



INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, ECONOMICS AND MANAGEMENT

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- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio," Ohio State University.

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- Kelkar V. (2009): Towards a New Natural Gas Policy, Economic and Political Weekly, Viewed on February 17, 2011 <http://epw.in/epw/user/viewabstract.jsp>

A STUDY ON LABOUR WELFARE FACILITY (WITH REFERENCE TO AFT, PONDICHERRY)**S. POONGAVANAM****DIRECTOR****DEPARTMENT OF MANAGEMENT STUDIES****RANIPPETTAI ENGINEERING COLLEGE****THENKADDAPANTHANGAL****WALAJA TALUK – 632 513****ABSTRACT**

India's labour force exhibits extremes ranging from large numbers of illiterate workers unaccustomed to machinery or routine, to a sizable pool of highly educated scientists, technicians and engineers, capable of working anywhere in the world. The Oxford dictionary defines labour welfare as "Efforts to make life worth living for workers" (Hornby, 2007). Hence, the term denotes the adoption of measures to promote the physical, social, psychological and general well-being of the working population. Welfare work in any industry aims, or should aim, at improving the working and living conditions of workers and their families. The concept of labour welfare varies from time to time, region to region, industry to industry and country to country, depending upon various factors such as educational level, social customs, degree of industrialization and the general standard of socio-economic development. In this context, an attempt is made to study the welfare facilities provided by a large, well recognized government enterprise in Pondicherry, namely Anglo French textiles.

KEYWORDS

Efficiency and Productivity, Morality, Standard of living, Welfare facilities.

INTRODUCTION

Welfare is a broad concept referring to a state of an individual or a group, in a desirable relationship with the total environment, ecological, economic and social. Employee welfare includes both the social and economic contents of welfare. Social Welfare is primarily concerned with the solution of the weaker sections of the society like prevention of poverty. It aims at social development by such means its social legislation, social reform, social services, social work, social action, the object of economic welfare is to promote economic development by increasing producing an productivity and through equitable distribution.

India's labour force exhibits extremes ranging from large numbers of illiterate workers unaccustomed to machinery or routine, to a sizable pool of highly educated scientists, technicians and engineers, capable of working anywhere in the world. The Oxford dictionary defines labour welfare as "Efforts to make life worth living for workers" (Hornby, 2007). Another definition states labour welfare as, "Anything done for the comfort and improvement, intellectual and social, of the employees over and above the wages paid, which is not a necessity of the industry (Punekar, Deodhar, & Sankaran, 2004, p. 24). Hence, the term denotes the adoption of measures to promote the physical, social, psychological and general well-being of the working population. Welfare work in any industry aims, or should aim, at improving the working and living conditions of workers and their families. The concept of labour welfare varies from time to time, region to region, industry to industry and country to country, depending upon various factors such as educational level, social customs, degree of industrialization and the general standard of socio-economic development.

Employee welfare implies the setting up to minimum desirable standards and the provisions 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 a good work life, family life & social life. Employee welfare measures are an effort towards revolving the industrial worker of his worries and making them happy.

MM Joshi defines the welfare facility as "Welfare work covers all their efforts which employer make for the benefits of their employees over and above the minimum standards of working condition fixed by the factories act and over and above the provisions of the social legislations providing against accident old age, unemployment and sickness etc".

Organization provides a wide varieties of service and benefit program. Viz.,

1. Health programs
2. Safety programs
3. Pension plan
4. Recreational programs and
5. Other beneficial service.

However it is important to note that whether all these programs are found in all the organization or not but, it is very important to know how the employees perceive about the adequacy of these benefits provided by their employer. In this context, an attempt is made to study the welfare facilities provided by a large, well recognized government enterprise in Pondicherry, namely Anglo French textiles.

REVIEW OF EARLIER STUDIES

K.K. Chaudhuri in his "Human Resources: A Relook to the Workplace" states that HR policies are being made flexible. From leaves to compensation, perks to office facilities, many companies are willing to customize policies to suit different employee segments. The older employees want social security benefits, younger employees want cash in hand because they can't think of sticking to a company for many years and retire from the same company. Therefore "one jacket fit all" will not be right to motivate the talents and retain them.

Conventions and Recommendations of ILO (1949) set forth a fundamental principle at its 26 th conference held in Philadelphia recommended some of the measures in the area of welfare measures which includes adequate protection for life and health of workers in all occupations, provision for child welfare and maternity protection, provision of adequate nutrition, housing and facilities for recreation and culture, the assurance of equality of educational and vocational opportunity etc.

Johri. CK and SM Pandey (1972) found that extension of social security to the unorganized sector was not merely a matter of extension of existing organized sector schemes to new groups but it involved development of a different and more diversified set of schemes.

Jayadevadas (1980), based on his study of coir workers, suggested that the model before the trade unions in Kerala was that of modern industrial employment characterised by high wage rates, stable employment, fair working conditions, non-wage benefits, and long-term economic security. Guha has argued that given the multiplicity of sectors, and employment and socio-economic patterns in each State, as well as of grassroots organisations and NGOs, it is undesirable to impose uniform patterns on social security systems (Thakurtha Guha, 1980). According to Harilal (1986) construction workers are overwhelmingly rural landless migrants compelled to seek employment in the construction sector due to indebtedness, inadequate employment and insufficient income.

Subrahmanya (1994) defined the concept of social security in its broadest sense, as support provided by the society to the individual to enable him to attain a reasonable standard of living and to protect the standard from falling due to any contingency.

Report of National Commission on Labour (2002) Government of India, made recommendation in the area of Labour welfare measures which includes social security, extending the application of the Provident fund, gratuity and unemployment insurance etc. Shobha Mishra and Manju Bhagat(2002) 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. P.L.Rao (2002) in his "Labour Legislation in the Making", opines that professional bodies like National Institute of Personal Management should constitute a standing committee to monitor the proceeding in the Parliament regarding the labour welfare measures. Rao and Deo observed that self-help organizations constitute the sole agencies, which guarantee the minimum standards of social and economic security to workers in non-traditional and informal sectors of the society.K. P. Kannan (2002) stated that the ever-increasing demand for Welfare Funds for each and every sub-sector of the informal sector may be viewed as a desperate reaction of the work-ers for a measure of social security in an unprotected labour market.

Ira Malmberg-Heimonen and Jukka Vuori(2005) efforts to increase labour market integration, contemporary welfare states emphasize the importance of financial incentives, active job-searching and participation in labour market programmes. However, the effects of these policies have been minor and in some cases even inconsistent. The aim of this study was to examine whether and how financial incentives and job-search training programmes increase re-employment and the quality of re-employment. A total of 1,015 unemployed persons participated in a Finnish follow-up study with a randomized experi-mental design. Although no overall impact of job-search training on re-employment emerged, a positive effect was found for those groups of the unemployed who had a financial incentive to participate in the programme. Nevertheless, among unemployed workers with benefits at a minimum level there were no positive effects on the quality of re-employment, and the impact decreased when unemployment was prolonged. Financial incentives and job-search training appear to increase re-employment among those of the unemployed who generally have better chances on the labour market, whereas these measures are not sufficient for the more disadvantaged groups of the unemployed.

Binoy Joseph, Joseph Injodey,Raju Varshese (2009) concluded that the welfare state rest on the fabric of its social security. Welfare funds are raised by levying a tax on production, sale of export of specific goods or by collecting contribution from various sources, including employers, employees and the government. These levies are used for meeting expenditure towards the welfare of workers. Government, employers and trade unions have gone a long way in ameliorating the conditions of the life of workers and their families.

Though these studies provide valuable insights into the informal labour markets, none of them has undertaken analysis of real situations and socio-economic realities of construction workers and activities of Welfare Boards, at micro levels. The present work is an attempt in this direction.

OBJECTIVE OF THE STUDY

1. To study the welfare facilities offered in AFT.
2. To identify the possible difference in the opinion of employees of various department regarding the welfare facilities of AFT.
3. To examine the relationship between the perception of welfare facilities (welfare scores) and personal variables of employees
- 4 To offer viable suggestions to improve the welfare facilities of AFT based on the opinion and expectations of the employees.

METHODOLOGY

The sample was chosen from a large well established textile mills in Pondicherry viz., **Anglo French Textile Mills**. The desired sample size, 100 was obtained by applying convenient sampling technique. Keeping the objective in mind a discussion was made with officials of AFT, interview schedule was prepared. The interview schedule consists of two parts. The first parts deals with personal data and the second part deals with the welfare measure.

In order to analyze the above said objectives - percentage and Chi-square test were applied. The interview schedule used in this study was constructed on 5 point scale.

STATEMENT OF RATING SCALE

Highly satisfied	satisfied	No opinion	Dissatisfied	Highly dissatisfied
2	1	0	-1	-2

HYPOTHESIS OF THE STUDY

Towards fulfilling the objective few working hypothesis were framed:

- H1** No significant relationship between age and the welfare score
- H2** Sex will not have any attitudinal difference towards the score of welfare measures.
- H3** No significant difference between dependent and welfare measures scores.
- H4** No relationship between educational level and scores of welfare measures.

LIMITATIONS OF THE STUDY

The study is limited to only some of the department in the organization; hence it may not be universally applied to the organization as a whole. Considering the nature of the study and the complexity involved in the study sufficient time was not available, time factor is also one of the limitations to the study.

It is assumed that answer given by the employees are true and adequate, therefore the study is a representative of the employees opinions.

ANALYSIS AND INTERPRETATIONS

Table 1 was framed to analyze the working condition facilities offered in AFT.

TABLE.1: WORKING CONDITION

Sl.No	Working condition facilities	Highly satisfied	Satisfied	No opinion	dissatisfied	Highly dissatisfied
1	Drinking water Facilities	16(16%)	72(72%)	0(0%)	10(10%)	2(2%)
2	Temperature Ventilation and Lighting Facilities	12(12%)	56(56%)	6(6%)	12(12%)	14(14%)
3	Prevention of Dust frames and Smoke in the Work spot	8(8%)	34(34%)	4(4%)	10(10%)	44(44%)
4	Maintenance of Urinals and Lavatories	4(4%)	56(56%)	0(0%)	16(16%)	24(24%)

Source: Primary data

Figure with in the parenthesis indicate percentage

The above table shows that 16% of the respondents are of the opinion that they were highly satisfied with the drinking water facilities, 72% believe that they were satisfied, 10% and 2 % were dissatisfied and highly dissatisfied regarding drinking water facilities.

Temperature, ventilation and lighting facilities available in the company are necessary for the well being of the employees.12% & 56% of the employees express their opinion as highly satisfied and satisfied respectively.6% of the employees were of no opinion. 12% were dissatisfied and 14% were highly dissatisfied.

Regarding Prevention of dust frames and smoke in the work spot 8% were highly satisfied, 34% were satisfied, 10% were dissatisfied and 44% were highly dissatisfied.

Regarding maintenance of urinals and lavatories 4% were highly satisfied, 56% were Satisfied, 16% were dissatisfied and 24% were highly dissatisfied. This analysis shows that company has to give more attention to prevention of dust frames and smoke in the work spot and maintenance of urinals and lavatories.

Table 2 was framed to analysis the opinion of the employees regarding their health and safety facilities.

TABLE .2: HEALTH AND SAFETY FACILITIES

Sl.No	Health and Safety Facilities	Highly satisfied	Satisfied	No opinion	dissatisfied	Highly dissatisfied
1	Medical Facilities Given	12(12%)	62(62%)	4(4%)	18(18%)	4(4%)
2	First Aid Facilities	32(32%)	56(56%)	0(0%)	8(8%)	4(4%)
3	Opinion about Workers Health before Joining the Job	12(12%)	46(46%)	0(0%)	38(38%)	4(4%)
4	Ambulance Facilities	24(24%)	64(64%)	0(0%)	12(12%)	0(0%)

Source: Primary data

Figure with in the parenthesis indicate percentage

The observation of the above table shows that regarding Medical facilities 12% of employee were highly satisfied, 62% of them were satisfied, 18% and 4% of them were dissatisfied & highly dissatisfied respectively. Majority of the employees were satisfied with First aid facilities and Ambulance facilities. Regarding opinion about workers Health before joining job 38% and 4% were dissatisfied and highly dissatisfied respectively. This shows that the company is providing good health and safety facilities as expected by the employees.

Table 3 was framed to analysis the employee state insurance benefit extended to employee.

TABLE 3: EMPLOYEE STATE INSURANCE BENEFIT

Sl.No	Employee State Insurance Benefit	Highly satisfied	Satisfied	No opinion	dissatisfied	Highly dissatisfied
1	Sickness Benefits and Extended Sickness Benefit	12(12%)	62(62%)	8(8%)	8(8%)	10(10%)
2	Medical Benefit Reimbursement	4(4%)	32(32%)	20(20%)	12(12%)	32(32%)
3	Maternity\Fraternity Benefit	6(6%)	34(34%)	34(34%)	12(12%)	14(14%)
4	Depended and Funeral Benefit	10(10%)	32(32%)	16(16%)	20(20%)	22(22%)

Source: Primary data

Figure with in the parenthesis indicate percentage

Table 3 shows that 12% and 62% of the employee were of opinion that they were highly satisfied and satisfied respectively regarding Sickness and Extended sickness benefit. 8 % of them were dissatisfied and 10% of them highly dissatisfied. In medical benefit reimbursement majority of them were highly dissatisfied (32%) no opinion (20), & dissatisfied (12%). only 4 % of them were highly satisfied and 32% of employee were satisfied.

10% and 32% of the employee are of the opinion that they were highly satisfied and satisfied regarding Dependent and funeral benefit. 16% are no opinion and remaining were satisfied (20%) and highly satisfied (22%). Regarding Maternity/Fraternity benefit 6% of them expressed as highly satisfied followed by 32% as satisfied. Good numbers expressed as dissatisfied and highly dissatisfied. This table shows that the AFT has to give more concentration to Maternity/Fraternity benefit, Medical benefit reimbursement and Dependent and Funeral Benefit.

Table 4 was constructed to analysis the Retirement benefits given to employees.

TABLE – 4: RETIREMENT BENEFIT

Sl.No	Retirement Benefit	Highly satisfied	Satisfied	No opinion	dissatisfied	Highly dissatisfied
1	Gratuity	12(12%)	58(58%)	6(6%)	18(18%)	6(6%)
2	Provident Fund	14(14%)	74(74%)	0(0%)	10(10%)	2(2%)
3	Pension	2(2%)	30(30%)	12(12%)	12(12%)	20(20%)
4	Gift and Others	8(8%)	36(36%)	32(32%)	8(8%)	16(16%)

Source: Primary data

Figure with in the parenthesis indicate percentage

Regarding Gratuity 12% and 58% were highly satisfied and satisfied respectively. 6% of them was of no opinion. 18% and 6% of the employee gives their opinion as dissatisfied and highly dissatisfied. Majority of the employee were highly satisfied (14%) and satisfied regarding (74%) regarding Provident fund. Regarding Pension Benefit employees opinion were equally divided. 12% percent of employees were not aware of pension.

It is routine among company to honour the employee on the retirement date for their valuable service put in the company. Only 8% were highly satisfied with the Gift and 36% and 32% were satisfied and no opinion respectively 16% were highly dissatisfied and minor percent were dissatisfied with the benefit. This analysis shows that employees were expecting more pension and gift at the time of retirement.

Table 5 deals with the other benefit which are not covered in the previous tables.

TABLE 5: OTHER BENEFIT

Sl.No	Others Benefits	Highly satisfied	Satisfied	No opinion	dissatisfied	Highly dissatisfied
1	Canteen Facilities	2(2%)	46(46%)	0	12(12%)	40(40%)
2	Bonus Given During Diwali	2(2%)	74(74%)	0	24(24%)	-
3	Uniform Facilities	6(6%)	64(64%)	0	30(30%)	-
4	Welfare amenities regarding marriage of employee/son/ daughter	12(12%)	54(54%)	14(14%)	12(12%)	8(8%)
5	Schooling Facilities	38(38%)	46(46%)	12(12%)	4(4%)	-
6	Death Relief Fund	46(46%)	54(54%)	-	-	-
7	Family Planning Scheme	54(54%)	44(44%)	2(2%)	-	-
8	Employee Co-Operative store and Credit Society	26(26%)	64(64%)	2(2%)	4(4%)	4(4%)

Source: Primary data

Figure with in the parenthesis indicate percentage

Most of the employees were dissatisfied (12%) and highly dissatisfied (40%) with the canteen facilities available in AFT. 46% were satisfied with the canteen facilities. Nearly 76% of the employees were satisfied with the bonus given during diwali. Likewise uniform facilities, welfare amenities given to employee's son/daughter marriage, schooling facilities, family planning scheme and co-operate store and credit society majority of them were satisfied and highly satisfied. Regarding death relief fund all of them were highly satisfied & satisfied.

Table 6 shows the consolidated figure of welfare facilities available in AFT.

TABLE 6: CONSOLIDATED WELFARE FACILITIES

Sl.no	Labour welfare facilities	Highly satisfied	Satisfied	No opinion	dissatisfied	Highly dissatisfied
1	Drinking water	16	72	0	10	2
2	Temperature, ventilation and lighting facilities	12	56	6	12	14
3	Prevention of dust frames & smoke in the work sport	8	34	4	10	44
4	Maintenance of urinals and lavatories	4	56	0	16	24
5	Medical facilities	12	62	4	18	4
6	First aid facilities	32	56	0	8	4
7	Opinion about workers health before joining	12	46	0	38	4
8	Ambulance facilities	24	64	0	12	0
9	Sickness benefits and extended sickness benefit	12	62	8	8	10
10	Medical benefit reimbursement	4	32	20	12	32
11	Maternity benefit	6	34	34	12	14
12	Depended and funeral benefit	10	32	16	20	22
13	Gratuity	12	58	6	18	6
14	Provident fund	14	74	0	10	2
15	Pension	2	30	12	12	20
16	Gift and others	8	36	32	8	16
17	Canteen facilities	2	49	0	12	40
18	Bonus given during diwali	2	74	0	24	-
19	Uniform facilities	6	64	0	30	-
20	Welfare facilities	12	54	14	12	8
21	Schooling facilities	38	46	12	4	-
22	Death relief fund	46	54	-	-	-
23	Family planning	54	44	2	-	-
24	Employee co-operative store and credit society	26	64	2	4	4
	Total	374	1253	172	310	270
	Overall	15.58	52.21	7.17	12.92	11.25

Source: Primary data

Figure with in the parenthesis indicate percentage

From the above table one can infer that there is general satisfaction with the overall organization welfare facilities. In overall 15.58% were highly satisfied and 52.21% were satisfied with the welfare facilities provided by AFT. An attempt has been made in table 7 to find out the impact of age level on the scores of welfare facilities. In order to analyze the above nul hypothesis was framed - No significant relationship between sex and score of the welfare measure.

TABLE 7: SEX AND THE SCORE OF THE WELFARE MEASURE

Age	Respondent	Score
Up to 35	20	60
35 - 45	30	458
45 and above	50	776

Calculated value is 17.10067, Critical value of chi-square is 3.84, D.F. 1, Level of significance 5%

Source: Primary data

Since the calculated value is greater that critical value null hypothesis is rejected.

TABLE 8: SEX AND THE SCORE OF THE WELFARE MEASURE

Sex	Respondent	Score
Male	86	86
Female	14	160

Calculated value is .46443, Critical value of chi-square is 3.84, D.F. 1, Level of significance 5%

Source: Primary data

The above table is framed to find out whether the scores of welfare measure has any impact on the sex. So as to analyze this hypothesis was framed "sex will not have attitudinal different towards the scores of welfare measures"

Calculated value is .46443. The critical value is 3.84 for 1 degree of freedom at 5% level of significant.

Since the calculated value is less that the critical value the hypothesis is accepted.

TABLE 9: DEPENDENTS AND THE SCORES OF WELFARE MEASURE

Dependent	Respondent	Scores
Less than 5	60	758
5 and more	40	520

Calculated value is.00204, Table value 3.84, D.F. 1, Level of significance

Source: Primary data

Again table 9 was prepared to test whether there is any significance relationship between dependent and their welfare scores. The hypothesis framed is "No significant relationship between dependent and their welfare measure scores"

Since the calculated value is less that the table value the hypothesis is accepted.

TABLE 10: LEVEL OF EDUCATION AND THE SCORES OF WELFARE MEASURE

Education level	Respondent	Score
Less than SSLC	38	432
SSLC	34	356
SSLC and more	28	487

Calculated value 2.97, Table value 3.84. D.F 1, Level of significance 5%

Source: Primary data

The above table was constructed to test whether education level has any impact on the score of welfare measure.

Since the calculated value is less than the table value Hypothesis is accepted, hence it shows that no relation exist between education and score of welfare measure.

SUMMARY OF FINDINGS

1. From the foregoing analyses the study brings to light some important finding regarding welfare measures.
2. Regarding working condition facilities. 88 percent of the employee were satisfied about drinking water facilities, and then come temperature, ventilation and lighting facilities with 68 percent. Exactly 60 percentages of employees were satisfied about maintenance of urinals and lavatories. Majority of the employees(58 percent)were dissatisfied about prevention of dust, frames and smoke in the work spot
3. Regarding Health and Safety Facilities, First aid facilities stood first with 88 percent followed by medical facilities given 74 percent and opinion about worker health before joining the job is 58%. This Shows Company is providing good health and safety facilities.
4. 74 percent of employee given their opinion as satisfied regarding sickness benefit and extending sickness benefit. Majority of the employees were dissatisfied with the Medical benefit reimbursement, Maternity benefit, Dependent and funeral benefit. It shows that AFT, is lacking in ESI benefits.
5. In Retirement benefit most of the employees were satisfied about provident fund (88%) and Gratuity (70%). Good numbers were dissatisfied about pension and gift.
6. Bonus given to employees, co-operative stores\credit society, uniform facilities, death relief fund, family planning scheme, welfare amenities regarding marriage of employee/son/daughter were good.
7. Overall welfare measure shows that 68% were satisfied with the available welfare measure.
8. The study reveals that Sex, Dependent, Education Qualification has no significant relationship with their respective welfare scores.
9. This study also shows that age has significant relationship with welfare scores.

SUGGESTION

1. Proper step must be taken to increase the quality of food in Canteen.
2. Most of the employees feel number of uniform provided must be increased.
3. The employees are expecting pensions & gifts from the organization.
4. Company has to give more attention to dust, smoke & urinals in the work spot.
5. Company must give attention to Maternity and dependent and funeral benefit.

CONCLUSION

The welfare measure will improve the physique, intelligence, morality and standard of living of the workers, which in turn will improve their efficiency and productivity. From the study on labour welfare facilities in AFT, the researcher concluded that, the various welfare facilities such as health, safety, canteen, uniform, education and gift facilities in AFT, enables workers to live a rich and more satisfactory life. It also contributes to increasing productivity of the enterprise improving efficiency of the worker and raises their standard of living. Thus the labour welfare facilities provided by AFT are good.

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