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LABOUR WELFARE MEASURES IN HOTEL INDUSTRIES REFERENCE TO KANYAKUMARI

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ABSTRACT

Labour welfare is an important aspect of industry life. This study is undertaken to know the satisfaction levels of employees about labour welfare measures in Hotel industries, Kanyakumari. For the purpose of the study, Convenience Random Sampling method is adopted to carry out the study by the researcher. 100 samples are selected covering almost all the departments. This study conducts the chi square and weighted average scores for the study dimensions. A questionnaire is used for present study to know the opinions of the employees on each statement. The results of the research reveal that majority of the employees are satisfied with all the welfare measures provided by the organization.

KEYWORDS

industry life, employee satisfaction, labour welfare measures, hotel industries.

INTRODUCTION

A celebrity is a person who works hard all his life to become well known, then wears dark glasses to avoid being recognized.”

FRED ALLEN

Employee or Labour welfare is a comprehensive term including various services benefits and facilitates offered to employees by employer. The labour welfare amenities are extended in addition to normal rewards available to employees as per the legal provisions. Labour welfare work is work for improving the health, safety and general well-being and the efficiency of the workers beyond the minimum standards lay down by labour legislation. Welfare measures may also be provided by the government, trade unions and non-government agencies in addition to the employer.

According to **Dr. Parandikar**, " Labour welfare work is work for improving the health, safety and general well-being and the industrial efficiency of the workers beyond the minimum standard lay down by labour legislation". The significance of welfare measures was accepted as early as 1931, when the **Royal commission**⁹ on labour stated. The benefits are of great importance to the worker which he is unable to secure by himself. The schemes of labour welfare may be regarded as a wise investment because these would bring a profitable return in the form of greater efficiency. The Oxford Dictionary defines labour welfare as "efforts to make life worth living for worker". The ILO report refers to labour welfare as "such services, facilities, and amenities, which may be established in, or in the vicinity of undertakings to enable persons employed therein to perform their work in healthy and congenial surroundings and provide them with amenities conducive to good health and high morale." (**Sharma**¹; **Mamoria**³) **Chamber's Dictionary** defines welfare as "a state of sharing or doing well; freedom from calamity, enjoyment of health, prosperity". ⁸**Murthy** defines Prevents social evils like drinking, gambling, prostitution etc., by improving the material, social and cultural conditions of work. Congenial environment as a result of welfare measures will act as a deterrent against such social evils.

Report of National Commission on Labour (2002)¹⁴. Government of India, made recommendations in the area of labour welfare measures which include social security, extending the application of the Provident Fund, gratuity and unemployment insurance etc. There are two types of labour welfare facilities,

INTRAMURAL AND EXTRAMURAL WELFARE ACTIVITIES

The International Labour Organisation provides the intramural and extramural welfare facilities to the every organisation. The intramural activities means inside the organisation what are all facilities employees need in the organisation. The extramural activities give that outside the work place employees require from the organisation. Those are necessary for every employee and it is must to give organisation to employee. If we follow the facilities, properly employees will commit their work with satisfaction.

TABLE 1

S.No	Intramural	Extramural
1.	Drinking water	Housing
2.	Toilets	Education facilities
3.	Crèches	Maternity benefits
4.	Washing and bathing facilities	Transportation
5.	Rest shelters	Sports facilities
6.	Uniforms and protective clothing	Leave travel
7.	Recreation facilities	Vocational training
8.	Canteens	Holiday homes
9.	Subsided food	Cooperative stores
10.	Medical aid	Fair price shops
11.	-----	Social insurance

Source: ILO report

Labour welfare work is divided into two categories: (i) Statutory welfare work comprising the legal provisions in various pieces of labour legislation (ii) Voluntary welfare work includes those activities undertaken by employers for their workers voluntarily. Many employers, nowadays, offer the welfare amenities voluntarily.

HOTEL

Kanyakumari is a coastal town in the state of Tamil Nadu on India's southern tip. Jutting into the Laccadive Sea, the town was known as Cape Comorin during British rule and is popular for watching sunrise and sunset over the ocean. It's also a noted pilgrimage site thanks to its Bagavathi Amman Temple, dedicated to a consort of Shiva, and it's Our Lady of Ransom Church, a center of Indian Catholicism.

Hotel is defined by various dictionaries as a place that provides accommodation besides providing meal services. It is in general a place for lodging and food requirements of travelers and tourists. A hotel may or may not have a restaurant (some have many) though it is common for hotels to provide meals through room service. A hotel is a large building having many rooms and even floors with differences in their features. Some hotels are premium where many additional services are offered besides accommodation and food. These services may include swimming pool, conference rooms, cafes, casinos, and other entertainment services. The tariffs of hotels are dependent upon the kind and quality of services it offers. Hotels are star rated from one star to seven stars depending on these facilities and services.

Airey & Frontistis (1997)² says the tourism and hospitality industry is noted to be one which has a very large scope. It comprises of many sectors ranging from hospitality, food and beverage, conferences and conventions, recreation, etc. In order to understand the diversity of job roles within the tourism and hospitality line, has advocated that it is important to see the job roles from the point of view of the individual rather than from the macro industrial perspective. Shobha Mishra & Manju Bhagat¹¹, in their "Principles for Successful Implementation of Labour Welfare Activities", stated that labour absenteeism in Indian industries can be reduced to a great extent by provision of good housing, health and family care, canteen, educational and training facilities and provision of welfare activities. From this point of view, the hotels are giving more facilities to the over the guest's requirements. The star category hotels only providing better service to the customers it means the hospitality is different from one to other hotels. It is depending upon the hotel facilities and the customer's requirements.

SCOPE AND OBJECTIVES OF THE STUDY

Today, welfare is generally accepted by employers. The state steps in to widen the area of applicability only. Welfare is being looked at as a social right of workers. The committee described it as social security measures that contribute to improve the conditions under which workers are employed in India (1969 Report) labour welfare includes both statutory as well as non-statutory activities under taken by employers, trade unions and both the central and state governments for the physical and mental development of workers.

To find out the year of experience between the labour welfare measures of employees in the hotel industry and this study is to explore labour welfare measures of the hotel industry which consists of almost employee's satisfaction about the welfare measures. The study is helps to the management can find best ways to bring best welfare measures, which causes an employee's towards commitment and job satisfaction. To know the various labour welfare measures available in the organization. To study the satisfaction levels employees about Labour welfare measures provided by the organization and to give some suggestions to improve the standard of Labour welfare measures in the organization.

METHODOLOGY AND DATA ANALYSIS

This study covers both primary and secondary data. Primary data is collected by distributing questionnaire to the employees of the hotel industries and Secondary data is collected from various journals, articles, books, websites, dissertations and thesis pertaining to the relevant matters of the subject under study. Convenience sampling method is adopted to carry out the study. In hotels were 100 samples are selected covering almost all the departments. In this study the questionnaire consists of mostly close ended questions with 5-point Likert scale. The statistical tools applied for the study is chi- square, weighted average mean scores and corresponding percentages. From this, the researcher can find out the employee's welfare requirements is how it will affect the employees or the labour welfare activities accomplish from the organisation for the employees.

CHI-SQUARE

Ho: There is no significant association between the Year of Experience and Respondents of labour welfare measures in the Hotel Industry.

TO FIND OUT THE ANY ASSOCIATION BETWEEN THE YEAR OF EXPERIENCE AND THE LABOUR WELFARE MEASURES RESPONDENTS

TABLE 2: CHI-SQUARE TESTS

Particulars	Value	df	Asymp. Sig. (2 sided)
Pearson Chi-Square	24.543 ^a	12	.017
Likelihood Ratio	27.571	12	.006
Linear-by-Linear Association	2.818	1	.093
N of Valid Cases	100		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is 1.56.

INFERENCE

The above table shows the Pearson Chi-square value is 24.543, is finding the association with the variables between Year of Experience and Respondents of labour welfare measures in the Hotel Industry. The P value with respect to the Chi-Square value is 0.017 at the 0.05 level of significant which lies below the 0.05, and hence there is association between the variables Year of Experience and Respondents of labour welfare measures in the Hotel Industry. So, here the null hypothesis (Ho) is rejected.

WEIGHTED AVERAGE MEAN SCORES

The labour welfare questionnaire consists of 13 statements, developed by the researcher is used in the present study to know the opinions of the employees on each statement. This is done on the assumption that the mean score of 1 indicates 20 per cent, 2 corresponds to 40 per cent, 3 indicates 60 per cent, 4 corresponds to 80 per cent, and lastly 5 indicates 100 per cent. The per cent score indicates the degree to which a particular dimension exists in that organization out of the ideal 100. Thus, it is certainly desirable for the organization to have percentage scores above 60 on each statement as well as overall on all statements.

TABLE 3: SATISFACTION LEVELS OF THE SAMPLE RESPONDENTS ABOUT LABOUR WELFARE MEASURES

S. NO.	Welfare measures	Weighted Average mean scores	Percentages
1.	Annual bonus	2.5	30
2.	Canteen	3.5	60
3.	Consumer cooperative store	2.3	28
4.	Drinking water	4.6	90
5.	Housing facilities	4.4	85
6.	Leave travel concession	3.2	55
7.	Medical facilities	4.2	80
8.	Rest and lunch room	4.4	85
9.	Retirement and benefits	3.9	70
10.	Sports and recreational facilities	2.5	30
11.	Supply of uniforms and shoes	4.8	93
12.	Special medical aid	4.1	78
13.	Transport facilities	4.3	83

Source: Primary data

It can be observed from the above table that the overall mean score of 3.9 i.e. 70 per cent indicates that majority of the respondents are satisfied with all welfare measures provided by the organization. A few are not satisfied with welfare measures provided by the organization. Therefore, it is suggested that the existing welfare measures may be improved further.

FINDINGS

- Maximum 90%, 85%, 80%, 85%, 93%, 83% of the respondents are highly satisfied with Drinking water, Housing facilities, Medical facilities, Rest and lunch room, Supply of uniforms and shoes and Transport facilities provided by the hotels.
- Minimum 70%, 78%, 60% of the respondents are satisfied with the Retirement and benefits, Special medical aid and Canteen facilities provided by the hotels.
- Minimum 55%, 30%, 28%, 30% of the respondents are moderately satisfied with the Leave travel concession, Annual bonus, Consumer cooperative store and Sports and recreational facilities provided by the hotels.

SUGGESTIONS AND CONCLUSIONS

Leave travel concession, Annual bonus, Consumer cooperative store and sports and recreational facilities need to be implemented effectively to motivate the employees further to work. Management should provide the hygienic food and water in Canteen to the all employees. The retirement and benefits, special medical aid is not satisfied to the workers. So the hotels are considerate the facilities it will help increase the productivity or quality of service to the organisation.

Every hotel has an experience employee; those are all expecting to enhanced welfare measures. From this welfare facility the employees are did not go anywhere else they only wait for the better labour welfare facilities. In the hotels have such categories, which are above the three star hotels are mostly fulfill the employees' requirements. This study will help to know the workers need. If the hotel management gives they are needful it will increase the job satisfaction and the service quality of the workers. Labour welfare is part of the good management. So, the all Hotel managements gives the facilities to the employees it will be happy to work hard.

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