

## **A study on Labour Welfare Measures with a special reference to Manufacturing Sector in post COVID-19 Pandemic Era**

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### **Abstract**

Labour welfare schemes provide workers a better working conditions with improved physical, mental health, safe working atmosphere, accommodations, medical care, schooling, recreational facilities for employee family. The welfare programs adopted by the organization and the working conditions plays a major role in engaging the employees to the work. In India, COVID pandemic has left the repercussions to all ages and economic status of the people. Even after a year, the employees are struggling to cope up with the after effects of pandemic, be it with physical, mental and professional.

The present research aims to analyse the labour welfare schemes in the manufacturing sector. The study tries to collate the satisfaction level of the workforce especially operators with regard to the labour welfare facilities provided by the organization. The study intends to highlight the gaps that has created in the COVID-19 Pandemic situation with reference to the facilities under Labour welfare schemes.

**Keywords:** Labour welfare schemes, COVID-19 Pandemic, satisfaction level, demographic parameters, Manufacturing sector, operators

### **Introduction:**

Employees are considered as an asset for an organization. This asset can be meaningful if the skills and competency are utilized to the fullest extent. The onus lies on the organization in managing the people and getting the work done. This requires the cooperation and the engagement of the workforce towards the organization. The welfare programs adopted by the organization and the working conditions plays a major role in engaging the employees to the work. Good working conditions that include pleasant atmosphere, good temperature, adequate lighting arrangements etc brings a positive thought of care a management has towards their employees. This in turn benefit

not only in improvising the efficiency of employees but also to organization in increasing its productivity. Amid influenced by Corona situation, organizations are realizing the importance of the need of employee welfare schemes that can contribute on the way of health and efficiency of the employees in the long run.

Welfare schemes roots back to the year 1931, when the Royal Commission stated initiatives for the advancement of the working conditions of labour in industries. Labour welfare can be defined as the initiative taken by the organization in making the employees life worth living. Apart from salary or wages, the welfare schemes entail all the activities undertaken by the organization in improvising the employees working and living conditions.

Labour welfare in simple terms can be defined as the initiatives taken by the organization with regard to intellectual or social upliftment that makes the life of employees a worth living. It encloses the services, facilities and amenities provided for the progress of the employees. Employees are treated as a valuable asset for any organization. Unlike the material assets which gets depreciated with time, the efficiency of the employees increases years after year through the provision of training and employee welfare schemes. The factors like ageing, unhealthy conditions etc slows down the process and can be reason for other factors like attrition, inefficiency and decrease in productivity. One of the major factors for the success of the organization lies with the existence of satisfied workforce. Welfare schemes always target to increase the number of satisfied employees within an organization. The employee welfare schemes are volatile varies with time, organization, region, state, country, cultural values, political scenarios, unforeseen conditions etc. It also depends on the demographic parameters of workers, economic conditions of region, cadre of worker etc in various sectors.

COVID-19 pandemic created the challenging situation for both the organization and the workforce. In order to limit the contact, there was radical changes in the work place environment and policies viz., Shift to remote workplace, work in different time shift etc. Such isolation and balancing work and family life created psychological and work pressure on the workforce. Increased workloads, reduced rest periods, longer working hours and passing on the virus to family and others led to huge layoffs, pay cuts and job insecurity. All these consequences led by the uncertain situation of pandemic brings a great threat to employee wellbeing and marks the need for revive and identify the influencing factors of existing employee welfare schemes.

### **Review of Literature**

Venkatesh et al., (2020), conducted research study on Employee Welfare Measures with Reference to Kawman Pharma Private Limited. The objective of the study was to collect employee opinion about the safety measures and the health advantages provided by the organization. Based on the descriptive research technique, systematic sampling method was used to administer questionnaire. The study observed the relation between age of medical insurance and the HR Allowances. The research also showed the exitance of relation between income and working environment.

In a study conducted by Vanaja et al., (2020), on the employee welfare measures with reference to animation industry observed the effect of welfare facilities on the efficiency of employees. Primary research was undertaken to analyze the welfare facilities provided by the organization. The study concluded that, there was a significant relationship between age of the respondents and their level of satisfaction with respect to rest room and lunch room facilities. The study also observed that there is no significance between gender and their level of satisfaction with respect to welfare schemes. A case study was conducted by Gupta (2015) on Amritsar Swadeshi Woollen Mills with an objective to study the importance of welfare schemes in India in order to assess the status of labour welfare schemes at industry level. The study also intended to assess the awareness

among workers about various statutory/non-statutory facilities given by the organization. Lakkoju et al., (2017) in his study compared various welfare practices between two PSUs and identified similarities and differences in their operations. Similar conditions were observed in both BHEL and RINL PSU Units with regard to recreation, educational allowance, workplace safety, canteen subsidy, canteen hygiene, workplace hygiene, medical facilities, family welfare, housing facilities, etc. While, staff benevolent fund, pension scheme, quality of canteen food, rest rooms, medical benefits, cooperative credit society and ambulance and medical services were observed more in BHEL.

A Case Study of MAHARATAN BHEL of U.P was conducted by Pandey (2014) to know the satisfaction level of the PSUs employees with reference to employee welfare schemes. The exploratory study highlights the differences in the employee welfare schemes of PSU and Private sector. The study concludes saying that PSUs sector have attained greater cooperation and support of workers as compared to Private sector.

In the project of Chandrasekaran (2020), an attempt was made to study the welfare schemes available in construction industries. Employees were selected at random through primary survey and responses were analysed through percentage analysing. It was observed that employees were satisfied with welfares schemes of festival advances, medical, lighting, sitting and drinking water. While, Accident benefit scheme provided maximum satisfaction. Most of the employees agreed that labour turnover can be reduced through proper motivational techniques.

Fareeth (2021) in his study examined the perceptions of various employee welfare measures taken by the engineering colleges and also the parameters that influence them. The study highlighted the fact the teachers have tendency towards various non-monetary schemes viz., legal, transportation, health measures that strongly influenced their perceptions towards welfare schemes.

migrant workers faced by many Manufacturing units during pandemic.

### **Theoretical Background of Study**

Labour welfare schemes provide workers a better working conditions with improved physical, mental health, safe working atmosphere, accommodations, medical care, schooling, recreational facilities for employee family. It enhances the involvement of workers towards the job and thereby increases the productivity. This in turn improves the commitment of the workers and sense of responsibility creating a stable workforce. The welfare schemes help in raising the productivity of an organization and to maintain sound industrial relations and peace with outer world.

### **Statement of Problem**

The outburst of Corona disease has shaken the entire global market. During crisis, the organization and the workforce realized the need and importance of relevant Labour welfare schemes. Few organizations suggested minor changes in the schemes and others managed the crisis somehow.

### **Objectives of the Study**

1. To study the demographic parameters of operators in an organization
2. To identify the level of satisfaction on labour welfare measures with reference to COVID 19 pandemic

### **Coronavirus Pandemic:**

The employee wellbeing faced greater impact due to corona virus pandemic and lockdown around the globe. The study intends to address the gap created by the inclusion of pandemic and identify the satisfaction level of the operators with regard to COVID-19 pandemic.

### **Effect of COVID Pandemic**

In India, COVID pandemic has left the repercussions to all ages and economic status of the people. Even after a year, the employees are struggling to cope up with the after effects of pandemic, be it with physical, mental and professional. The Corporate world perceived the impact and started issuing work from home options to the employees during pandemic situation. Through this, employees could shift their focus to mental and physical wellbeing along with taking care of their dear ones at

family. Organizations also taken steps to collaborate with health providers for affordable treatment/vaccination for the employees and their families with paid time off. Unlike Corporate world, Manufacturing sector lagged in taking initiatives as greater portion of the workforce shifted to their native place. Such Covid pandemic uncertain situation created the need to prioritize the labour welfare schemes and to know the satisfaction level of labours with the existing welfare facilities provided by the organization.

### **Scope of the study**

The present study is confined to medium scale Manufacturing sector in Peenya Industrial Area, Bangalore Karnataka. The respondents involved in the study are operators of an organization. The scope of the study is limited to the objectives defined in the study. Peenya Industrial Area is a hub of Medium and Small-scale industries comprising of various sectors like Electronics, Precision component manufactures, Electrical services, Textile, Chemical manufacturing units etc.

### **Research Design**

The research design adopted for this study is Descriptive Research. The descriptive method was adopted because it deals with the description of the state of affairs as it exists at present. The technique adopted here is the simple random sampling method. Among the 1500 workers in the organization, a sample of 50 respondents has been taken for the study through simple random sampling.

### **Research Design:**

Descriptive research is adopted for the study as it deals with the description of the current situation of research problem. The sampling technique used for the study is simple random sampling technique. A sample of 80 respondents have been taken for the present research.

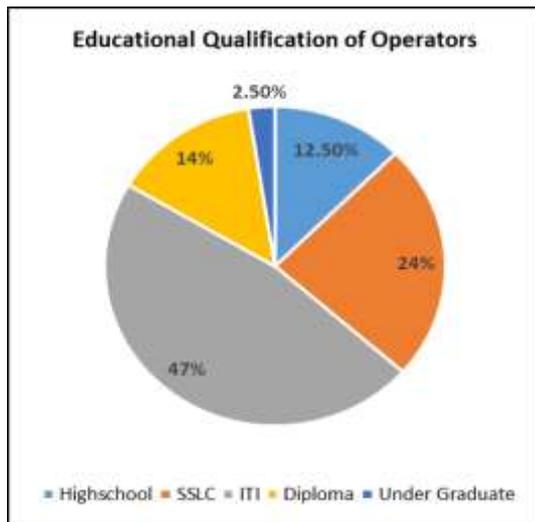
**Analysis of Data:**

**A) Demographic Parameter:**

**1) Educational Qualification of operators:**

**Descriptive statistics of Age of operators**

**Graph 1: Age of operators**



**Interpretation:** The above graph denotes the educational qualification of operators. Majority (47 percent) of the operators are from ITI background. 24 percent have studied up to SSLC and 14 percent are diploma candidates. Only 2 percent of operators have their educational qualification till under graduate level.

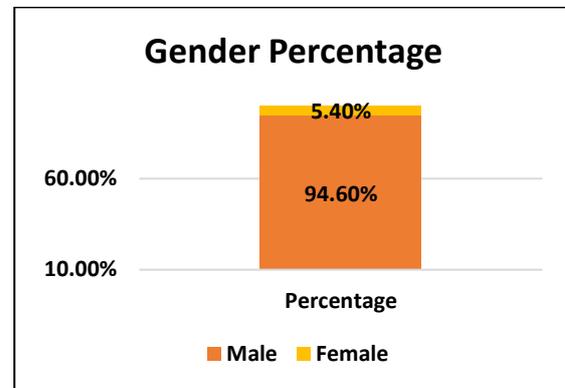
**1. Age of operators:**

Category	Frequency	Percentage
Below 25	15	18.75
26 to 30	27	33.75
31 to 35	25	31.25
36 to 40	9	11.25
41 to 45	2	2.5
Above 45	2	2.5
Total	80	100

**Interpretation:** The above table gives the information of age of the operators in an organization. Almost 65 percent of the operators belong to age group between 26 years to 35 years out of which 33 percent are from age group 26 years to 30 years. Only 5 percent of operators are above 40 years of age. Hence the

organization consists of young operator workforce.

**2. Gender of operators**



**Interpretation:** The above graph clearly shows the existence of male operators (95 percent) as compared to female operators (5 percent) in a Manufacturing industry of Precision Component sector. As the job is entirely mechanical in nature, male operators are much preferred than female operators.

**3. Income level of operators:**

Range of Income	Freq	%
Below 5000	7	8.75
5001-10000	24	30
10,001 -15,000	29	36.25
15,001- 20,000	18	22.5
Above 25000	2	2.5
Total	80	100

**Interpretation:** The table gives the information of income level of operators in an organization. Almost 36 percent of operators are being paid in the range of 10,000Rs to 15,000 Rs. and 30 percent of operators are getting paid between Rs5k to 10K. Only 3 percent are receiving income above 25K.

**4. Years of Experience:**

Range of Years	Freq	%
Below 1 year	7	8.7
1 to 10	56	70
11 to 20	13	16.25
21 to 30	4	5
Total	80	100

**Interpretation:** From the above table it can be inferred that 70 percent of the respondents have years of experience in the range of 1 to 10 years and 16 percent have experience level from 11 years to 20 years. Only 5 percent has the experience ranging from 21 years to 30 years.

**B) Facility with regard to Canteen:**

Category	Satisfied	%	Not Satisfied	%	Total
Food Price	73	91.25	7	8.75	80
Food Quality	67	83.75	13	16.25	80
Hygiene	65	81.25	15	18.75	80
Sitting Arrangement	58	72.5	22	27.5	80

**Interpretation:** The table (B) gives the detailed information of the satisfaction level of the operators with regard to the facility provided in canteen. 91 percent of the respondents are satisfied with the price of the food as they consider it as affordable in surrounding areas. Almost 84 percent of the respondents are satisfied with the quality of the food and 16 percent are not satisfied. Regarding cleanliness and hygiene of canteen, 81 percent of the respondents are satisfied and 19 percent have shown their dissatisfaction with the

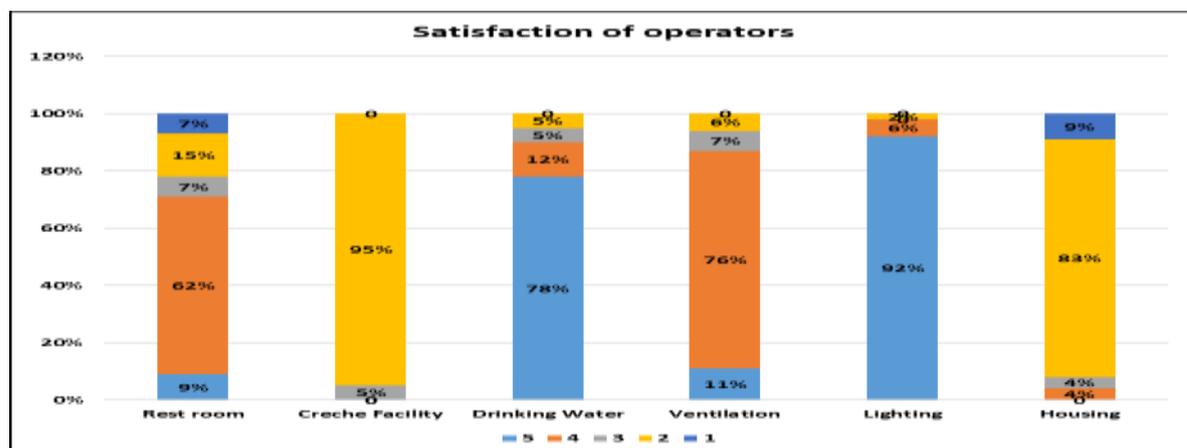
above parameter. Almost 28 percent of respondents are not satisfied with the sitting arrangement provided in the canteen as they find it difficult to eat standing in the rush all the time.

**C) Satisfaction level of operators with regard to Infrastructural Facility**

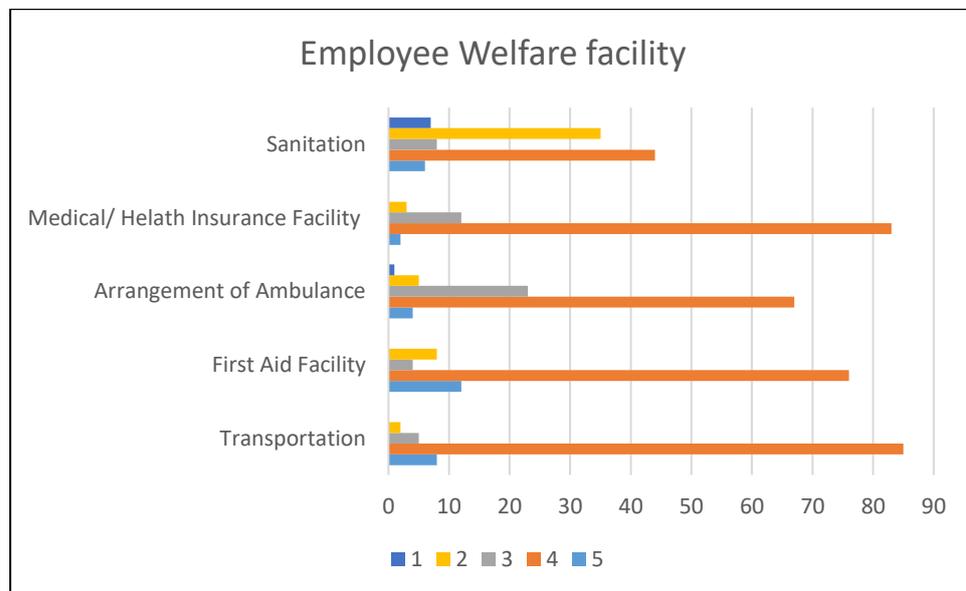
**Interpretation:** The tabular graph depicts the satisfaction level of the operators with respect to the infrastructural facility viz., Rest room, Creche facility, Drinking water, Ventilation, Lighting and Housing facility provided by the organization. The satisfaction levels are taken as 5-Highly Satisfied, 4- Satisfied, 3- Neutral, 2- Dissatisfied, 1- Highly Dissatisfied.

It is observed that 62 percent of the respondents are satisfied with the availability of rest rooms and 15 percent not satisfied. Majority of the respondents (95 percent) are dissatisfied with the availability of creche. Almost 78 percent of the respondents are highly satisfied with the provision of drinking water in the organization. Respondents of about 76 percent are satisfied with the ventilation facility in the working area. Majority of the operators (92 percent) are highly satisfied with the lighting arrangements at the work place. As housing facility is not provided to all operators, 83 percent of respondents have shown their dissatisfaction towards housing facility

**Satisfaction level of operators with regard to Infrastructural Facility**



#### D) Satisfaction level of operators with regard to employee welfare facilities



**Interpretation:** The horizontal bars depict the satisfaction level of the operators with regard to employee welfare facilities provided by the organization. The satisfaction levels are measured as 5-Highly Satisfied, 4- Satisfied, 3-Neutral, 2-Dis-satisfied, 1- Highly Dis-satisfied.

An equal and opposite responses are observed with regard to sanitation as 44 percent are satisfied and 34 percent are not satisfied. Almost 83 percent of the respondents are satisfied with the medical or health insurance facility and 13 percent are showing neutral responses. Only 63 percent of the respondents are satisfied with the arrangement of ambulance in case of emergence and 23 percent are remaining neutral. Respondents of about 76 percent are satisfied with the first aid facility provided by the organization. Transportation facility provided by the organization is given 85 percent of the satisfaction level by the operators.

#### Conclusion

Employee Welfare schemes are successful if provided with facilities of medical, pantry, free

food in canteen, job security, safe and healthy working environment, HR Allowances etc. The success can be measured through lower absenteeism, increase in efficiency of employees, increase in morale, increase in productivity and so on. This in turn strengthens Industrial relations, labour laws and contributes to the success of an organization in achieving its goals and accomplishments.

The present study analysed the demographic variables of the operators working in an organization.

Majority of the operators are from ITI Educational background. The organization consists of young operator workforce. Majority of the workforce are male operators. The operators' years of experience majorly range from 1 to 10 years. Most of the operators have income level in the range of 10k to 15k per month.

The present research collected the information of satisfaction level of operators with reference to canteen facility, infrastructure and facilities provided by the organization in regard to Labour Welfare schemes. Operators are satisfied with the provision of drinking water, rest rooms, food in canteen etc. But the

operators have shown their dissatisfaction on sitting arrangement in canteen, creche facility and the provision of housing facility. Hence, through this research paper, study intends to highlight the non-satisfaction areas to the management of the organization for better action in future perceptible.

An equal and opposite satisfaction levels were observed with regard to the provision of sanitation facility to the operators. Operators are satisfied with the medical and Health Insurance facility and the transportation arrangements. Only 63 percent of the respondents are satisfied with the arrangement of ambulance and 76 percent with the first aid facility. The management of the organization has to take keen action in improvising the dissatisfied areas and the lower satisfied parameters. Only then the Labour welfare schemes will bring win-win situation to both organization and employees for all kind of pandemic situations in long run.

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