

A Case Study on Welfare Measures of Employees In (BHEL), Ramchandrapuram, Hyderabad

Manasa Vadnala¹, P. Buela Prasanna Kumari²

¹(MBA Dept of Malla Reddy College Mrec (Autonomous) Maisammaguda Secundrabad)

²(MBA Dept of Malla Reddy College Mrec (Autonomous) Maisammaguda Secundrabad)

Abstract : In this study the operation function in the human resource department are analyzed through contribution of employees and their opinion about the function performed by the employees and their opinion about the function performed by the HR department in Bharat Heavy Electricals Limited (BHEL), Ramchandrapuram, Hyderabad. The employees in the organization are directly interviewed and related data's were collected through questionnaire. The study was conducted to know the impact of employee welfare facilities on employee work satisfaction. Welfare is the provision of a minimal level of well-being and social support for all citizens. Organization provides welfare facilities to their employees to keep their motivation levels high. The primary objective of the study is to measure the levels of satisfaction of employees with regards to welfare facilities and to suggest some measures for improving welfare measures in organization. Researchers were supported by sampling 100 employees from various departments. Data was collected through the structured welfare measures questionnaire. The data's are analyzed through parentage analysis and correlation method.

Keywords- Welfare measures, employee satisfaction, employee welfare facilities, organization.

I. INTRODUCTION

Employee welfare means anything that can be done for the comfort and improvement, intellectual or social, of the employees over and above the wages paid which is not a necessity of the industry. Organization provides welfare facilities to their employees to keep their motivation levels high. The employee welfare measures are classified into two categories viz. statutory and non-statutory welfare measures. The statutory measures are those measures that are compulsory provide by an organization as compliance to the law governing employee health and safety, these includes: canteen facilities, drinking water, proper and sufficient lighting, facilities for sitting, changing rooms, first aid appliances, latrines and urinals, washing places, spittoons and rest rooms. Non statutory welfare measures may include: personal health care, flexi-time, employee assistance programs. The non-statutory measures differ from organization to organization and from industry to industry. Some of the facilities are services which fall within the preview of employees welfare include adequate canteen facilities, accommodation arrangements, and recreational facilities, medical facilities, transport facilities, for travelling from & to the place of work. The fundamental purpose of employee's welfare is to enrich the life of employees and to remain them joyful and conducted that helps to development of organization. Every organization should provide statutory and non-statutory welfare measures but some organization provides some more welfare facilities to the employees and their of work life. If people don't want to work, it is impossible for every organization to attain its goals. The welfare measures are more important for every employee, without welfare measures employee can nit work effectively in the organization.

II. OBJECTIVES OF THE STUDY

1. To study the welfare measures at BHEL.
2. To measure level of satisfaction of employees with regard to welfare facilities.
3. To suggest some measures for improving welfare measures in organization.

III. REVIEW OF LITERATURE

Grover Chris (2003), in his paper „welfare measures“-A study on new labor's welfare program to reconstitute the army of labor. So it is able to fulfill its role in managing economic stability. The labor is as cheap as possible for employee through various direct and indirect wages and requiring more benefits for paid employment.

Meenakshi Yadav (2013), in his paper „welfare measures“-A study on analysis of workers reveals the welfare measures in the corporate sector. The factor analysis model has various issues for labor welfare into eight factors. These are: loans and compensation facilities, education, housing, subsidized food, better working environment, stability of work force and provision of cooperative societies. In order to maintain good industrial relations in the organizations, these types of welfare facilities can maintain a long way efficiency in the organizations. The corporate sector should maintain a good provision of welfare measures for the workers.

Poongavanam (2011), in his paper „labor welfare measures“-He studied on labor welfare measures in Anglo French Textiles. He finalized that welfare work in any industry should improve the working and living conditions of workers and their families. The concept of labor welfare varies from time to time, region to region, industry to industry and country to country, depending upon various factors such as educational level, social customs, and degree of industrialization and general standard of socio-economic development.

Rajwant Singh (1987), in his paper „labor welfare measures“-A study on implementation of labor welfare measures must overcome, before the dawn of the new century. This country can find the ways of people’s meeting for basic needs like sources of income, food, education, housing, health and hygiene.

Swapna (2011), in his paper, „labor welfare measures“-A study on social responsibility in light of labor welfare with special reference to Singareni Collieries Company Limited. The linkages involved in employee welfare have been addressed with implications for labor welfare. The concept of social responsibility has been compared with economic welfare. Conceptually and operationally, labor welfare can be achieved through social responsibility, which in turn is closely linked to the concept of social welfare. Hence in this process, it is understood the importance of social responsibility towards labor welfare.

Vijaya Banu and Ashifa (2011), in his paper, „labor welfare measures“-A study on labor welfare measures thus the various dimensions of matter was received from the labors. It highlights the perception and levels of satisfaction in various labor welfare measures and these methods to improve the welfare schemes in Public Sector Transport Corporation.

IV. RESEARCH METHODOLOGY

Research is an art of scientific investigation. It is a movement from the known to unknown. It is a systematic method of finding solution to a problem. Search for knowledge through objective. It comprises of defining and redefining problems, formulating hypothesis, and suggested solutions. Research is also defined as search for knowledge through objectives and systematic method of finding solutions to a problem.

V. DATA COLLECTION METHOD:

After identifying the research objectives the next step is to identify the methodology for data collection.

PRIMARY DATA:

The primary data is collected by a questionnaire in BHEL Ltd circulated among the employees to collect information.

SECONDARY DATA:

The secondary data has been collected from:

1. Reviews of books, Digital libraries, journals, online database on other web resources. Proceeding of seminars / conferences reports-standing conference of public enterprises (scope)

RESEARCH TOOLS:

A structured questionnaire has been prepared to get the relevant information from the respondents. The questionnaire consists of a variety of questions presented to the respondents for their response. The various types of questions are used in this survey are:

1. Open ended questions
2. Closed ended questions
3. Multiple choice questions

SAMPLE SIZE:

The sample size chosen for this study is 100.

HR	- 15
Assistant eng	- 10

The sampling type involves selection of particular units, which represents the universe.

STATISTICAL METHODS USED

- 1. Bars & charts
- 2. Percentage analysis

STATISTICALS TOOLS USED

- 1. Correlation Test

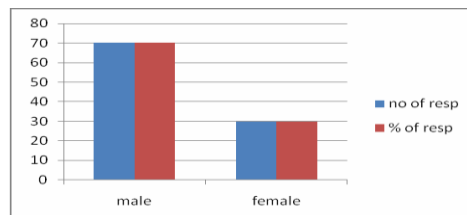
VI. RESULTS AND INTERPRETATION

The various data that were collected during the survey in BHEL that are tabled below.

Table1: Gender wise classification of employees

Gender	No of Respondents	Percentage
Male	70	70%
Female	30	30%
Total	100	100

Chart.1.Gender wise Classification of Employees



Interpretation:

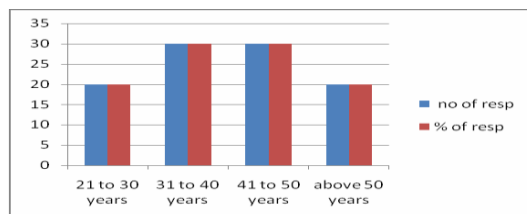
By the survey collected from the questionnaire in BHEL 70% of the respondents are male and 30% of the respondents are female.

Table 2: Age wise classification of employees

Age in years	No of Respondents	% of Respondents
21-30 years	20	20%
31- 40 years	30	30%
41- 50 years	30	30%
Above 50 years	20	20%

Total	100	100
-------	-----	-----

Chart 2: Age wise classification of employees



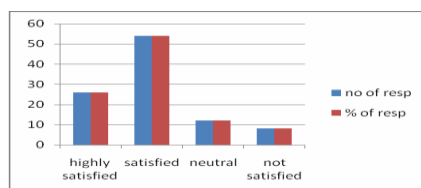
Interpretation:

By the survey collected from the questionnaire in BHEL 30% of the respondents are between (31-40) years, 30% of the respondents are between (41-50) years, 20% of the respondents are between above 50, 20% of the respondents are between (21-30) years.

Table 3: Employees satisfied with welfare measures

Opinion	No of Respondents	% of Respondents
Highly satisfied	26	26%
Satisfied	54	54%
Neutral	12	12%
Not satisfied	8	8%
Total	100	100

Chart 3: Employees satisfied with welfare measures



Interpretation:

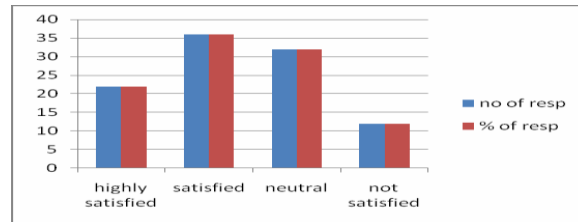
By the survey collected from the questionnaire in BHEL, 54% of the respondents are satisfied, 26% of the respondents are highly satisfied, 12% of the respondents are Neutral, and 8% of the respondents are not satisfied.

Table 4: Is Employees satisfied with sufficient no of spittoons placed with hygienic conditions

Opinion	No of Respondents	% of Respondents
Highly satisfied	22	22%
Satisfied	36	36%
Neutral	32	32%
Not satisfied	12	12%

Total	100	100
-------	-----	-----

Chart 4: Is Employees satisfied with sufficient no of spittoons placed with hygienic conditions



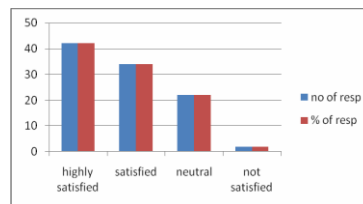
Interpretation:

By the survey collected from the questionnaire in BHEL, 36% of the respondents are satisfied, 32% of the respondents are neutral, 22% of the respondents are highly satisfied, and 12% of the respondents are not satisfied.

Table 5: Employees are satisfied with company's ventilation and lighting

Opinion	No of Respondents	% of Respondents
Highly satisfied	42	42%
Satisfied	34	34%
Neutral	22	22%
Not satisfied	2	2%
Total	100	100

Chart 5: Employees are satisfied with company's ventilation and lighting



Interpretation:

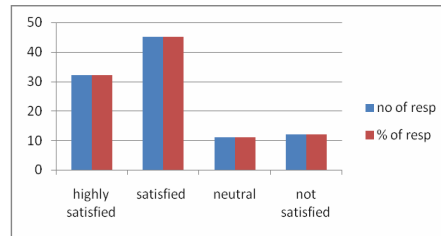
By the survey collected from the questionnaire in BHEL, 42% of the respondents are highly satisfied, 34% of the respondents are satisfied, 22% of the respondents are neutral, 2% of the respondents are not satisfied.

Table 6: Is Social Security Benefits (Gratuity, PF, Insurance, etc) was satisfied by employees?

Opinion	No of Respondents	% of Respondents
Highly satisfied	32	32%
satisfied	45	45%
Neutral	11	11%

Not satisfied	12	12%
Total	100	100

Chart 6: Is Social Security Benefits (Gratuity, PF, Insurance etc) was satisfied by employees



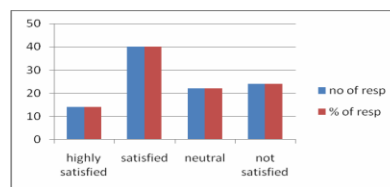
Interpretation:

By the survey collected from the questionnaire in BHEL, 45% of the respondents are satisfied, 32% of the respondents are highly satisfied, 11% of the respondents are neutral and 12% of the respondents are not satisfied.

Table 7: Providing drinking water facility is satisfied by employees in company

Opinion	No of Respondents	% of Respondents
Highly satisfied	14	14%
Satisfied	40	40%
Neutral	22	22%
Not satisfied	24	24%
Total	100	100

Chart 7: Providing drinking water facility is satisfied by employees in company



Interpretation:

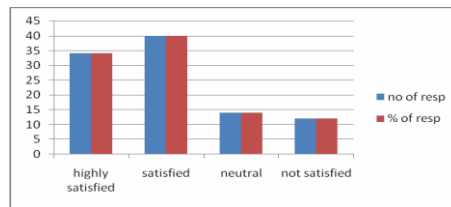
By the survey collected from the questionnaire in BHEL, 40% of the respondents are satisfied, 24% of the respondents are not satisfied, 22% of the respondents are neutral and 14% of the respondents are highly satisfied.

Table 8: How employee is satisfied about the career growth in the company

Opinion	No of Respondents	% of Respondents
Highly satisfied	34	34%
Satisfied	40	40%
Neutral	14	14%

Not satisfied	12	12%
Total	100	100

Chart 8: How employee is satisfied about the career growth in the company



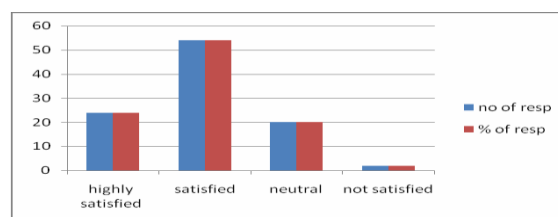
Interpretation:

By the survey collected from the questionnaire in BHEL, 40% of the respondents are satisfied, 34% of the respondents are highly satisfied, 14% of the respondents are neutral and 12% of the respondents are not satisfied.

Table 9: The medical facilities provided by the BHEL are satisfied by employees

Opinion	No of Respondents	% of Respondents
Highly satisfied	24	24%
Satisfied	54	54%
Neutral	20	20%
Not satisfied	2	2%
Total	100	100

Chart 9: The medical facilities provided by the BHEL are satisfied by employees



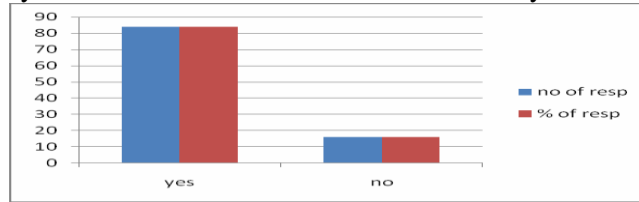
Interpretation:

By the survey collected from the questionnaire in BHEL, 54% of the respondents are satisfied, 24% of the respondents are highly satisfied, 20% of the respondents are neutral and 2% of the respondents are not satisfied.

Table 10: The employees who are satisfied with health and safety facilities provided by BHEL

Opinion	No of Respondents	% of Respondents
Yes	84	84%
No	16	16%
Total	100	100

Chart 10: The employees who are satisfied with health and safety facilities provided by BHEL



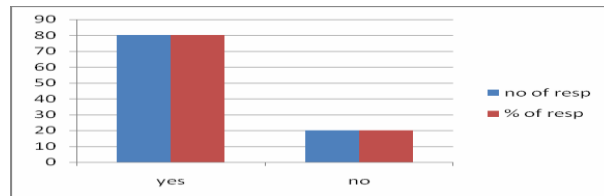
Interpretation:

By the survey collected from the questionnaire in BHEL, 84% of the respondents are satisfied with health and safety facilities, 16% of the respondents are not satisfied with health and safety facilities.

Table 11: Opinion about quarters provided by the company for employees

Opinion	No of Respondents	% of Respondents
Yes	80	80%
No	20	20%
Total	100	100

Chart 11: Opinion about quarters provided by the company for employee



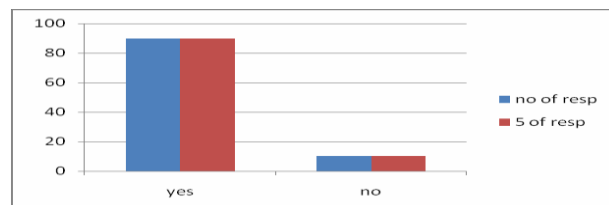
Interpretation:

By the survey collected from the questionnaire in BHEL, 80% of the respondents are satisfied with quarters and 20% of the respondents are dissatisfied with quarters provided by the company.

Table 12: Opinion on the canteen facilities

Opinion	No of Respondents	% of Respondents
Yes	90	90%
No	10	10%
Total	100	100

Chart 12: Opinion on the canteen facilities



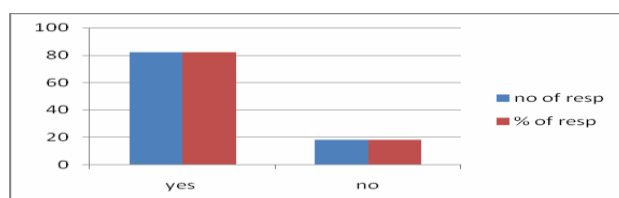
Interpretation:

By the survey collected from the questionnaire in BHEL, 90% of the respondents are satisfied with the canteen facilities and 10% of the respondents are dissatisfied.

Table 13: Is the organization educating the employees regarding the new technology developments

Opinion	No of Respondents	% of Respondents
Yes	82	82%
No	18	18%
Total	100	100

Chart 13: Is the organization educating the employees regarding the new technology developments



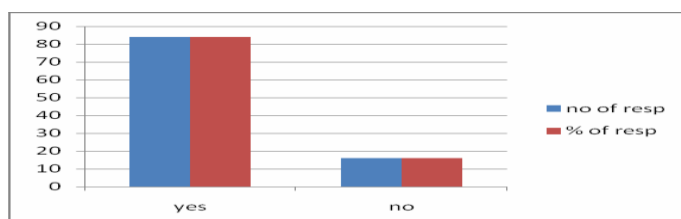
Interpretation:

By the survey collected from the questionnaire in BHEL, 82% of the respondents are feels that new technology provided by the organization is satisfactory and 18% of the respondents feel that new technology provided by the organization is not satisfactory.

Table 14: Is the company is taking proper precautions steps in disposal of the waste and effluents

Opinion	No of Respondents	% of Respondents
Yes	84	84%
No	16	16%
Total	100	100

Chart 14: Is the company is taking proper precautions steps in disposal of the waste and effluents



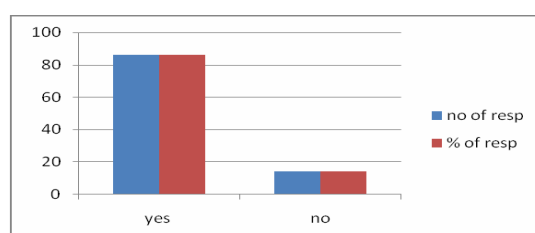
Interpretation:

By the survey collected from the questionnaire in BHEL, 84% of the respondents are satisfied with disposal of waste and effluents and 16% of the respondents are not satisfy with disposal of waste and effluents.

Table 15: Non-statutory Benefits (Conveyances, Housing, and leaves/travel concession) welfare measures are beneficial to employees

Opinion	No of Respondents	% of Respondents
Yes	86	86%
No	14	14%
Total	100	100

Chart 15: Non-statutory Benefits (Conveyances, Housing and leaves/travel concession) welfare measures are beneficial to employees



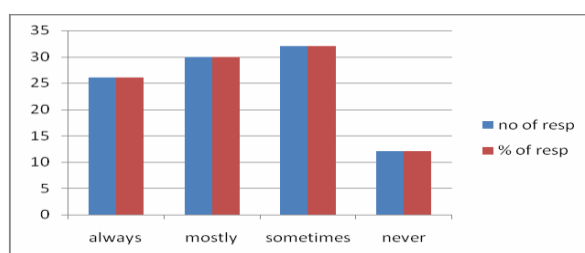
Interpretation:

By the survey collected from the questionnaire in BHEL, 86% of the respondents are feels that non-statutory benefits are beneficial to employees and 14% of the respondents are feels that non-statutory benefits are not beneficial to them.

Table 16: Does the canteen and work place are maintained with hygienic conditions

Opinion	No of Respondents	% of Respondents
Always	26	26%
Mostly	30	30%
Sometimes	32	32%
Never	12	12%
Total	100	100

Chart 16: Does the canteen and work place are maintained with hygienic conditions



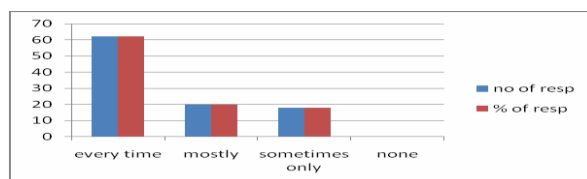
Interpretation:

By the survey collected from the questionnaire in BHEL, 32% of the respondents are told sometimes canteen are maintained in hygienic condition, 30% of the respondents told that mostly canteens are maintained with hygienic conditions, 26% of the respondents told that always canteens are maintained with hygienic conditions, 12% of the respondents told that canteens are not maintained with hygienic conditions.

Table 17: Opinion about first aid box is available to employees

Opinion	No of Respondents	% of Respondents
Every time	62	62%
Mostly	20	20%
Sometimes only	18	18%
None	0	0%
Total	100	100

Chart 17: Opinion about first aid box is available to employees



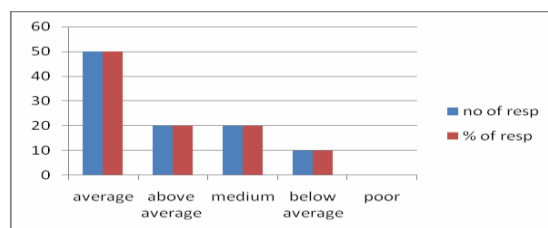
Interpretation:

By the survey collected from the questionnaire in BHEL, 62% of the respondents are told that every time first aid box is available, 20% of the respondents are told that mostly first aid box is available, 18% of the respondents are told that sometimes only first box is available.

Table 18: Rate the hygienic conditions in latrines and urinals

Opinion	No of Respondents	% of Respondents
Average	50	50%
Above average	20	20%
Medium	20	20%
Below average	10	10%
Poor	0	0%
Total	100	100

Chart 18: Rate the hygienic conditions in latrines and urinals



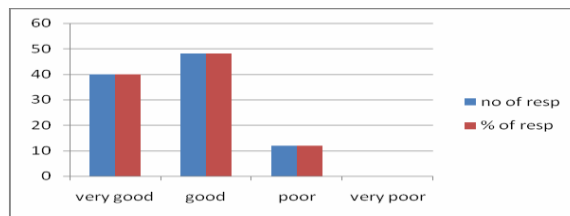
Interpretation:

By the survey collected from the questionnaire in BHEL, 50% of the respondents are told that average hygienic conditions in latrines and urinals, 20% of the respondents are told that above average hygienic conditions in latrines and urinals, 20% of the respondents are told that medium hygienic conditions in latrines and urinals, 10% of the respondents are told that below average hygienic

conditions in latrines and urinals. Table 19: Opinion on relationship between employer and employee in BHEL

Opinion	No of Respondents	% of Respondents
Very good	40	40%
Good	48	48%
Poor	12	12%
Very poor	0	0%
Total	100	100

Chart 19: Opinion on relationship between employer and employee in BHEL



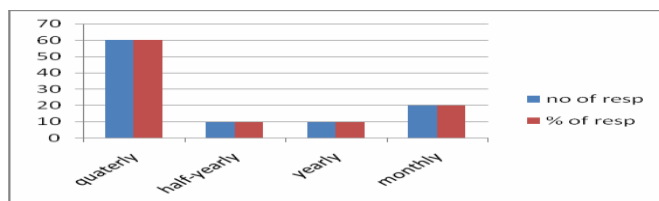
Interpretation:

By the survey collected from the questionnaire in BHEL, 48% of the respondents are feels that there is a good relationship between employer and employee in the organization, 40% of the respondents told that there is very good relationship between employer and employee in the organization, 12% of the respondents are feels that poor relationship between employer and employee in the organization.

Table 20: Opinion about management conduct health checkups?

Opinion	No of Respondents	% of Respondents
Quarterly	60	60%
Half-yearly	10	10%
Yearly	10	10%
Monthly	20	20%
Total	100	100

Chart 20: Opinion about management conduct health checkups?



Interpretation:

By the survey collected from the questionnaire in BHEL, 60% of the respondents are told that organization is conducting quarterly health checkups, 20% of the respondents told that organization is conducting monthly health checkups, 10% of the respondents are told that organization is conducting

half-yearly health checkups and 10 % of the respondents are told that organization is conducting yearly health checkups.

VII. STATISTICAL ANALYSIS:

Hypothesis Test:

H0: There is a significant relationship between employee satisfaction and welfare measures.

H1: There is no significant relationship between employee satisfaction and welfare measures.

CORRELATION TEST:

Opinion	No of respondents	Rank (x)
Highly satisfied	26	2
Satisfied	54	1
Neutral	12	3
Not satisfied	8	4
Total	100	

Opinion	No of respondents	Rank Y
Highly satisfied	32	2
Satisfied	45	1
Neutral	11	4
Not satisfied	12	3
Total	100	

Correlation value: 0.8

Table value: 0.878

Note:

Correlation value is 0.8 is less than the table value 0.878 where there we accept the hypothesis and reject null hypothesis. Hence we have relation.

VIII. FINDINGS

- Majority of the employees are satisfied with the welfare measures offered by BHEL.
- The employees are satisfied with the health and safety facilities provided by BHEL as it is agreed by 84% of the employees.
- Always the canteen and work places are maintained with hygienic conditions in BHEL.
- To a maximum extent the first aid box with prescribed contains are available to the employees. Majority of the employees feel that the social security benefits (gratuity, PF, Insurance, etc) are good.
- Drinking water facilities provided in the company are satisfied by many employees in the organization.
- After the questionnaire is collected I found that many of the employees are satisfied about the career growth in the company.
- Medical facilities provided by BHEL are satisfied by many employees.
- Majority of the employees are satisfied with health and safety facilities provided by BHEL.

- 80% of employees are satisfied by quarters provided by company.
- Majority of the employees are satisfied by canteen facilities provided by BHEL.
- The organization is educating the employees regarding the new technology developments it is agreed by highest number of employees.
- Highest number of employees feel that non statutory benefits (Conveyances, housing, and leaves/travel concession) welfare measures are beneficial in the organization.
- Most of the respondents feel that canteen and work place are maintained with hygienic conditions.
- There is a relationship between employer and employee in the organization.
- Majority of the health checkups conducted quarterly in the organization.

IX. SUGGESTION:

Following are the suggestions for effectiveness of the employee welfare measures.

Company should be more committed to promote welfare facilities as it creates more productivity which in turns benefits the company. Health checkup, employee counseling, various health camps, hospitalization facilities should be better improved by conducting the health camps at least once in a month. The number of medical practitioners or physicians should be increased. Better and good working environment should be provided. The welfare measures are significant characteristics in each association which performs a very imperative role.

X. CONCLUSION

The study of employee welfare measures and its impact on employee satisfaction at BHEL appears good.

The management required to provide good facilities to all employees in such way that employees become satisfied about employee welfare facilities. Where it leads to improve favorable effects of profitability and products of the organization. At last it can be conclude that the employee welfare facilities provided by the company to employees are satisfied and it is commendable, but still of scope is there for further improvement.

REFERENCES

1. Grover Chris (2003). A study on "New Labor"s Welfare Reform and the Reserve Army of Labor", Capital & Class, No.79, spring, pp.17-23.
2. Meenakshi Yadav (2013) a study of „labor welfare measures“ in the corporate sector. Asian-African Journal of Economics and Econometrics, Vol. 13, No.2, 2013, pp: 329-337.
3. Poongavanam, S (2011). "A Study on „Labor Welfare Facility“ with Reference to AFT, Pondicherry", International Journal of Research in Commerce, Economics & Management, Vol.1, No.1, May, pp.40-44.
4. Rajwant Singh (1987). A study on „labor welfare measures“ is Planning for HRD in the 21st Century, New Delhi, Deep and Deep Publications, p.242.
5. Swapna, P (2011). A study on Social Responsibility towards Labor Welfare in Singareni Collieries Company Limited", International Journal of Business & Management Research, Vol.1, No.5, pp.290-298.
6. Vijaya Banu, C and Ashifa, M. J (2011). "A Study on „Labor Welfare Measures“ in Public Sector Transport Corporation," International Journal of Business Economics and Management Research, Vol.2, No.2, February, pp.129-140.