are responding positively about the rest room and lunch room facilities provided by the organisation. Majority of the respondents are satisfied and the above analysis shows that 27 respondents i.e., 54% of respondents are satisfied with the lunch room and rest room facilities provided by the organisation.

**TABLE 1.13: THE DETAILS OF CRÈCHE FACILITY PROVIDED BY VST**

Particulars	No of Employees
Yes	0
No	50

**INFERENCE**

The company does not provide crèche facility.

**TABLE 1.14: THE DETAILS OF FEELING OF SECURITY OF THE EMPLOYEES WORKING IN VST**

Particulars	No of Employees
Yes	45
No	5

**INFERENCE**

From the sample of 50 employees, majority of the employees i.e., 45 employees (90%) have responded that the organisation provides them a feeling of security.

**TABLE 1.15: THE DETAILS OF SAFETY MEASURES PROVIDED BY VST**

Particulars	No of Employees
Yes	50
No	0

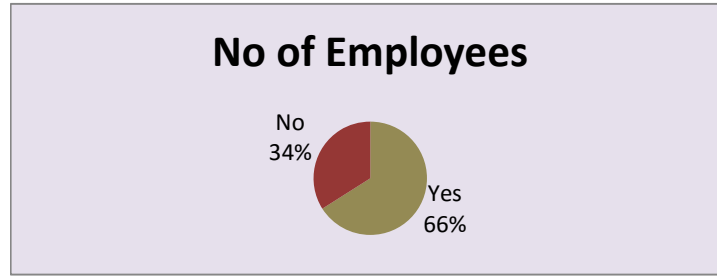
**INFERENCE**

The company takes safety measures for employee safety.

TABLE 1.16: THE DETAILS OF FEELING OF SECURITY AND IMPROVED PERFORMANCE DUE TO EMPLOYEE WELFARE ACTIVITIES PROVIDED BY VST

Particulars	No of Employees
Yes	33
No	17

GRAPH 1: THE DETAILS OF FEELING OF SECURITY AND IMPROVED PERFORMANCE DUE TO EMPLOYEE WELFARE ACTIVITIES PROVIDED BY VST



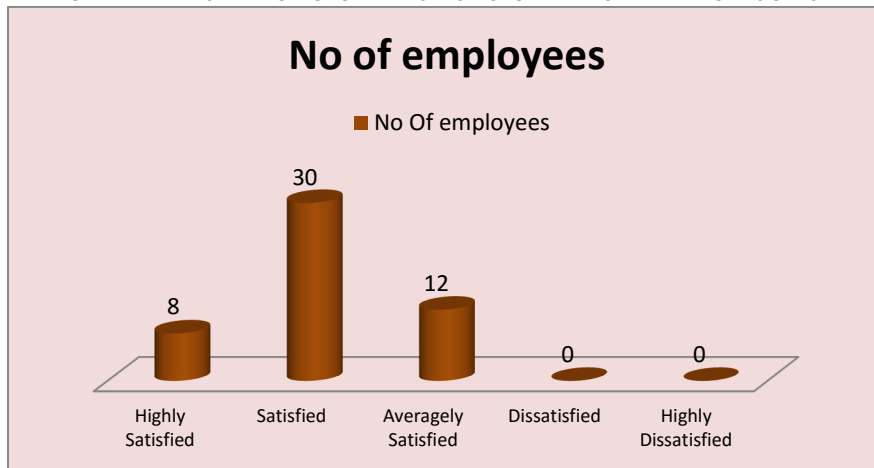
**INFERENCE**

From the sample of 50 employees, majority of the employees have responded positively. 33 employees i.e., 66% of employees have responded that the organisation give them a feeling of safety and help them in improving their performance.

TABLE 1.17: THE DETAILS OF OVERALL SATISFACTION LEVEL OF THE EMPLOYEES OF VST

Satisfaction Level	No of employees
Highly Satisfied	8
Satisfied	30
Averagely Satisfied	12
Dissatisfied	0
Highly Dissatisfied	0

GRAPH 2: REPRESENTATION OF OVERALL SATISFACTION LEVEL OF THE EMPLOYEES OF VST



**INFERENCE**

The overall satisfaction levels of the employees are responding positively about the employee welfare measures provided by the organisation. Majority of the respondents are satisfied and the above analysis shows that 30 respondents i.e., 60% of respondents are satisfied with the employee welfare activities of the organisation on the overall basis.

TABLE 1.18: ANALYSIS OF RANKING GIVEN BY RESPONDENTS REGARDING SATISFACTION OF WELFARE MEASURES (Using weighted average method)

Factors / Opinion	Highly Satisfied	Satisfied	Averagely Satisfied	Dissatisfied	Highly Dissatisfied
Work Environment	07	36	07	00	00
Working hours	08	25	17	00	00

**WEIGHTED AVERAGE TABLE**

Rank	Weight	Factors			
		Work Environment		Working Hours	
X	W	X1	X1W	X2	X2W
1	5	7	35	8	40
2	4	36	144	25	100
3	3	7	21	17	51
4	2	0	0	0	0
5	1	0	0	0	0
Total		50	200	50	191
Calculated Weight		4		3.82	
Rank		1		2	

Calculated Weight =  $\sum XnW / \sum Xn$ .

**INFERENCE**

From the above table it is inferred that the employee ranks work environment followed by working hours.

TABLE 1.19: ANALYSIS OF RANKING GIVEN BY RESPONDENTS REGARDING SATISFACTION OF WELFARE MEASURES (Using weighted average method)

Factors	Opinion				
	Highly Satisfied	Satisfied	Averagely Satisfied	Dissatisfied	Highly Dissatisfied
Medical Benefits	3	35	12	0	0
Conveyance Allowance	0	42	8	0	0
Leave Policy	3	25	22	0	0

WEIGHTED AVERAGE TABLE

Rank	Weight	Factors					
		Medical Benefits		Conveyance Allowance		Leave Policy	
X	W	X1	X1W	X2	X2W	X3	X3W
1	5	3	15	0	0	3	15
2	4	35	140	42	168	25	100
3	3	12	36	8	24	22	66
4	2	0	0	0	0	0	0
5	1	0	0	0	0	0	0
Total		50	191	50	192	50	181
Calculated Weight		3.82		3.84		3.62	
Rank		2		1		3	

Calculated Weight =  $\sum XnW / \sum Xn$

INFERENCE

From the above table it is inferred that the employee ranks conveyance allowance followed by medical benefits and leave policy

TABLE 1.20: ANALYSIS OF RANKING GIVEN BY RESPONDENTS REGARDING SATISFACTION OF WELFARE MEASURES (Using weighted average method)

Factors	Opinion				
	Highly Satisfied	Satisfied	Averagely Satisfied	Dissatisfied	Highly Dissatisfied
Canteen Services	5	25	17	3	0
Rest Room and Lunch Room	8	27	15	0	0
Sitting arrangements	5	35	10	0	0

WEIGHTED AVERAGE TABLE

Rank	Weight	Factors					
		Canteen Services		Rest Room and Lunch Room		Sitting Arrangement	
X	W	X1	X1W	X2	X2W	X3	X3W
1	5	5	25	8	40	5	25
2	4	25	100	27	108	35	140
3	3	17	51	15	45	10	30
4	2	3	6	0	0	0	0
5	1	0	0	0	0	0	0
Total		50	182	50	193	50	195
Calculated Weight		3.64		3.86		3.9	
Rank		3		2		1	

Calculated Weight =  $\sum XnW / \sum Xn$

INFERENCE

From the above table it is inferred that the employee ranks conveyance allowance followed by medical benefits and leave policy.

The following Chi-Square test represents relationship between Canteen Services and Employee Satisfaction as a welfare measure at VST Tillers and Tractor Limited.

TABLE 1.21: TABLE SHOWING THE DETAILS OF OBSERVED COUNT AND EXPECTED COUNT OF EMPLOYEE SATISFACTION REGARDING CANTEEN SERVICES

Opinion	Observed Count	Expected Count
Highly Satisfied	5	10
Satisfied	25	10
Averagely Satisfied	17	10
Dissatisfied	3	10
Highly Dissatisfied	0	10

Expected Count:

Mean =  $\sum X/n = 50/5 = 10$ .

Where, X= Observed count and n = Number of opinions

Hypothesis

The null hypothesis is,

Ho: There is no relationship between canteen services and employee satisfaction as a welfare measure at VST.

The alternative hypothesis is,

H1: There is relationship between canteen services and employee satisfaction as a welfare measure at VST.

TABLE 1.22: THE CALCULATION OF CHI-SQUARE TEST STATISTIC REGARDING CANTEEN SERVICES

O	E	2 (O-E)	2 (O-E) / E
5	10	25	2.2
25	10	225	22.5
17	10	49	4.9
3	10	49	4.9
0	10	100	10
Total			44.8

The Chi-Square test statistic:

$$\chi^2 = \sum (O-E)^2 / E = 44.8$$

The degrees of freedom = (n-c) = 5-1 = 4.

Tabulated value of 4 degrees of freedom at 5% level of significance = 9.49 (critical value)

The test statistic 44.8 is > 9.49.

Hence Ho is rejected and H1 is accepted

**INFERENCE**

There is relationship between canteen services and employee satisfaction as a welfare measure in VST.

The following Chi-Square test represents relationship between Leave Policy and Employee Satisfaction as a welfare measure at VST Tillers and Tractor Limited.

**TABLE 1.23: THE DETAILS OF OBSERVED COUNT AND EXPECTED COUNT OF EMPLOYEE SATISFACTION REGARDING LEAVE POLICY**

Opinion	Observed Count	Expected Count
Highly Satisfied	3	10
Satisfied	25	10
Averagely Satisfied	22	10
Dissatisfied	0	10
Highly Dissatisfied	0	10

**Expected Count:**

Mean =  $\sum X/n = 50/5 = 10$ .

Where, X= Observed count and n = Number of opinions

**Hypothesis**

The null hypothesis is,

Ho: There is no relationship between leave policy and employee satisfaction as a welfare measure at VST.

The alternative hypothesis is,

H1: There is relationship between leave policy and employee satisfaction as a welfare measure at VST.

**TABLE 1.24: THE CALCULATION OF CHI-SQUARE TEST STATISTIC REGARDING LEAVE POLICY**

O	E	$\frac{O-E}{E}$	$\frac{(O-E)^2}{E}$
3	10	-0.7	4.9
25	10	1.5	22.5
22	10	1.2	14.4
0	10	-0.3	10
0	10	-0.3	10
<b>Total</b>			<b>61.8</b>

The Chi-Square test statistic

$$\chi^2 = \sum (O-E)^2 / E = 61.8$$

The degrees of freedom = (n-c) = 5-1 = 4.

Tabulated value of 4 degrees of freedom at 5% level of significance = 9.49 (critical value)

The test statistic 61.8 is > 9.49.

Hence Ho is rejected and H1 is accepted.

**INFERENCE**

There is relationship between leave policy and employee satisfaction as a welfare measure in VST.

**FINDINGS OF THE STUDY**

- Most of the employees are satisfied with the preventive activities and safety measures.
- Employees have responded very positively towards the Welfare measures.
- Most of the employees responded to great extent that the welfare measures will affect the motivation and commitment of the employees.
- Most of the respondents are satisfied with the working hours of the organisation
- Most of the respondents feel that welfare measures will be helpful in increasing the performance.
- Maximum numbers of respondents are satisfied with the working environment in the company.
- Most of the respondents feel that the medical benefits provided by the organisation are satisfactory.
- Most of the respondents to great extent think there will be an effect of welfare measures on performance of employees.
- Most of the employees are satisfied with the wash room / toilet facilities provided by the company.
- Most of the employees are satisfied with the canteen services provided by the organisation.
- Most of the employees are satisfied with the lunch room and rest room facility provided by the company.
- The company also provides maternity leave for the welfare of female employees.
- Most of the employees are satisfied with the sitting arrangement in the organisation.
- Most of the employees are satisfied with the conveyance allowance provided by the organisation,
- The company does not provide any overtime allowance as the employees are not made to work overtime.
- Most of the employees are satisfied with the leave policy of the organisation.
- Most of the employees have responded that they get increments regularly.
- The company does not provide crèche facility.
- Most of the employees have responded that the organisation provides them a feeling of security.
- Most of the employees have overall satisfaction about the employee welfare activities of the organisation.
- Work environment is ranked no.1 followed by working hours no.2.
- Conveyance allowance is ranked no.1 followed by medical benefits no.2 and leave policy no.3.
- Sitting arrangement is ranked no.1 followed by rest room and lunch room facilities no.2 and canteen services no.3.

**SUGGESTIONS**

1. Company can improve the quality of work life.
2. Recreation is not given due priority, it may be implemented.
3. The Problems in welfare facilities should be solved.
4. Housing, education, washing facilities may be implemented.
5. New facilities should be added to existing ones and early action may be taken by the management.
6. Employees may be motivated to participate in sports and cultural activities.
7. Working environment may be improved to attract the man power.
8. Loans and advances may be improved which helps the employee for satisfying his/her needs.
9. The company may also provide crèche facility which may help the women employees in concentrating on their work efficiently.
10. The company may initiate such programmes and education for employees that builds confidence and motivates them for excellent performance.

**CONCLUSION**

The Welfare measures are more important for every employee. Without welfare measures an employee cannot work effectively in the organization. Majority of employees are satisfied with the welfare measures. The company should take necessary steps in making it more effective. So that the Employee can do his/her job more effectively. The company can concentrate on the other Non-statutory measures to boost the Employee morale. Operating efficiency of the company is satisfactory. The company maintains good industrial relationship with the employees. VST Tillers and Tractors Limited is the largest manufacturers of power tillers in India. The company continues to be a leader in the power tiller industry with about 45% market share. Hence the management is making it possible a better place to work. Every organisation has to take efforts to find out what the employees want and what the drawbacks are and take suitable measures to overcome such drawbacks. Only then the organisation can reach to the world top.

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