

# **A PROFILE OF EMPLOYEES' WORKING CONDITIONS AND WELFARE PRACTICES**

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## **Abstract –**

Employee welfare refers to such services, facilities and amenities like adequate canteen, rest room and recreation facilities, arrangements for travel to and from work and for the accommodation of workers employed at a distance from their houses and such other services such as amenities and facilities that contribute for improvements in the conditions under which workers are employed.

Employees have come to believe that they have a right to good working conditions. Working conditions include the length of the working day, the interval and its duration and frequency of leisure physical work environment including safety measures.

**Keywords** –Working Condition, Safety Measures, Physical Work, Welfare Facilities

## **1. Introduction -**

People with required skills to make an organization are generally referred to as human resources. The term human resources can also be explained in the sense that it is a resource like any natural resource.

Human Resource Management means employing people developing their resources, utilizing, maintaining and compensating their services in tune with the job and organizational requirements with a view to contribute to the goals of the organization, individual and the Society as a whole.

Workers have come to believe that they have a right to good working conditions. Working conditions include the length of the working day, the interval and interval and frequency of leisure physical work environment including safety measures.

Labor welfare refers to such services, facilities and amenities and adequate canteen, rest room and recreation facilities, arrangements for travel to and from work and for the accommodation of workers employed at a distance from their houses and such other services such as amenities and facilities that contribute for improvements in the conditions under which workers are employed/working.

### **Type of Welfare Program:**

#### **1. Employment Security:**

Benefits under this head include unemployment insurance technological adjustment pay, leave travel pay, overtime pay, level for negotiation, leave for maternity, leave for grievances, holidays, cost of living bonus, call-back pay, lay-off pay, retiring rooms, job to the son/daughters of the employees and likewise.

#### **2. Health Protection:**

Benefits under this head include accident insurance, disability insurance, health insurance, hospitalization, life insurance, medical care, sick benefits, sick leave etc.

#### **3. Old Age and Retirement:**

This category includes, deferred income plans, Pension, Gratuity, Provident Fund, Old age assistance, old age counseling, medical benefits for retired employees, travelling concession to retired employees, jobs to sons/daughters of the deceased employee and the likewise.

#### **4. Personal Identification, Participation and Simulation:**

This category covers the following benefits:

Anniversary Awards, attendance bonus, canteen, co-operative credit societies, educational facilities, beauty parlors, services, housing, income tax aid, counseling, quality bonus, recreational programs, stress counseling, safety measures etc.

#### **1.1 Scope of the Study -**

This research work will cover the study of employees working conditions and welfare activities offered by Chandrapur Ferro Alloy Plant, Chandrapur. The study will put some

light on the employee welfare activities and the aspects they take into consideration while improving employees working condition. It will also help to keep a person in a stable condition. The study will put some light on how recreation facilities of employees become the opportunity for mental refreshments.

## **2. Objectives of the Study -**

1. To know the awareness of welfare facilities.
2. To know the level of satisfaction of the workers by the welfare facility provided by the company.
3. To get the opinion of employees about the facilities provided by the company.
4. To find out whether statutory welfare measures are being adopted.
5. To identify any non-statutory measures being adopted and obtain suggestion for their improvement.
6. To suggest improvements for better provision of welfare measures.

## **3. Research Methodology -**

There are two ways to collect the data for the research, Primary data & Secondary data.

### **Primary data source**

Primary data are those, which are gathered especially for the project at hand is directly through questionnaire and interview. It is the original source of data collected by the researcher. The primary data was collected by personally meeting the employees and through discussion with the HR manager.

### **Secondary data source**

Secondary data sources are generally published sources, which are been collected. Originally for some other purpose. They are not gathered specifically to achieve the objectives of the particular research project at hand but already assembled. Sources of secondary data for this study work brochures, company past records, research books and Internet.

## **Universe and Population -**

The CFP, Chandrapur is the Universe of the study. Sample size refers to the numbers of elements to be included in the study. A total of 2000 employees working at CFP constitute

the universe of the study. Thus, a representative sample of 100 units equivalent to 5% of the universe has been assumed to be suitable for the purpose of the envisaged study. The important decision to be taken while adopting sampling technique is the sample source. In this study the sample size of respondents was decided to be 100.

### **Sampling Technique -**

Sampling technique is a technique in which instead of every unit of the universe, only part of the universe is studied and the conclusions are drawn on that basis for the entire universe.

### **4. Limitations of the Study -**

1. Survey limited to factory and the head office only.
2. Findings are based on the assumption that the respondents have given true and correct information without being biased towards the organization or having a sense of fear or insecurity.
3. The survey was conducted generally among the employee category and did not including people and managerial or executive post, so their opinion was not included at all.
4. Though it intended to be 100% employee survey-some employees did not take part in the survey as their job required them to be in the field, and hence they were not present during the time of the survey. Time was the major constraint.

### **5. About Organization -**

**Chandrapur Ferro Alloy Plant, (CFP)** erstwhile Maharashtra Elektros melt Ltd. (MEL) **has become a Unit of SAIL w.e.f. 12/7/2011.** Chandrapur Ferro Alloy Plant is the only Public Chandrapur Sector Unit engaged in production of Manganese based Ferro Alloys in the Country.

**Location:** The plant is situated amongst picturesque surroundings at Chandrapur (Maharashtra). It is located 166 km away from Nagpur on Delhi-Chennai rail route and is well connected by rail & road to the major cities of India.

CFP has an installed capacity of 1,00,000 TPY Ferro Manganese. The product range of CFP includes High Carbon Ferro Manganese, Silico Manganese and Medium/Low Carbon Ferro Manganese. The Plant is accredited with Quality Assurance Certificate ISO 9001:2008.

CFP's major production facilities include two nos. of 33 MVA Submerged Electric Arc Furnaces for the production of ferro alloys, two nos. Manganese Ore Sintering Plants, Furnace gas-based Power Plant, Mechanized Crushing and Screening System for Ferro Alloys and 1 MVA Electric Arc Furnace for the production of MC/LC Ferro Manganese with Lime Calcination and Manganese Ore Roasting Unit.

## 5.1 Data Tabulation, Interpretation and Analysis -

### 5.1.1: Awareness of welfare facilities among employees

Awareness	Number of Respondents	Percentage
Yes	57	95%
No	03	05%
<b>Total</b>	<b>60</b>	<b>100</b>

#### Inference:

A majority of 95% employees are aware of the welfare facilities of the company only 5% of the employees say they are not aware of it.

### 5.1.2 Employees opinion for a need of welfare officer

Satisfaction	Number of Respondents	Percentage
Yes	48	80%
No	12	20%
<b>Total</b>	<b>60</b>	<b>100%</b>

#### Inference:

According to the survey, a strong majority of 80% says that they want to have a welfare officer. 20% of the employees say that they do not feel the need for a welfare officer.

### 5.1.3 Level of satisfaction for the following facilities

Facilities	Satisfied	Partially satisfied	Not satisfied
Good working condition	62%	28%	10%

Drinking water facility	62%	30%	8%
Ventilation and light	68%	32%	0
First-aid facilities	60%	36%	4%
Distribution of working hours	74%	26%	0
Sanitation	62%	28%	10%
Notice boards	90%	10%	0
Cleanliness and general hygiene	60%	30%	10%

**Inference:**

- Good working condition: The tabulated data shows that for good working condition the satisfaction level among the employees is high of 62% who say they are satisfied, 28% of the employees say that they are partially satisfied and 10% of them are not satisfied.
- Drinking water facility: 62% of the employees are satisfied with the facility provided to them and a very close percentage of 30% are partially satisfied and 8% of them are not satisfied.
- Ventilation and light: 68% of the employees are satisfied where as 32% of them is partially satisfied.
- First -aid facility: 36% of the employees are partially satisfied, 4% of them are not at all satisfied and 60% of them say they are satisfied.
- Distribution of working hours: the tabulation shows that 74% of them are satisfied, 26% of the employees are partially satisfied.
- Sanitation: 62% of the employees are satisfied with the maintenance sanitation in the company. 28% of the employees say that they are partially satisfied and 10% of them are not satisfied with it.
- Notice boards: the percentages of employees who say that they are satisfied with the facility are 90%, 10% of them are partially satisfied.
- Cleanliness and general hygiene: 60% of the employees are satisfied, 30% of them are not satisfied and 10% of them partially satisfy.

**5.1.4 Opinion towards improvement of work by provision of welfare facility**

<b>Opinion</b>	<b>Number of respondents</b>	<b>Percentage</b>
Yes	36	60%
No	24	40%
<b>Total</b>	<b>60</b>	<b>100</b>

**Inference:**

The question was based on whether facilities help employees to improve their work and the respondents who said that it encouraged was 60% and the percentage who said it did not encourage them to improve their work were 40%

**5.1.5 Employees opinion towards the need for future improvements**

<b>Respondents</b>	<b>Number of respondents</b>	<b>Percentage</b>
Yes	48	80%
No	12	20%
<b>Total</b>	<b>60</b>	<b>100</b>

**Inference:**

The above tabulation of data depicts that 80% of the employees want future improvements or feel the need for introduction of new welfare facilities. 20% of them have a negative respondent towards this.

**6. Findings -**

- The employers and employees were free to express their suggestions ideas without any barriers.
- Most of the employees are not satisfied with the promotional policy of the company.
- Majority of the employees are highly satisfied with the work spot, disposable waste, lighting, and ventilation and drinking water facilities.
- All the employees are satisfied with their jobs.
- Employee's feel safe and secured working in CFP, Chandrapur.

## **7. Conclusion -**

Welfare is a total concept, which is durable state of existence comprehending physical, mental, moral, and emotional health. A person may be mentally brilliant, morally reliable and even emotionally stable, but as long as his physical health are poor and neglected his welfare could be physically strong and mentally unsound then the person will not be able to concentrate in his work. Welfare activities are responsible to keep a person in a stable condition.

The recent trends the world Labour is loosing its existence and the new concept workmen show that is emerging so employer should carefully analyze the strength and form welfare measures accordingly. Considering all the factors it can be concluded that CFP has adopted sound welfare and safety measures for the betterment of the company and its employees.

## **8. Suggestions –**

- Seminars and workshops are needed to be conducted frequently so as to boost the employee's morale.
- Using of counseling methods to improve the absentee workers is needed in present context.
- Promotion policy should be streamlined.
- Suggestions from workers can be invited and can be considered genuinely & regularly to enhance the sense of belongingness.
- All the welfare and safety measures provided must be made clear to all the employees, which make them feel more secured and motivated towards the company.

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