A study on employee's welfare measures in delta papers ltd

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Abstract: **Permeates all type of functional, Human resource management is the central subsystem of organization and it production, marketing and financial management. Human resource management plays a crucial role in the development process of modern economics. It is often felt that, through the exploitation of natural resources availability of physical and financial resources and international aid play prominent roles in the growth of modern economies, none of these factors is more significant than efficient and committed manpower. It is in fact, said that all development comes from the human mind. Human resource management is concerned with the development of knowledge, capability, skill, potentialities, and attaining achieving employee goals, including job satisfaction. Human resource management aims at attaining the goals of an organization, individual and society in an integration approach.**

Key words: Employees skills, potentials, Benefits, Facilities, satisfaction, remuneration, trainings and retirement benefits etc.

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INTRODUCTION

The Human resource management (HRM) is a strategic management function. Proper management of personnel's enhances their dignity by satisfying their social needs. Professional significance is can be done by providing healthy working environment it promotes the teamwork in the employees.

Definitions

According to Leon C. Meggison, the term human resources can be thought of as "The total knowledge, skill's creative abilities, talents and aptitudes of an organization's workforce, as well as the value, attitudes and beliefs of the individuals involved. It is the phase of management, which deals with the effective control and uses of manpower as distinguished from other sources of power. "The management of human resources is viewed as a system in which participants seeks to attain both individual and groups goals."

Objectives of the Study

- To identify the various welfare measures in the organization.
- To analyze the employee's view on the provided welfare measures
- To find out the ways to improve the welfare measures.
- To adopt suitable measures for the improvement of employee performance
- To give suggestions and recommendation for the promotion of welfare measures.

METHODOLOGY OF THE STUDY

Sources of data collection

Sources of data collections are generally two types. They are:

- Primary sources of data collection
- Secondary sources of data collection.

1) Primary sources of data collection: In primary sources the data should be collected from various resources like management representatives, union representatives and workers and random sampling bases and also questionnaires and asking questions.

2) Secondary sources of data collection: In secondary sources it includes the records, documents, various human resources management text books and internet.

Limitations of the Study

- The respondents had the fear that the questionnaire may be shown to the management.
- The data obtained is qualitative but not quantitative and it is subjected to human error.
- Due to time limit the study is restricted to 60 days only.
- Few employees refused to answer the question.

Scope of the Study

- The study has been conducted with a view to bring out simple measuring tool for understanding the effectiveness of welfare measures facilities and satisfaction level of employees regarding the facilities.
- This study will be helpful to the human resource department for the organization growth.
- The project throws light on the need for welfare measures among the employees in the organization.
- This can be referred as a base for future oriented projects.

Review of literature

Employee welfare

By Regina bare Employee welfare program is based on the management policy which is aimed shaping perfect employees. Therefore the concept of employee welfare includes to aspects namely physical &mental welfare.

1. Applications of merit system or work performance system as the basis for employee rewarding.
2. Providing the retired employees with the old age allowance.
3. Employee insurance program to provide the employee with better security.
4. Improvement in health security for the employee's and their families so that they can work confidently and productively.

Employee's Welfare Measures

Describes a process through which organizations might seek to implement interventions relating to employee wellbeing. Emphasizes the importance of a comprehensive needs assessment both in obtaining the breadth of information needed to design appropriate interventions and also in providing baseline information against which to evaluate programme effectiveness. Discusses factors which influence the type of intervention appropriate for a particular situation and highlights their design implications. Finally, provides guidance on programme implementation and evaluation, and discusses some of the advantages and disadvantages of different approaches to tertiary welfare provision.

Need of the Welfare Measures

To promote a higher type of citizenship, to insure to every child born in Kansas a record of birth, an equal share in the paternal care of the government and recognition of its potential worth as a future citizen, I recommend the establishment of a division of child hygiene as a part of the State Board of Health. This new division should take into account the circularizing of the expectant mother who applies for information, the care of the new-born babe, and the well-being, health and nurture of the growing child.

In the same general line of public welfare, I recommend the enactment of laws on the following subjects:

1. To assist needy and worthy mothers by a compensation which shall enable them to care for dependent minor children at home instead of their being cared for in institutions.
2. To designate certain existing officials to comprise and act as an industrial welfare committee, with power to establish and enforce wage schedules and to regulate the hours of women and minors in industry.

3. To provide for the paying of convicts' earnings to their department families, after a sufficient sum is deducted for the convict's maintenance.
4. To give organized labor the right to select the officers of the State Labor Bureau.
5. To help solve the problem of the unemployed by extending the activities of the free employment bureau.
6. To strengthen the workmen's compensation act for the better protection of the workers.
7. To promote the safety and safeguard the interests of railroad men and the traveling public.
8. To compel employers to report promptly to the labor department all accidents occurring in factories or mines.
9. To make child desertion by either father or mother a crime.
10. To broaden the $200 tax exemption law by removing the discrimination against certain classes of women.
11. To authorize cities of the first and second class to establish public loan institutions, that the loan shark evil may be abated.

Types of Welfare Activities

The meaning of labour welfare may be made clearer more by listing the activities which are referred to as welfare measures.

A comprehensive list of welfare activities is given by mouthy in his monumental work on labour welfare. He divides welfare measures into two broad groups, namely.

1. Welfare measures inside the work place and
2. Welfare measures outside the work place. Each group includes several activities.

Welfare measures inside the work place
Condition of the work environment

- Neighborhood safety and cleanliness; attention to approaches.
- Housekeeping; up-keeping of premises-compound wall, lawns, gardens, and so forth, egress and ingress, passages and doors; white-washing of walls and floor maintenance.
- Workshop (room) sanitation and cleanliness; temperature, humidity, ventilation, lighting, elimination of dust, smoke, fumes, gases.
- Control of effluents.
- Convenience and comfort during work. That is, operatives posture, seating arrangements.
- Distribution of work hours and provision for rest hours, meal times and breaks.
- Workmen's safety measures, that are maintenance of machines and tools fencing of machines, providing guards, helmets, aprons, goggles, and first-aid equipment.
- Supply of necessary beverages and p-ills and tables, that is salt tablets, milk, soda.
- Notice boards; posters, pictures slogans; information or communication.

Conveniences:

➢ Urinals and lavatories, wash basin, bathrooms, provision for spittoons, waste disposal.
➢ Provision of drinking water; water coolers.
➢ Canteen services: full meal mobile canteen.
➢ Management of worker's cloak rooms, rest rooms, reading rooms, reading room and library.

Welfare measures outside the work place

▪ Housing; bachelor's quarters; family residences according to types and rooms.
▪ Water, sanitation, waste disposal.
▪ Roads, lights, parks, recreation, playgrounds.
▪ Schools, nursery, primary, secondary and high school.
▪ Markets, co-operatives, consumer and credit societies.
▪ Bank & Transport.
▪ Communication; post, telegram and telephone.
▪ Health and medical services, dispensary, emergency ward, out-patient and inpatient care, family visiting; family planning.
▪ Recreation: games; clubs; craft centers; cultural programmers, that is, music clubs; interest and hobby circles; festival celebrations; study circles, reading room and library; open air theatre; swimming pool; athletics, gymnasia.
▪ Watch and ward; security.
▪ Community services and problems; child, youth and women's clubs.

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Data Analysis and Interpretation

Age Group

S.NO	Age group	Number of Respondents	% of Respondents
1	below 25	5	4.8
2	26-30	12	11.5
3	31-35	36	34.6
4	35&above	51	49.0
	Total	104	100

Age of the Employee
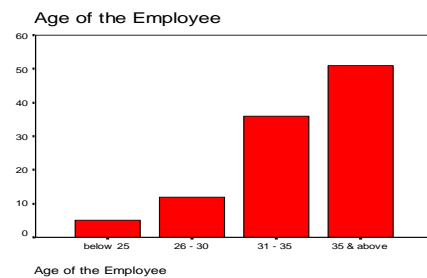
Inference: In industrial sector workers are working in different age group starting from 20to58 years. So, the age factor of workers determines their involvement, concentration and performance. The above table points out that, most of the respondents 49% are in age group of 35 &above, 34.6% of respondents are in the age of 31-35 years.11.5% of respondents are in age group of 26-30years.4.8%of respondents are in age group of below 25 years.

Respondent's sex

| S.No	Sex	Number of Respondents	% of Respondents
1	Male	101	97.1
2	Female	3	2.9
	Total	104	100

Sex of the Employee
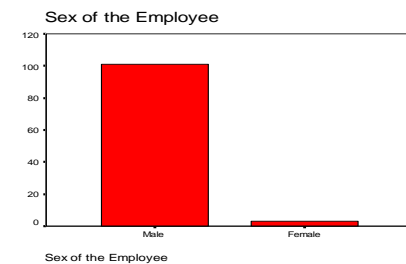
Inference: Most of the respondents (97.1%) are in sex group of male.(2.9%) of respondents are in sex group of female.

Respondents Education

S.No	Education	Number of Respondents	% of Respondents
1	H.S.C	13	12.5
2	I.T.I	15	14.4
3	U.G	31	29.8
4	P.G	45	43.3
	Total	104	100

Qualification of the Employee
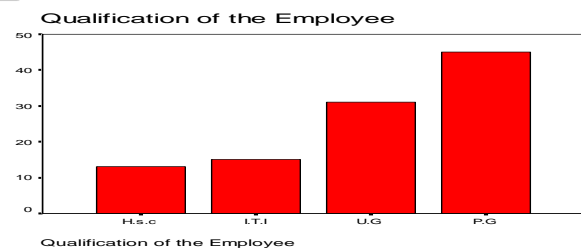
Inference: The above table shows that, most of the respondents (43.3) P.G, have studied U.G, 29.8% of the respondents have studied I.TI, 14.4% of the respondents12.5% of the respondents have studied H.SC and 14.4% of the respondents have studied others in H.sc.

Respondents Experience

S.No	Experience	Number of respondents	% of Respondents
1	below 5yrs	15	14.4
2	6-10yrs	25	24.0
3	11-20yrs	23	22.1
4	above20yrs	41	39.4
	Total	104	100
S.NO	Safety measures	No of	% of

Experience of the Employee
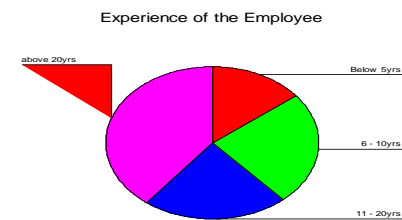
Inference: The above table shows that, most of the respondents (39.4%)have experienced above 20yrs, 24.0% of the respondents have experienced 6-10yrs, 22.1% of the respondents have experienced 11-20yrs and 14.4% of the respondents have experienced 5-15 yrs.

Respondents Marital Status

S.No	Marital status	Number of Respondents	% of Respondents
1	Married	48	46.2
2	Unmarried	56	53.8
	Total	104	100

Marital status
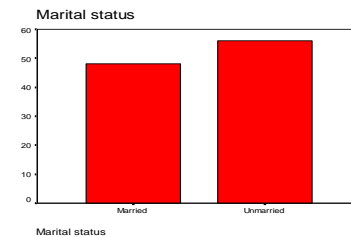
Inference: The above table shows that, most of the respondents (53.8%) have unmarried, (46.2%) of the respondents are married.

Respondents Salary

S.No	Monthly Income	No of respondents	% of respondents
1	below 5000	18	17.3
2	5001 to 10000	23	22.1
3	10001 to 15000	16	15.4
4	15001 to 20000	13	12.5
5	20001 and above	34	32.7
	Total	104	100

Monthly Income of the Employee
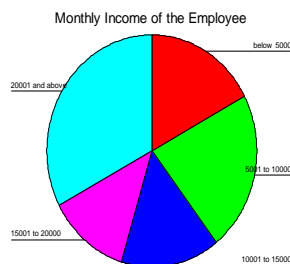
Inference: From the above table it is observed that salary level of 20001 and above 32.7% of the respondents.

Respondent's sort of workers:

Sort of Worker

| S.No	Sort of workers	No of respondents	% of respondents
1	Permanent	104	100
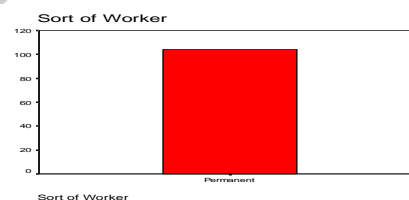
Inference: The above table shows sort of workers most of the respondents (100%) got permanent.

Safety Measures

		respondents	Respondents
1	Cap, Overcoat & Helmet	8	7.7
2	Cap, Overcoat, Shoes & Gloves	12	11.5
3	Cap, Shoes, Helmet & Eye glass	15	14.4
4	Cap, Shoes, Gloves & Eye glass	25	24.0
5	Cap, Helmet, Overcoat, Shoes , Gloves & Eyeglass	44	42.3
	Total	104	100

Safety Equipment given by Organization
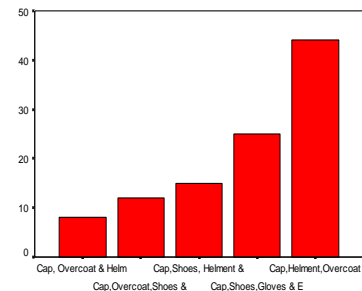
Safety Equipment given by Organization

Inference: From the above table it is found that 44 respondents are expecting cap, helmet, over coat. Shoes, eye glass & gloves and 25 respondents are expecting cap shoes, gloves & eyeglass, from the Management.

Family Welfare Facility

| S.NO	Family welfare facility	No of respondents	% of Respondents
1	EPF	4	3.8
2	Education allowance & EPF	14	13.5
3	Insurance, EPF, housing loans	5	4.8
4	Vehicle loans, holiday compensation & EPF.	13	12.5
5	Insurance, EPF, Vehicle loans &Education allowance	68	65.4
	Total	104	100

Family Welfare Facility Provided organization
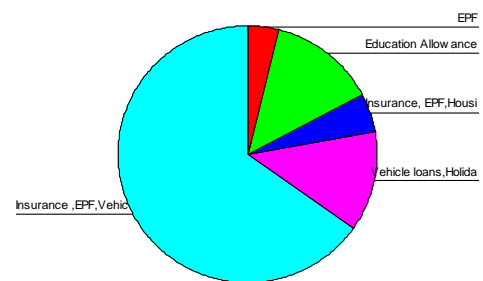
Inference: From the above table it is found that 68 respondents are satisfied with Insurance, EPF, Vehicle loan & Education allowance and 14 respondents are satisfied with Education allowance & EPF accepted.

Medical Facility

| S. No	Medical facility	No of respondents	% of respondents
1	First aid	12	11.5
2	Ambulance	10	9.6
3	Treatment charges	20	19.2
4	Other specify	6	5.8
5	First aid & ambulance	5	4.8
6	First aid & Treatment Charges	10	9.6
7	Ambulance & treatment Charges	10	9.6
8	Ambulance & other specify	1	1.0
9	First aid, ambulance & Treatment charges	28	26.9
10	First aid, ambulance, Treatment charges &other specify	2	1.9
	Total	104	100

Medical Facilities
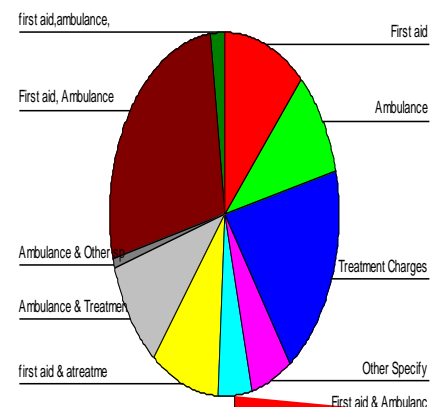
Inference: From the above table it is found that 28 respondents are expecting first aid, ambulance & treatment charges and 20 respondents are expecting treatment charges from the management.

Respondents Opinion on Treatment

S.NO	Treatment	No of respondents	% of respondents
1	Good	35	33.7
2	Normal	48	46.2
3	Poor	9	8.7
4	No opinion	12	11.5
	Total	104	100
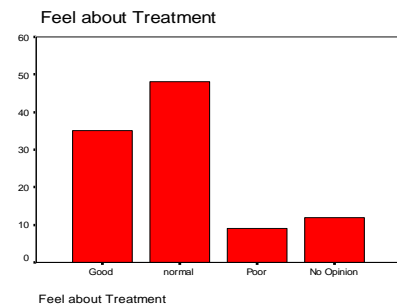
Inference: The above table shows that the respondents (46.2%) says that, the treatment is normal, 33.7% of respondents says that it is good. 11.5% of respondents says that they had no opinion and 8.7% of respondents say that it is poor.

Environment Condition

S. No	Environment condition	No of respondents	% of respondents
1	Pleasant condition	14	13.5
2	Proper Ventilation	8	7.7
3	Fresh air	34	32.7
4	All	48	46.2
	Total	104	100
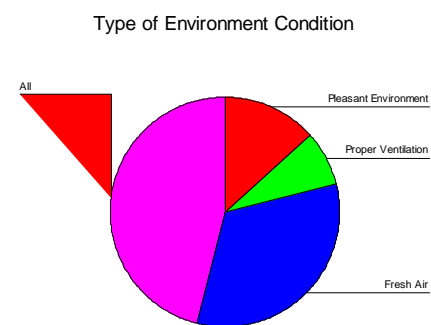
Inference: Most of the respondents are satisfied with working environment condition.

Wearing Uniform System

S.No	Wearing Uniform System	No. of respondents	% of respondents
1	No difference is identified	14	13.5
2	Maintain equality among all	33	31.7
3	Provide social security	45	43.3
4	No opinion	12	11.5
	Total	104	100
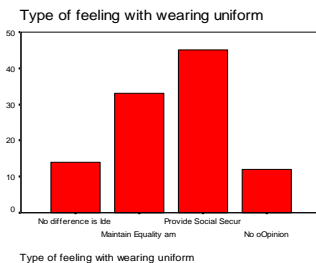
Inference: The above table explain that, the respondents (13.5%) says that they feel no difference is identified on wearing the uniform, 31.7% says that they maintain equality among all. 43.3% of respondents says that they provide social security and 11.5% says that they have no opinion.

Transport Facility

| S.No	Transport facility	No of respondents	% of respondents
1	Highly satisfied	11	10.6
2	Satisfied	33	31.7
3	Dissatisfied	25	24.0
4	Highly dis satisfied	15	14.4
5	No opinion	20	19.2
	Total	104	100
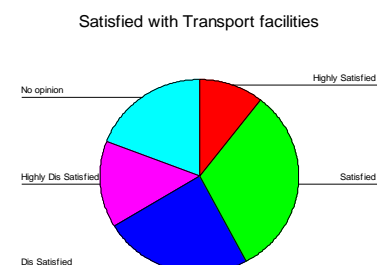
Inference: From the above table it shows that, respondents(10.6%) says that, they are highly satisfied with transport facility, 31.7% of respondents says that they are satisfied, 24.0% of respondents says that they are dissatisfied, 14.4% of respondents says that, they are highly dissatisfied, 19.2% of respondents says that they are no opinion.

Education Facilities

S.No	Education facilities	No of Respondents	% of Respondents
1	Library	19	18.3
2	Free computer training	26	25.0
3	Reading room & daily news review	15	14.4
4	Library & free computer train	16	15.4
5	Library, Computer train& daily news review	28	26.9
	Total	104	100

Education Facilities given by Organization

Inference: From the above table it is found that 26.9% of respondents are satisfied with library, computer train & daily news review and 25.0 % of respondents are satisfied with free computer training.
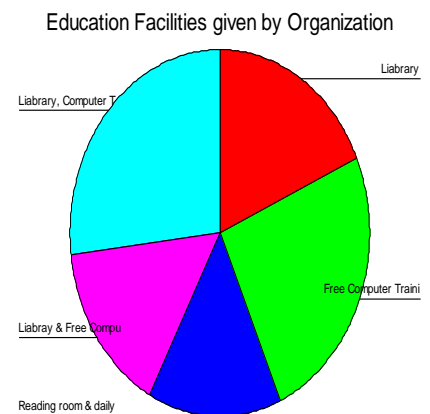
Supportive Activities Programs

S. No	Supportive Activities Programs	No of respondents	% of respondents
1	Personality development programs	28	26.9
2	Social competency programs	16	15.4
3	Safety and environment classes	23	22.1
4	Product and process classes	21	20.2
5	Quality classes	16	15.4
	Total	104	100.0

Supportive Activities Programs

Supportive Activities Programs
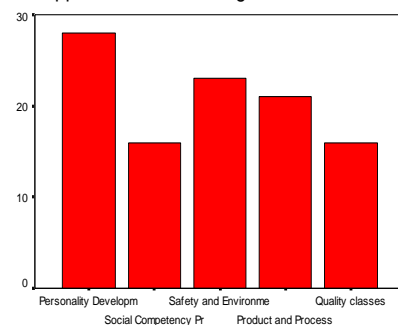
Inference: From the above table it shows that, most of the respondents (26.9%) says that the personality development programs, 22.1% of respondents say that is safety and environment classes, 20.1% of respondents say that product and process classes.

Respondents Bonus

| S.NO	Bonus	No of respondents	% of respondents
1	below 5000	18	17.3
2	5001 to 10000	25	24.0
3	10001 to 15000	27	26.0
4	15000 and above	34	32.7
	Total	104	100

Bonus amount on Last Year

Inference: The above table shows that, most of the respondents (32.7%) have bonus 26.0% 0f the respondents have bonus and 24.0% of respondents have last year bonus.

Monetary Benefits

S.NO	Monetary benefits	No of respondents	% of respondents
1	Monetary reward for the continuous improvement	37	35.6
2	Monetary reward for problem solving	38	36.5
3	Others	29	27.9
	Total	104	100.0

Monetary benefits fron Organization
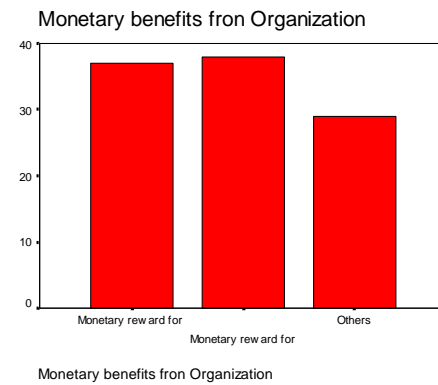
Inference: The above table shows that, most of the respondents says that monetary reward for problem solving, 35.6% of the respondents says that it is monetary reward for the continuous improvement and 27.9% of the respondents says that other monetary benefit.

Extra Curricular Activities

S.NO	Extra Curricular activities	No of respondents	% of respondents
1	Sports	26	25.0
2	Company seminar	18	17.3
3	Sports & athletic	26	25.0
4	Sports & Company seminar	16	15.4
5	Sports, athletic, company seminar	18	17.3
	Total	104	100
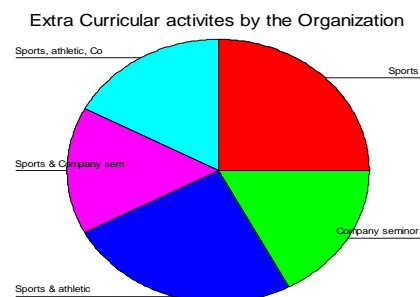
Inference: From the above table it shows that, respondents is common in 25% says that sports, sports & athletic, 17.3% of respondents says that they have company seminar, sports & Athletic.

Expected rest hour:

S.NO	Various shift system	No of respondents	% of respondents
1	yes	79	76.0
2	No	25	24.0
	Total	104	100

Expected Rest hour in the Organization
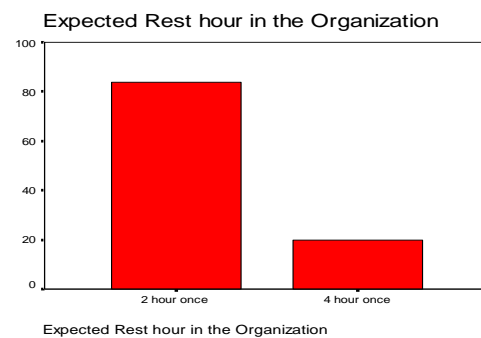
Inference: From the above table it is found that 80.8% of respondents are expecting 2hour once and 19.2% respondents are expecting 4 hours once rest hour.

Allotment of Various Shift Systems

S.NO	Various shift system	No of respondents	% of respondents
1	yes	79	76.0
2	No	25	24.0
	Total	104	100
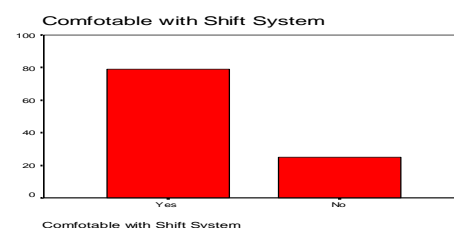
Inference: The above table explains that, most of the respondents (76%) says that they comfortable in allotment of various shift system and 24% of respondents says that they are comfortable in allotment of various shift system.

Level of Satisfaction with the Drinking Water

S.NO	Rest hour	No of respondents	% of respondents
1	2 hour once	84	80.8
2	4 hour once	20	19.2
	Total	104	100

Satisfied With Drinking Water Facilities
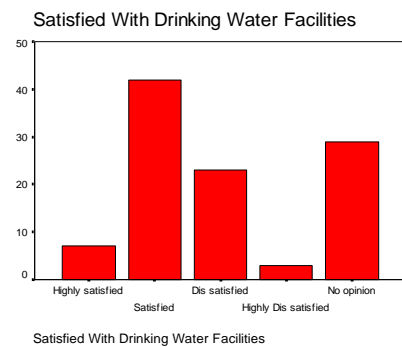
Inference: From the table it infers that 40.4% of respondents are satisfied with the drinking water facility while 27.9% of the respondents have no opinion about the facility.

Level of Satisfaction Working In Night Shift

S.NO	Working in night shift	No. of respondents	% of respondents
1	Satisfied	30	28.8
2	Dissatisfied	39	37.5
3	Highly dissatisfied	14	13.5
4	No opinion	21	20.2
	Total	104	100

Level of Satisfaction With Night Shift

Inference: The above table shows that, most of the respondents 37.5 say that they are dissatisfied while working in night shift and only 28.8% respondents are satisfied.

Quality of Food

S.NO	Quality of food	No of respondents	% of respondents
1	Good	12	11.5
2	Normal	33	31.7
3	Poor	42	40.4
4	None	17	16.3
	Total	104	100

Opinion on Quality of Food
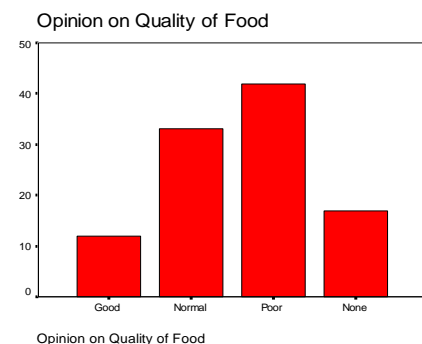
Inference: From the table it infers that 31.7% of the respondents are normal with the quality of food while 40.4% of the respondents have poor about the quality of food.

Cleanliness of Canteen

S.NO	Cleanliness of canteen	No of respondents	% of respondents
1	Highly satisfied	3	2.9
2	Satisfied	20	19.2
3	Dissatisfied	42	40.4
4	Highly Dissatisfied	16	15.4
5	No opinion	23	22.1
	Total	104	100

Satisfaction of Cleanliness

Inference: From the table it infers that 19.2% of the respondents is satisfied with the cleanliness of canteen facility while 58.5% of respondents have dissatisfied with the canteen facility.

Price of Canteen

S.NO	Cleanliness For Canteen	No of respondents	% of respondents
1	Highly satisfied	24	23.1
2	Satisfied	46	44.2
3	Dissatisfied	20	19.2
4	Highly Dissatisfied	2	1.9
5	No opinion	12	11.5
	Total	104	100

Satisfaction of Price

Inference: 44.2% of the respondents is satisfied with the price of canteen.

Availability of adequate space

S.NO	Availability of adequate space	No of respondents	% of respondents
1	Highly satisfied	3	2.9
2	Satisfied	28	26.9
3	Dissatisfied	21	20.2
4	Highly Dissatisfied	18	17.3
5	No opinion	34	32.7
	Total	104	100

Satisfaction of the Availability Space

Inference: Most of the respondents dissatisfied with the availability of adequate space in canteen.

Labour Officer

S.NO	Labour Officer	No of respondents	% of respondents
1	Yes	67	64.4
2	No	37	35.6
	Total	104	100

Do you Need a Labour Officer

Inference: 64.4% of the respondents is satisfied and 35.6% of the respondents is not satisfied with the labour officer.
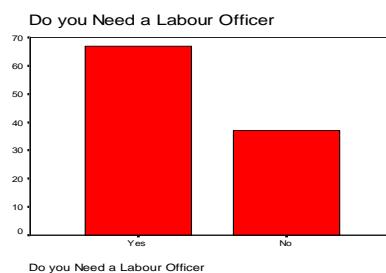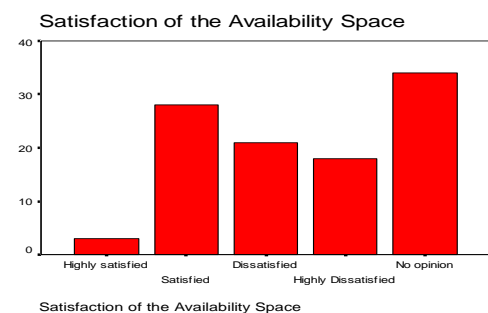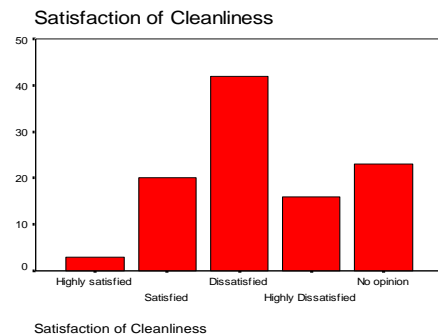
Findings of the Study

- 49% of the respondents are belonging to the age group of 35 & above.
- 97.1% of the respondents are female.
- 43.3% of the respondents are studied P.G.
- 39.4% of the respondents are having above 20 years of experience.
- 53.8% of the respondents are unmarried.
- Most of the respondents are having 5000 and above of monthly salary.
- All the respondents are permanent.
- 95.2% of respondents are satisfied the safety equipment facilities and 4.8% of respondents are not satisfied.
- 65.4% of workers are expecting family welfare facilities on insurance, EPF, Vehicle loans & education allowance.
- 26.9% of respondents are expecting medical facilities on first aid, ambulance & treatment charges.
- 46.2% of the respondents said that treatment provided in dispensary is normal.
- Most of the respondents are satisfied with working environment condition.
- 43.3% of the respondents said that, it provides social security on wearing uniform system.
- 31.7% of the respondents said that, they are satisfied of their transport facility.
- 26.9% of the respondents are expecting education facilities on library, computer train & daily news review.
- 26.9% of the respondents are satisfied with the supportive activities on personality development programs.
- Most of the respondents are having 5000 and above bonus.
- 36.5% of the respondents are satisfied with monetary reward for problem solving.
- 85.6% of respondents are satisfied with the extracurricular activities 15.4% of respondents are not satisfied.
- Most of the respondents are satisfied with the rest hour.
- 76% of the respondents are comfortable in allotment of various shift system.
- 37.5% of the respondents says that, they are dissatisfied working in night shift.
- 40.4% of the respondents says that , they are satisfied drinking water.
- Most of the respondents are not satisfied with the quality of food.
- 40.4% of the respondents are not satisfied with the canteen cleanliness.
- 44.2% of the respondents is satisfied with the canteen price.
- 32.7% of the respondents are no opinion of availability of adequate space in canteen.
- 64.4% of the respondents are satisfied with labour officer.

Suggestions and Recommendations

- The researcher listed out the following suggestion after analyzing the main findings of this research study.
- The employee's felt that the transport facility is inadequate. The company can arrange additional transport facility so that the employee's will be able to come to the company without much strain.
- The manager can adopt various motivation techniques to motivate the employee's working in night shift.
- Regarding canteen facility better quality of food, and adequate space, should be provided by the management. The canteen cleanliness must be maintained properly.

Conclusion

This study was carried out by us to determine the level of employee welfare practices in DELTA PAPERS LIMITED, HYDERABD. The objective of this study is achieved in findings the satisfactory level and workers opinion towards the management attitude. From the critical analysis it was found that the employee's were dissatisfied with transport facility, working in night shift and canteen facilities. The employee's were satisfied work with the safety measures adopted during work facilities regarding uniform drinking water and health care provided by the organization was satisfactory.

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