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ANALYSES OF EMPLOYEE WELFARE MEASURES IN T.S.R.T.C. - A STUDY WITH REFERENCE TO WARANGAL DEPOT

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ABSTRACT

The concept of employee welfare is vibrant. Its broad view point and contents are inclined to change, depending upon social and economic changes that occur in society. Employee welfare includes various services, benefits and facilities offered to employees by employers or by Government to employees. Every organization is responsible to provide welfare facilities to their employees to maintain healthy relation and to raise motivation and working spirit among the employees. The present study is made an attempt to identify welfare measures and employee's satisfaction level about welfare measures adopted at TSRTC Warangal depot. To achieve the aforesaid objective, the primary data is collected through 120 employees using questionnaire. It is found that most of the respondents are aware about statutory and non-statutory welfare measures provided by TSRTC. The sample design adopted was statistical techniques like ANOVA have been exercised by using MS-Excel for those 120 respondents and found that most of the employees are extremely and very satisfied with the measures provided by TSRTC anyhow some are slightly and not at all satisfied.

KEYWORDS

TSRTC, welfare measures, statutory and non-statutory welfare measures, satisfaction levels.

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INTRODUCTION

Welfare means faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. Further, the term welfare is a relative concept, relative in time and space. It, therefore, varies from time to time, from region to region and from country to country.

Employee welfare is a term including various services, benefits and facilities offered to employees by the employers. The welfare measures need not be monetary but in any kind/forms. This includes items such as allowances, housing, transportation, medical insurance and food. Employee welfare also includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment from the workers and their families.

Employee welfare has two aspects---negative and positive. On the negative side, employee welfares are concerned with counteracting the baneful effect of the large-scale industrial system of production—especially capitalistic, so far as India is concerned---on the personal/family, and social life or the worker. On its positive side, it deals with the provision of opportunities for the worker and his/her family for a good life as understood in its most comprehensive sense.

TYPES OF WELFARE MEASURES PROVIDED BY T S R T C

The meaning of employee welfare may be made more clear by listing the activities and facilities which are referred to as welfare measures, they are divided into two broad groups.

1. Statutory welfare measures that is inside the work place.
2. Non statutory welfare measures that is outside the work place.

STATUTORY WELFARE MEASURES

Those schemes that are compulsory to provide by an organization as compliance to the laws governing employee's health and safety. These includes provision provided in industrial acts like factories act 1948, dock workers act [safety, health and welfare] 1986, mines act 1962.

Employee welfare measures taken up by TSRTC in compliance with statutory provisions include washing facilities for storing and drying clothing, first aid appliances, canteen, shelters, rest rooms and lunchrooms.

Statutory welfare measures include several activities like Conditions of the Work Environment, Conveniences, Workers' Health Services, Women and Child Welfare, Employment Follow-up, Workers Education.

Non statutory welfare measures

Labor welfare works is work for improving the health, safety and general wellbeing and the industrial efficiency of the workers beyond the minimum standards lay down by labor legislation.

The non-statutory welfare measures varies from organization to organization, industry to industry. These are the benefits provided not as per the laws, these are provided to attract, motivate, and to retain employee prerequisites or perks for employees.

Non statutory welfare measures includes several activities like Transport facilities, Educational facilities, Medical facilities, Employee provisions, Retirement benefit scheme, Additional facilities.

SIGNIFICANCE OF THE STUDY

Welfare benefits are a necessity in every organization today. Employees have to kept motivated at all times through various measures and activities. This strengthen their sense of belongingness and responsibility towards organization. In this background study is selected to know the welfare measures provided by TSRTC and the level of satisfaction of employees toward welfare facilities in respect to Warangal depot.

OBJECTIVES OF THE STUDY

This Article is aimed at analyzing the following objectives:

1. To identify various welfare measures provided among the Employees.
2. To analyse the Employees satisfaction towards welfare measures.

REVIEW OF LITERATURE

A.Varadaraj, D. Charumathi (2019) Has concluded that Employee welfare is a comprehensive term including various services, facilities, and services provided to employees for their furtherance. Thus from this study, it is found that the welfare measures provided by the Construction industry directly impact the work competence of the employees. Proper welfare measures should be provided to persuade the employees and increase proficiency and effectiveness. The Company should take steps to create awareness among the employees about the welfare measures provided as it falls under the rights of the employee to know about the welfare measures provided for him/her by the company.

G.Aarthi M.Phil, P. Srinivasan (Guide) MBA, M.Phil,(2018) Identified that the welfare and safety activities, which is followed by organization is satisfied and they want some improvements in the system. This project would be helpful for the company and also to improve some welfare and safety activities inside the company. The strength of any organization depends entirely on sincere working of all the employees. The management should take special care to frame certain policies procedures to improve the welfare and safety measure of the organizations.

Manasa Vadnala, P. Buela Prasanna Kumari(2017) Concluded that the study of employee welfare measures and its impact on employee satisfaction at BHEL appears good. The management required to provide good facilities to all employees in such way that employees become satisfied about employee welfare facilities. Where it leads to improve favorable effects of profitability and products of the organization. At last it can be concluded that the employee welfare facilities provided by the company to employees are satisfied and it is commendable, but still of scope is there for further improvement.

RESEARCH METHODOLOGY

Source of data: The data required for present study has been collected through the primary source by serving questionnaire among the Employees and also in the form of conducting face to face interviews. For the purpose of analysis of data, statistical techniques like Average, Scaling Techniques, and ANOVA have been exercised by using MS Excel.

DATA ANALYSES AND INTERPRETATION

Welfare measures provided to the Employees:

Statutory welfare measures	Non statutory welfare measures
1) Condition of work environment: Safety and Cleanliness, House keeping, Sanitation, Notice Board.	Transport Assistance: free bus tickets to family members upto six including employee and 50%off on ticket for retired employees
2) Conveniences: Rest rooms, Drinking Water, Canteen Services, Clock Room.	Educational Assistance: merit scholarships and professional scholarships.
3) Workers Health Services: Ambulance, Emergency Aid, Medical Examination for Workers.	Health and Medical Services: emergency ward, inpatient and outpatient care
4) Women and Child welfare: Maternity Aid, Creches and Child care, Separate services at women workers.	Employee Provisions: staff benevolent-cum thirft fund, staff benefit fund, employee deposit linked insurance fund. Etc.
5) Employment Follow up: Progress of operative work, adjustment problems regarded to machine, work load, supervisor and colleagues.	Retirement Benefits: additional monetary benefits to employee, family pension scheme, alternative job to disabled employee.
6) Workers' Education: Social education, daily news review, monthly magazines.	Additional Facilities: maternity benefit, uniform allowances, loans on vehicles/house, etc.

TABLE 1: EMPLOYEE PERCEPTIONS REGARDING GETTING AND NOT GETTING THE STATUTORY WELFARE MEASURES

Statutory welfare measures	No. of respondents		Percentage distribution	
	Getting	Not getting	Getting	Not getting
Conditions of work environment	84	36	70	30
Conveniences	93	27	77.5	22.5
Workers'health services	108	12	90	10
Women and child wefare	102	18	85	15
Employment followup	65	55	54.16	45.83
Workers education	78	42	65	35

Source: Compiled from Primary Data.

The analyses of data in Table 1 disclose that majority of the sample employees to the extent of 90 percent of the total sample are availing the health services provided by the TSRTC which is considered as top most service and the employment follow up service has been found least preference as only 54.16 percent of the respondents are getting the service out of 120 total sample workers under the study review. Women and child welfare service stood in second ranking position as 102 respondents are getting the service out of 120 total sample.

TABLE 2: EMPLOYEE PERCEPTIONS REGARDING GETTING AND NOT GETTING THE NON STATUTORY WELFARE MEASURES

Non statutory welfare measures	No. of respondents		Percentage distribution	
	Getting	Not getting	Getting	Not getting
Transport facilities	105	15	87.5	12.5
Educational facilities	96	24	70.83	29.16
Medical facilities	98	22	81.66	18.33
Employee provisions	100	20	83.33	16.66
Retirement benefit schemes	112	8	90	10
Additional facilities	95	25	75	25

Source: Compiled from Primary Data.

The analyses of data in Table 2 disclose that the data pertaining to non-statutory welfare measures provided by the TSRTC among the employees in the form of transport, educational and medical facilities. Among the respondents with the sample size of 120, majority of employees to the extent of 90 percent stated that they are availing the retirement benefit scheme facilities whereas 10 percent of the respondents could not get the retirement benefit scheme facility. In case of the transport facilities 87.5 percent expressed their positive opinion and 12.5 percent respondents with negative.

As far as educational facilities, medical facilities, employee provisions and additional facilities concerned the employees to the extent of 70.83 percent, 81.66 percent, 83.33 percent and 75 percent stated their positive towards the non-statutory welfare measures.

LEVEL OF SATISFACTION

Employees satisfaction towards welfare it is proposed to analyse the satisfaction levels of the employees towards the statutory and non-statutory welfare measures provided by the TSRTC for this purpose, the likert scale technique is applied to measure the satisfaction levels as per the following classification.

- 1) Not at all satisfied
- 2) Slightly satisfied
- 3) Moderately satisfied
- 4) Very satisfied
- 5) Extremely satisfied

TABLE 3: LEVEL OF SATISFACTION OF EMPLOYEES AVAILING STATUTORY WELFARE MEASURES

Sno	Getting statutory welfare measures	Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Extremely satisfied	Total
1	Conditions of work environment	3	8	20	25	28	84
2	Conveniences	4	9	25	30	25	93
3	Workers health services	3	11	21	43	30	108
4	Women and child welfare	4	15	25	31	27	102
5	Employment follow-up	3	6	14	10	9	42
6	Workers education	4	9	28	22	15	78
	Avg	21	58	133	161	134	507

Source: compiled from primary data

TABLE 4: PERCENTAGE ON LEVEL OF SATISFACTION OF RESPONDENTS AVAILING STATUTORY WELFARE MEASURES

Sno	Getting statutory welfare measures	Not at all satisfied	Slightly Satisfied	Moderately Satisfied	Very satisfied	Extremely Satisfied	Total
1	Conditions of work environment	3.57	9.52	23.8	29.76	33.33	99.98
2	Conveniences	4.3	9.67	26.88	32.25	26.88	99.98
3	Workers health services	2.77	10.18	19.44	39.81	27.77	99.97
4	Women and child welfare	3.92	14.7	24.5	30.39	26.47	99.98
5	Employment follow-up	7.14	14.28	33.33	23.8	21.42	99.97
6	Workers education	5.12	11.53	35.89	28.2	19.23	99.97
		26.82	69.88	163.84	184.21	155.1	599.9

Source: compiled from primary data

DATA ANALYSES

The analyses of data in table 3 and 4 describe the satisfaction levels of sample respondents on getting statutory welfare measures. Six statutory measures were taken into consideration, they are 1. Conditions of work environment; 2. Conveniences; 3. Workers health services; 4. Women and child welfare; 5. Employment follow-up; and 6. Worker’s education.

From the table it is observed that among 84 of the respondents, 33.33 percent of sample respondents were extremely satisfied with the conditions of work environment provided by the TSRTC Warangal depot, among which 3.57 percent of sample respondents were not at all satisfied. Followed by conveniences out of 93 of respondents 32.25 percent of sample respondents were very satisfied with the conveniences provided by TSRTC at Warangal depot, among which 4.3 percent of sample respondents were not at all satisfied.

In case of worker’s health services, out of 108 respondents, 39.81 percent of sample respondents are very satisfied with the conveniences provide by TSRTC Warangal depot, among which 2.77 percent of sample respondents were not at all satisfied. Followed by women and child welfare out of 102 of respondents, 30.39 percent of sample respondents were very satisfied with the women and child welfare provided by TSRTC Warangal depot, among which 3.92 of sample respondents were not at all satisfied.

However, in respect of employment follow up, out of 42 of respondents 33.33 percent of sample respondents were moderately satisfied with the employment follow up provided by the TSRTC Warangal depot, among which 7.14 percent of sample respondents were not at all satisfied. Followed by worker’s education out of 78 of respondents 35.89 percent of sample respondents were moderately satisfied with the worker’s education provided by TSRTC Warangal depot, among which 5.12 percent of sample respondents were not at all satisfied.

Overall view: It is observed that among all the getting statutory welfare measures the highest 39.81 percent of sample respondents were very satisfied with the workers’ health services.

Further, the data has been tested by exercising ANOVA with the following null hypothesis.

H1: There is no significant difference among the levels of satisfaction of the respondents as far as getting of statutory welfare measures are concerned and the result of ANOVA is shown in the following table-5.

TABLE 5: ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	555.9	5	111.18	0.9224	0.484	2.620654
Within Groups	2892.8	24	120.533333			
Total	3448.7	29				

Source: compiled from primary data

From the above table-5, it is observed that the calculated F value 0.922 is less than the table value (F crit) 2.620, as such the null hypothesis stands accepted. Hence it is inferred that there is no significant difference among the levels of satisfaction of sample respondents as far as getting of Statutory welfare measures are concerned.

TABLE 6: LEVEL OF SATISFACTION OF EMPLOYEES AVAILING NON STATUTORY WELFARE MEASURES

Sl. No	Getting non statutory welfare measures	Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Extremely satisfied	Total
1	Transport facilities	2	9	21	30	43	105
2	Educational facilities	3	8	32	30	23	96
3	Medical facilities	3	11	21	33	30	98
4	Employee provisions	4	8	25	28	35	100
5	Retirement benefit schemes	3	9	22	31	47	112
6	Additional facilities	5	15	28	26	21	95
	Avg	20	60	149	178	199	606

Source: compiled from primary data

TABLE 7: PERCENTAGE ON LEVEL OF SATISFACTION OF RESPONDENTS AVAILING STATUTORY WELFARE MEASURES

Sl. No	Getting non statutory welfare measures	Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Extremely satisfied	Total
1	Transport facilities	1.9	8.57	20	28.57	40.95	99.99
2	Educational facilities	3.12	8.33	33.33	31.25	23.95	99.98
3	Medical facilities	3.06	11.22	21.42	33.67	30.61	99.98
4	Employee provisions	4	8	25	28	35	100
5	Retirement benefit schemes	2.67	8.03	19.64	27.67	41.96	99.97
6	Additional facilities	5.26	15.78	29.47	27.36	22.1	99.97
	Avg	20.01	59.93	148.86	176.52	194.57	599.89

Source: compiled from primary data

Data analyses in table-7 disclose that the satisfaction levels of sample respondents on getting non statutory welfare measures. Six non statutory measures were taken into consideration, they are 1. Transport facilities; 2. Educational facilities; 3. Medical facilities; 4. Employee provisions; 5. Retirement benefit schemes; and 6. Additional facilities.

It is observed that among 105 of the respondents, 40.95 percent of sample respondents were extremely satisfied with the transport facilities provided by TSRTC Warangal depot, among which 1.9 percent of sample respondents were not at all satisfied. Followed by educational facilities out of 96 of respondents 33.33 percent of sample respondents were moderately satisfied with the educational facilities provided by TSRTC at Warangal depot, among which 3.12 percent of sample respondents were not at all satisfied.

In case of medical facilities, out of 98 respondents, 33.67 percent of sample respondents are moderately satisfied with the medical facilities provide by TSRTC Warangal depot, among which 3.06 percent of sample respondents were not at all satisfied. Followed by employee provisions out of 100 of respondents, 35 percent of sample respondents were extremely satisfied with the employee provisions provided by TSRTC Warangal depot, among which 4 percent of sample respondents were not at all satisfied.

However as far as retirement benefit schemes are concerned, out of 112 respondents 41.96 percent of sample respondents were extremely satisfied with the retirement benefit schemes provided by the TSRTC Warangal depot, among which 2.67 percent of sample respondents were not at all satisfied. Followed by additional facilities out of 95 of respondents 29.47 percent of sample respondents were moderately satisfied with the worker's education provided by TSRTC Warangal depot, among which 5.26 percent of sample respondents were not at all satisfied.

Overall view: It is observed that among all the getting non statutory welfare measures the highest 41.96 percent of sample respondents were extremely satisfied with the retirement benefit schemes.

Further the data has been tested by exercising ANOVA with the following null hypothesis:

H2: There is no significant difference among the levels of satisfaction of respondents as far as getting of non-statutory welfare measures is concerned. The result of ANOVA is shown in the following table – 8.

TABLE 8: ANOVA

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	41.6	5	8.32	0.04260113	0.9988	2.620654
Within Groups	4687.2	24	195.3			
Total	4728.8	29				

Source: compiled from primary data

From the above table it is observed that the calculated F value 0.0426 is less than the table value (F crit) 2.621, as such the null hypothesis stands accepted. Hence it is inferred that there is no significant difference among the levels of satisfaction of sample respondents as far as getting of non-statutory welfare measures are concerned.

CONCLUSION

Implementation of employee welfare measures is much integrated and strategically involved. The most important task of labour welfare practices is to provide fair wages, good working conditions and realistic terms and conditions of employment. The labour welfare practices comprises both statutory and Non-statutory provisions as prescribed under the labour legislations formulated by the nation. Thus from the study it can be concluded that employees in the sampling units do have extremely satisfied with retirement benefit schemes of the non-statutory welfare measures and moderately satisfied with the health services of statutory welfare measures being provided by TSRTC Warangal depot.

SUGGESTIONS

The TSRTC Warangal depot has to create an environment that induces more awareness and satisfaction levels on the prevailing employee welfare practices. Statutory welfare measures are to be implemented with due care and caution in order to increase the level of satisfaction among the respondents. With regard to the Non-statutory employee welfare measures, the TSRTC Warangal depot have to take more initiatives in implementing the various provisions under the said acts for the wellbeing and work commitment of their employees.

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