

Study on Employee Welfare Services and Schemes in a Small Size Organization

Pritha Agrawal¹ and Dr. Shantanu Bose²

Student, Amity University Chhattisgarh, India¹

Assistant Professor, Amity University Chhattisgarh, India²

prithaagrawal1999@gmail.com and ssbose@rpr.amity.edu

Abstract: *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 for the workers and their families. This study was carried for four months with the objective of understanding employee welfare services and schemes in the organization, the relationship between employee welfare schemes and employee absenteeism, the facts regarding the employee welfare, and is there any relation between employee welfare and efficiency and productivity of the employee as well as organization. For this purpose, the primary and secondary data was collected. After conducting the research, it was found that due to implementations of various employee welfare schemes in the organization, the employees are much satisfied and happy with the organization.*

Keywords: Employees, Welfare, Schemes, Services, Organization

I. INTRODUCTION

Human resource management (HRM, or simply HR) is the management process of an organization's workforce, or human resources. It is responsible for the attraction, selection, training, assessment, and rewarding of employees, while also overseeing organizational leadership and culture and ensuring compliance with employment and labor laws. In circumstances where employees desire and are legally authorized to hold a collective bargaining agreement, HR will also serve as the company's primary liaison with the employees' representatives (usually a trades union).

HR is a product of the human relations movement of the early 20th century, when researchers began documenting ways of creating business value through the strategic management of the workforce. The function was initially dominated by transactional work, such as payroll and benefits administration, but due to globalization, company consolidation, technological advancement, and further research, HR now focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labor relations, and diversity and inclusion.

Employee Welfare

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 for the workers and their families.

Through such generous benefits the employer makes life worth living for employees. Employee welfare refers to anything that is done towards the comfort and well-being of employees. It is provided over and above their salaries or wages. However, the welfare need not be in the form of money, it could also take the form of insurance, better facilities and even team building trips and exercises. Detail concept of employee welfare can be described as under:

Employee : An employee is anyone who has agreed to be employed, under a contract of service, to work for some form of payment. This can include wages, salary, commission and piece rates.

This includes:

home workers

people who have been offered and have accepted a job

fixed-term employees

seasonal employees

probationary and trial employees.

casual and part-time employees An employee is not:

a self-employed or independent contractor

a sharemilker

a real estate agent whose agreement says they are an independent contractor

a volunteer who does not receive a reward for working

in some cases, a person who is engaged in film production

1.1 Objectives

Objectives of the study are:

- To make analytical study and the interpretation of the employee welfare services and schemes in the organization.
- To find out the facts regarding the employee welfare.
- To study the Acts and Regulations regarding the employee welfare schemes.
- To find out whether there is any relation between employee welfare and efficiency and productivity of the employee as well as organization.
- To find out the relationship between employee welfare schemes and employee absenteeism.

II. LITERATURE REVIEW

Ann Davis , Lucy, Gibson 1 November [1994] : outlines a procedure that organizations may use to try to put employee well-being interventions into practice emphasizes the need of a thorough needs assessment for gathering the range of data required to develop appropriate interventions as well as for providing baseline data to measure programme effectiveness. Discusses elements that affect the kind of intervention that is suitable for a specific circumstance and emphasizes their design implications. Finally, offers advice on programme implementation and assessment and covers some of the benefits and drawbacks of various tertiary welfare provision strategies. Tracey

J. Dickson, Jeremy Huyton [2008]: Examining how employee welfare and human resource management affect customer service is the goal of this paper. Data were gathered from several members of the Mount Kosciusko ski areas' operational personnel in Australia. The staff, which included both seasonal and permanent local employees, was chosen at random and responded to a self-administered questionnaire. The findings show the difficult living situations of many seasonal workers, on whom the sector depends, and this research demonstrates the necessity for efficient management abilities and employment policies that take seasonal staff demands into account at the organizational level. As was demonstrated, there is a connection between employee happiness, teamwork, and customer pleasure. Dr. P. Venugopal

T. Bhaskar P. Usha [2011] : A key factor in the growth of the company is the use of human resources. They are viewed as a dynamic factor of production and make up the organization at all levels. Management needs to be aware of what employees anticipate from them in order to get the most performance out of the workforce. The management's responsibility is to ensure that employee welfare initiatives are carried out and that the workers experience personal, social, and economic pleasure. The main goal of the study on "employee welfare measures" is to assess the efficacy of welfare programmes in the industrial sector and to propose ways to make current welfare programmes much more effective and comprehensive so that the benefits to employees will be increased. The idea of "employee welfare" is flexible and elastic and varies greatly with time, region, industry, social values and customs, degree of industrialization, the overall economic development of the population, and political ideologies dominant at a particular time. It is also blended according to age-group, sex, socio-cultural background, marital and economic status, and educational level of

the employee in various industries. Ms. Yamwamu, Wilter Bosibori, Mr. Atambo, Wallace Yakudi, Dr. Muee, Charles, Dr. Okibo, Walter [2012] : As a way to increase staff efficiency at work, many organisations in Kenya are progressively offering employee welfare services. However, the Kenyan police force hasn't been able to significantly enhance the terms and conditions of employment, the security of police officers and their families, or the provision of social services. Despite this, the police force is required to advance society's well-being by fostering environments that allow people to live and conduct their own lives without interruption. Based on this, the study set out to evaluate how the performance of the national police force in the Kisii central district was affected by staff welfare services. The functional theory of labour wellbeing, which contends that welfare may be used to secure, preserve, and increase labour productivity and efficiency, served as the study's theoretical foundation. The research used a descriptive survey approach. Duncan Gallie, Ying Zhou, Francis Green [2012] : The literature on the advantages of collaboration has a significant gap. Some have argued that it serves the interests of management alone, while others have argued that it is advantageous for workers, and yet others have argued that it has little impact on either productivity or well-being. The British Skills Survey Series is cited in this article. It demonstrates that although cooperation did increase between the early 1990s and 2006, this was mostly because of the expansion of the kind of teamwork that gave employees little in the way of decision-making authority. In fact, the frequency of self- directive teamwork has decreased. In addition, our research demonstrates that self-directed teams are the only ones to profit from teamwork in terms of improving employee wellbeing and work motivation, whereas non-self- directed teams discourage the use of initiative and discretion at work. Dr. M Surat Kumari, Bindurani. R S, [2013]

The work being done focuses on the many welfare services offered to the workers of South Central Railway, one of the regions of Indian Railways, which has its headquarters in Secunderabad. Labour welfare facilities aid in enhancing the workers' health, safety, and all-around wellbeing. Employee welfare services are provided by employers, trade unions, governments, and non-governmental organisations. The conditions of the work environment, health services, housing, sanitization, transportation, etc. are examples of welfare facilities. Welfare facilities as a whole promote better work. The purpose of an employee wellbeing programme is to increase employees' happiness, health, commitment, and loyalty. S. Reshma, Dr. Basavaraj M.J. [2013] : Minerals have a big part in how a country develops economically. The industrial economy of the nation is based on minerals, and every country's prosperity is closely correlated with its mineral richness and wise use of those resources. The Indian mining industry has a big impact on the country's overall economic growth. Employee welfare, often known as worker welfare, is a broad word that refers to all of the facilities, services, and advantages provided by an organisation to its employees. Activities that promote employee welfare include providing appropriate working circumstances to employees voluntarily by the company. The statutory welfare measures implemented in the Donimalai Iron Ore Mine, Bellary District, are described in a research on employee welfare measures in the mining industry. This study clarifies the idea of welfare measures and focuses on how employees see the various statutory welfare measures that the organisation offers. The final section makes appropriate recommendations for improving the statutory welfare metrics in a sample unit. Emanuele Teti Mauro Andriotto [2013] : Studies on corporate social responsibility show that employees are becoming a crucial stakeholder for businesses. Employers are beginning to see their employees as a genuine chance to manage and develop their human and financial capital. In this light, employee welfare and benefit programmes are very crucial, and leading businesses are making major investments in this area. Significant findings from an empirical cross-analysis of a survey given to its own employees by one of the largest multinational corporations in the world revealed that women find benefits to be slightly more useful than men do; that there is a clear direct correlation between job status and benefit satisfaction, with the exception of factory workers; and that there is a significant gender gap in benefit utility. Additionally, compared to other, more expensive and exclusive perks, the installation of some restricted cost benefits might and conditions of employment, the security of police officers and their families, or the provision of social services. Despite this, the police force is required to advance society's well-being by fostering environments that allow people to live and conduct their own lives without interruption. Based on this, the study set out to evaluate how the performance of the national police force in the Kisii central district was affected by staff welfare services. The functional theory of labour wellbeing, which contends that welfare may be used to secure, preserve, and increase labour productivity and efficiency, served as the study's theoretical foundation. The research used a descriptive survey approach. Duncan Gallie, Ying Zhou, Francis Green [2012] : The literature on the advantages of collaboration has a significant gap. Some have argued that it serves

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a firm provides to employees. The employer enriches the quality of life for employees by providing such extensive fringe perks. Along with regular pay and other financial benefits that are provided to employees in accordance with the law, welfare amenities are also provided. The main goal of labour welfare is to improve employees' lives and keep them pleased and happy. Employee welfare and fringe benefits encourage improved performance, boost morale among staff, enhance interpersonal relationships, and hence increase job satisfaction. The concept of job happiness is intricate and varied. It is more of an interior state of mind and attitude. A key factor in managing employee relations and an essential element of organisational climate is job satisfaction. Dr. K. Vijayarani Mr. G. Suresh [2015] : The current study found that despite the corporations' provision of health facilities and worker safety measures, personnel working in mines and thermal power plants are more negatively impacted. The recreation centre and childcare services offered by the company are not as well-liked by the female employees. The extramural amenities, such as those for healthcare, local government, education, and vocational training, are also significant contributors to employee productivity. In this article, Neyveli Lignite Corporation Limited's programme for employee wellbeing is highlighted in relation to productivity. Mr. Ramana T. Venkata1, Dr. Reddy E. Lokanadha [2015]: "The efforts made to provide good life worth for employees" is what is meant when we talk about an employee's welfare. Employee welfare is defined as "anything done for an employee's comfort and improvement, intellectual or social, above and beyond the wages paid and not required by the industry." To maintain high levels of employee motivation, businesses offer wellness facilities. There are two sorts of employee wellbeing programmes: intra-mural and extra-mural. The Intra-Mural programmes are those that must be offered by a company in order to comply with the rules controlling employee health and safety. Extra Mural plans vary from company to company and from industry to industry. The main goal of employee welfare is to improve employees' quality of life and keep them content and happy. Employer generosity, wisdom, and charitable sentiments lead to extra-mural rewards. It is one of many ways that people can feel understood, supported, informed, and participated. At all levels of the organisation, it is crucial to make sure that leaders and staff members are committed to and exemplify the organization's culture. Chandra Sekhar Patro, Madhu Kishore Raghunath Kamakula [2016]: When we look back at the history of employee welfare programmes within an organisation, we can see that they have always played a crucial part in raising employee morale and will continue to do so. Every organisation has welfare programmes that provide employee and employer relations a boost. Since employees are a company's lifeblood for attaining its goals, their wellbeing is an essential core component. The primary goal of implementing welfare facilities is to secure the labour force by improving working conditions for people and reducing the hazards that may arise for both employees and their families. Every organisation, whether it is in the public or commercial sector, offers welfare facilities because they help organisations to cherish their final goal. Dr. Arjita Jain [2016] : The expressed concern for employees at all levels is a reflection of the company's attitude or commitment towards employee welfare and benefits. It seeks to create an environment at work that is stimulating enough to promote growth and interest in the workers. The goal of the current study is to assess the current state of the employee welfare & benefit practises used by Indian Oil Corporation Ltd. (Lubes Plant, Navi Mumbai) and to offer some recommendations for how to raise the standard of these practises. Exploratory research is the style used. The data base was constructed using a sample of 40 IOC Limited employees who are employed in the plant. With the aid of a questionnaire that the respondents completed, primary data were gathered. A percentage analysis was used to examine the data. According to the research's findings, most employees were happy with the welfare services that were already provided, including allowances, medical services, a high standard of living at work, and safety and security. The two key areas that need improvement are overtime compensation and canteen services. Ferdinand Waititu, Dr. Peter Kihara, Dr. Thomas Senaji [2017] : This study's general goal was to ascertain the effects of employee welfare programmes on employee performance in Kenya Railways Corporation. Its specific goals included evaluating the impact of occupational health on employee performance in Kenya Railways Corporation, examining the impact of succession plans on employee performance in Kenya Railways Corporation, and determining the impact of training and development on employee performance. The research design utilised in the study was a descriptive survey. 1720 employees were the target group for the investigation. The intended Administration and academic employees were divided into two strata of the population. Through stratified random sampling, a sample of 172 respondents was drawn from this demographic. Chandra Sekhar Patro [2017] : Employee wellness is crucial since it affects the existence and development of any organisation. Organisations in the public and private sectors have increased their efficiency over the past few years while also making

contributions to employee benefits. Housing options, free medical care, retirement benefits, children's and adults' educational perks, welfare programmes for the employee's families, loan options, etc. are just a few of the employee welfare amenities. It is a waste if the firms do not care about the benefits of the personnel but instead want high performance and efficiency from them. Therefore, employee wellness is crucial for any kind of firm. To maintain high levels of employee motivation, businesses must offer welfare amenities. In order to determine the degree of employee satisfaction with the applicability of various welfare measures in both public and private sector organisations, a comparative study was conducted. The study sheds information on how welfare policies affect workers' productivity. Dr. Supriya Choudhary [2017]: Employees have always been at the centre of organisations, and in today's knowledge-based sectors, their strategic relevance is expanding. The extra dimension of labor/employee welfare is a crucial aspect of industrial relations; it provides the worker with satisfaction in a way that even a good income cannot. The welfare of the workforce is crucial to any industry. It serves as a social security mechanism that helps to enhance the circumstances in which employees are employed. Employee conduct and organisational productivity are both impacted by employee wellbeing amenities in the workplace. The administration should offer all employees high quality amenities so that everyone is happy and works harder, more effectively, and efficiently. The main goal of employee welfare is to improve employees' lives and keep them content and productive. The Employees Welfare Programme may be viewed as a "wise investment" because it will result in increased productivity. The goal of the current study is to inform readers about the numerous welfare services—both statutory and non-statutory, inter- and intra-mural that are offered to workers in businesses or factories. The goal of labour welfare is to promote the overall personality development of employees to create a more effective workforce. The study also discusses the significance of and the necessity for such social programmes in India. G. Gopalakrishnan Dr. G. Brindha [2017]: Anything the employer does for his employees to promote their welfare or to It could be mandatory or optional, but the goal is to raise their standard of living. However, the welfare benefit in India, whether it be statutory or voluntary, is only available to about 10% of workers are employed in the official sector. 90% of the more than 40 crore workers who work in the unorganised / informal sector, such as the construction and agricultural industries, are either denied their rights. Workers from the unorganised sector will be covered under social security programmes like ESI and EPF, according to a statement made by Mr. Bandaru Dattatreya, the labour minister, on May 29, 2017. He claims that the government is committed to providing social security, wages, and employment for all workers, including those in the unorganised sector. It is quite obvious that employees in the unorganised sector live below the bare minimum. Many labour rules exist to ensure the safety and security of employees in the official sector, but they do not apply to employees in the unorganised sector. S. G. D. K. Bandara F. N. Abdeen Vijitha Disaratna B. A. K.

S. Perera [2020]: The study looked at how Sri Lankan hotels' welfare amenities affected their staff members' job happiness. The study used a mixed methods research technique that included a questionnaire survey and a number of interviews. A total of 120 non-executive staff from six Colombo City five-star hotels received the questionnaire. 66% of respondents responded. While content analysis was used to assess the qualitative data, the quantitative data were analysed using the Relative Importance Index, Correlation Coefficient, and t-test. The study's findings are startling for the Sri Lankan hospitality sector because they show that only 47.5% of non-executive workers in the sector were happy with the welfare services offered to them. The study made various recommendations for raising the calibre of the services offered for employee wellbeing in the hotel sector. By revealing the current level of employee job satisfaction and the strategies that will increase it, the study makes a contribution to policy, theory, and practise. Mio, C., Baggio, S., Panfilo, S., & Costantini, A. [2020]: The corporation, in particular, created the employee welfare plan as a system of incentives. The interventionist research (IVR) methodology is used in this study to achieve its goal, and the Merchant and Van der Stede object-of control framework is used to explain the interventionist case study's findings. Results specifically show that the welfare plan's adoption has made it possible to apply various types of control and given incentive related benefits, indicating the potential influence of CSR as a management control device.

III. RESEARCH METHODOLOGY

In the present research, the nature of the study is descriptive study. Both primary and secondary data were used in this study. Primary data was used to collect information about the employees' reviews and experiences regarding employee welfare services and schemes provided by the organization. For this purpose, Questionnaires were formed and

circulated. Secondary data was also used for the research purpose. Secondary data was used to understand the previous welfare services provided by the organization to employees. For research purposes 50 sample sizes were taken. The nature of samples was either they were sales men of the organization , or they were employees from another department . Convenience sampling method was used to collect the data from the sample.

IV. DISCUSSION

From this study, percentage method was used to understand the reviews and experiences of employees regarding employee welfare services and schemes provided by the organization and to know the relationship between employee welfare and efficiency and productivity of the employee as well as organization.

V. DATA INTERPRETATION

Table no 1. Shows that from how many years the employees are working with the organization :

Responses	No.of respondents
0-5 years	14
5-10 years	14
10-15 years	09
More than 15 years	13
Total	50

Table no 2. shows that Are employees aware of welfare schemes provided by the organization :

Responses	No.of respondents
Yes	49
No	01
Total	50

Table no 3. Shows that Does company take safety measures for employee safety :

Responses	No.of respondents
Yes	47
No	03
Total	50

Table no 4. Shows that How employees feel about the working environment of the organization:

Responses	No. of responses
Highly Satisfactory	27
Satisfactory	15
Average Satisfactory	07
Dissatisfactory	01
Highly Dissatisfactory	00
Total	50

Table no. 5 shows that how well the hygienic condition is maintained in the organization:

Responses	No. of responses
Above Average	24
Average	21
Below Average	05
Total	50

Table no. 6 shows that Does the company provide maternity leave to Female Employees:

Responses	No.of respondents
Yes	44
No	06
Total	50

Table no. 7 shows that are employee's health affected by the workplace environment:

Responses	No.of respondents
Yes	22
No	28
Total	50

Table no. 8 shows that how do employees rate the medical benefits provided by the Organization for the employees & their families:

Responses	No. of responses
Highly Satisfactory	25
Satisfactory	14
Average Satisfactory	09
Dissatisfactory	02
Highly Dissatisfactory	00
Total	50

Table no. 9 shows that how is the superior-junior relationship in the workplace:

Responses	No. of responses
Highly Satisfied	32
Satisfied	08
Average	07
Dissatisfied	03
Total	50

Table no 10. Shows that how employees rate the leave policy of the organization:

Responses	No. of responses
Highly Satisfactory	19
Satisfactory	15
Average Satisfactory	11
Dissatisfactory	08
Highly Dissatisfactory	01
Total	50

Table no. 11 shows that How employees rate the working Hours of the organization:

Responses	No. of responses
Highly Satisfactory	19
Satisfactory	18
Average Satisfactory	09
Dissatisfactory	03
Highly Dissatisfactory	02
Total	50

Table no. 12 Does work in the organization give employees a feeling of security:

Responses	No. of respondents
Yes	45
No	05
Total	50

Table no. 13 shows that does employee welfare activities of the organization give a feeling of safety and improves employees performance:

Responses	No. of respondents
Yes	41
No	09
Total	50

Table no. 14 shows that how employees rate Overtime allowance offered by the Organization:

Responses	No. of responses
Highly Satisfactory	20
Satisfactory	16
Average Satisfactory	08
Dissatisfactory	05
Highly Dissatisfactory	01
Total	50

Table no. 15 shows that Does company take care of the employees working in the night shift:

Responses	No.of respondents
Yes	43
No	07
Total	50

Table no. 16 shows that how the employees rate quarter facility provided by the organization to the employees:

Responses	No. of responses
Highly Satisfactory	22
Satisfactory	15
Average Satisfactory	09
Dissatisfactory	02
Highly Dissatisfactory	02
Total	50

Table no. 17 shows that Are employees satisfied with the drinking water facility:

Responses	No.of respondents
Yes	44
No	06
Total	50

Table no 18. Shows that How employees rate the overall Employee Welfare services provided by the organization to the employees:

Responses	No. of responses
Highly Satisfactory	29
Satisfactory	11
Average Satisfactory	05
Dissatisfactory	02
Highly Dissatisfactory	03
Total	50

VI. CONCLUSION

Employee welfare is one of the most important aspects of human resource management which leads to increase in the productivity and performance of the employees which again results in the increment of the productivity of the organization.

Thus, through the analysis and the interpretations of the data it can be concluded that due to implementations of various employee welfare schemes in the organization, the employees are much satisfied and happy with the organization.

VII. MANAGERIAL IMPLICATIONS.

- Proper steps should be taken for maintaining hygiene in the organization.
- Some preventive measures should be taken, so that the working environment of the organization does not affect the health of employees.
- Canteen and food facilities should be provided to employees.
- Recreational activities like sports, picnic , etc... should be provided to every level of employees
- Other facilities like insurance, education for children and convenience facilities should be given.

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