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Labour Welfare & Social Security Measures Implemented at Western Coal Field (WCL) Ltd. Nagpur Region.

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ABSTRACT

Employee welfare is one of the key inputs to bring about the desired level of employee satisfaction, motivation and productivity in the organization. An organization must view employee welfare measures as an investment rather than an expense because the profitability of an organization is directly linked to the productivity of its workforce. Social security is one of the principal components for employee welfare schemes. The driving force behind social security measures is to safeguard the employee against all forms of social risks that affect the employee's ability to fulfill their basic requirements. The concept of labour welfare is flexible, elastic and differs widely with time, region, industry, social values and customs, degree of industrialization, the general socioeconomic development of the people and the political ideologies prevailing at a particular time. Labour welfare is an extension of the term welfare and its application to labour. The research design used is descriptive in nature. The data collection instrument is primary data that is collected through questionnaire. In the research 50 respondents were taken. There is utmost need for the employee's welfare in any type of organization. The study also throws light on impact of welfare and social security measures on the employees' performance.

Keywords: Welfare, Employee Welfare, Social Security, Labour Welfare

INTRODUCTION

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high so as to retain the employees for longer duration. The

welfare measures need not be in monetary terms only but in any kind/forms.

Employee welfare 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.

Employee welfare entails all those activities of employer which are directed towards providing the employees with certain facilities and services in addition to wages or salaries.

Social security is defined as the “Security that society furnishes through appropriate organizations, against certain risks, to which its members are exposed.” These risks are essentially contingencies against which the individual who has small means cannot protect himself. These contingencies include employment injury, sickness, disablement, industrial disease, old age, burial, widowhood & unemployment.

RESEARCH METHODOLOGY

The research design of this study is descriptive in nature. Both primary and secondary data used to investigate the study on employees welfare measures.

In this research systematic sampling method is used to collect the primary data by using questionnaire. Both male and female employees have been interviewed. The data collected through a structured questionnaire using Google forms.

Methods of data collection:

Primary data

The first hand data is collected through Questionnaires.

Secondary data

The data is collected through websites.

Sample Size:

Sample size is 50 employees.

The ordinal scale which is used for the preparation of questionnaire is Likert Scale which consists of quantifying the options. The questions are evaluated through Weighted Mean Average Method & based on the result conclusion is drawn.

LITERATURE REVIEW

Welfare programs aimed at helping people unable to support themselves fully or earn a living. Welfare recipients include elderly people, people with mental or physical disabilities, and those needing help to support dependent children. People in the United States most commonly use the term *welfare* to refer to government-funded programs that provide economic support, goods, and services to unemployed or underemployed people. Professionals in the field of public policy and social work use the term *social welfare* in a broader sense to describe any program, either privately or publicly funded, that helps people to function more fully in society.

Corbett Thomas (2000)

“Wellness in organizations” should focus on the well being of individual workers. At a time when the wellness of individuals is increasingly being threatened in our workplaces, I argue that one way wellness can be sought is through careful examination of routine organizational practices. To make this point, I look to the problem of bullying in organizations and, in particular, traditional organizational responses to bullying. The paradoxes of protective



legislation and protective workplace policies are explored, before numerous organizational masks that serve to bolster these paradoxes are discussed: the mask of stereotypes; the mask of Alternative Dispute Resolution (ADR); the mask of counseling; and the mask of training. The way towards wellness in organizations lies with the recognition of unintended distortions and limitations on existing legislation, policy and process, and the critical assessment of traditional remedies. **Margaret H. Vickers, (November 2006)**

This study examines the effects of pay-as-you- social security programs in aging economies when the middle-aged both educate their dependent children and subsidize the retirement of the old. Using an overlapping generations framework in which agents are three- period lived but timing of death in the third period is uncertain, we analyze the effects of social security tax schemes, under various demographic assumptions, on capital accumulation, education expenditures, social welfare, and economic growth.

It has been found that in many cases social security crowds out education, and reduces economic growth and social welfare. **Rowena A. Pecchenino (November 1999), Et.al**

Staff spends at least half their waking time at work or in getting to it or leaving it. They know they contribute to their organization when they are reasonably free from worry, and they feel, perhaps in articulately, that

when they are in trouble they are due to get something back from the organization .People are entitled to be treated as full human being with personal needs, hopes and anxieties; they are employed as people, they are employed as people, they bring themselves at work, not just their hands, and they cannot readily leave their trouble at home. **Martine(1957)**

Adequate welfare facility should avail in the organization. As , Absenteeism is also due to inadequate welfare facilities to workers, for a vast majority of industries lists in India still look upon welfare work as a barren liability rather than a wise investment . The National Commission on Labour observes. “The Statutory welfare amenities have not been properly and adequately provided. In several cases, particularly in medium and small sized units, the standard are distinctly poor. The studies made by some states in respect of the different components of welfare include sanitation, washing and bathing facilities, first aid appliances, ambulance rooms, drinking water, which strengthen the general impression that compliance with statutory welfare provision is half- hearted and inadequate, “fed up with the absence of basic facilities, the worker often migrates to his rural home. **Mamoria C.B, Gankar S.V(2003)**

RESEARCH OBJECTIVE

This research work aims at understanding the welfare & social security measures and provides guidance in the future.

1. To study & understand the

- labour welfare & social security measures.
- To study & understand the labour welfare & social security measures implemented in W.C.L, Nagpur.
 - Perceptions of employees towards welfare & social security measures implemented in W.C.L, Nagpur.

DATA ANALYSIS & INTERPRETATION
ANALYSIS PROCESS

Weighted Mean Average Method

Weighted average is the average of a set of numbers, each with different associated “weights” or values. To

find a weighted average, multiply each number by its weight, then add the results.

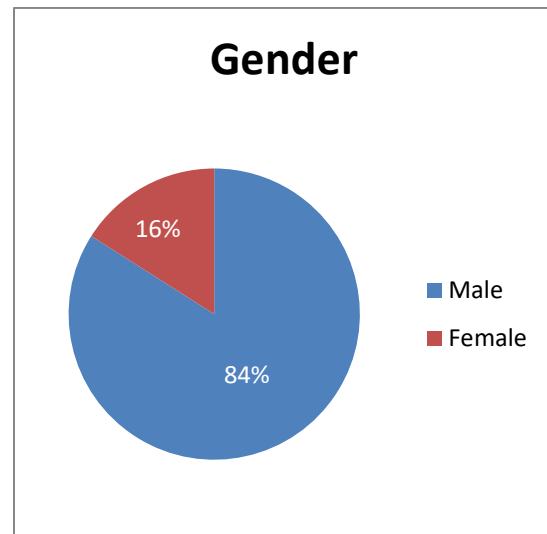
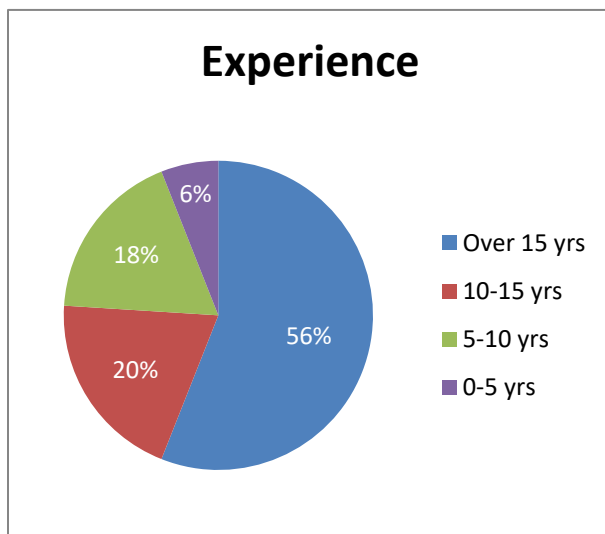
In this process one column is of no. of employees & there is another rows consisting response given by employee for each question. For each employee the average has been taken by for,
Strongly agree=5,
Agree=4,
Neutral=3,
Disagree=2,
Strongly disagree=1

A structured questionnaire is used to collect data from sample size of 50, using **Likert scale** for evaluation of questions and weighted average mean for the analysis.

DEMOGRAPHIC PROFILE OF THE RESPONDENTS

DEMOGRAPHIC	OPTION	NO. OF RESPONSES	PERCENTAGE
GENDER	MALE	42	84%
	FEMALE	8	16%
EXPERIENCE	0-5 YEARS	3	6%
	5-10 YEARS	9	18%
	10-15 YEARS	10	20%
	ABOVE 15 YEARS	28	56%

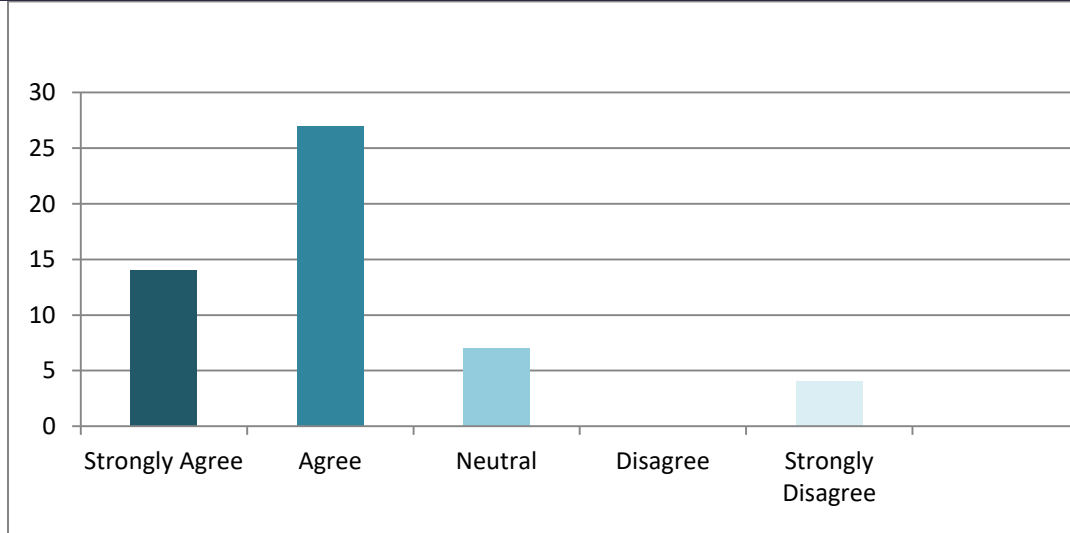
GRAPH



QUESTIONNAIRE ANALYSIS

1. Do you think worker welfare exercises of the Organization give a sentiment of security and enhance your execution?

OPTIONS	RESPONSES	PERCENTAGE
STRONGLY AGREE	14	28%
AGREE	27	54%
NEUTRAL	7	14%
DISAGREE	0	0%
STRONGLY DISAGREE	2	4%



Analyzing the result with the help of weighted mean, we have

$$\frac{14*5+27*4+7*3+2*1}{50} = 4.02$$

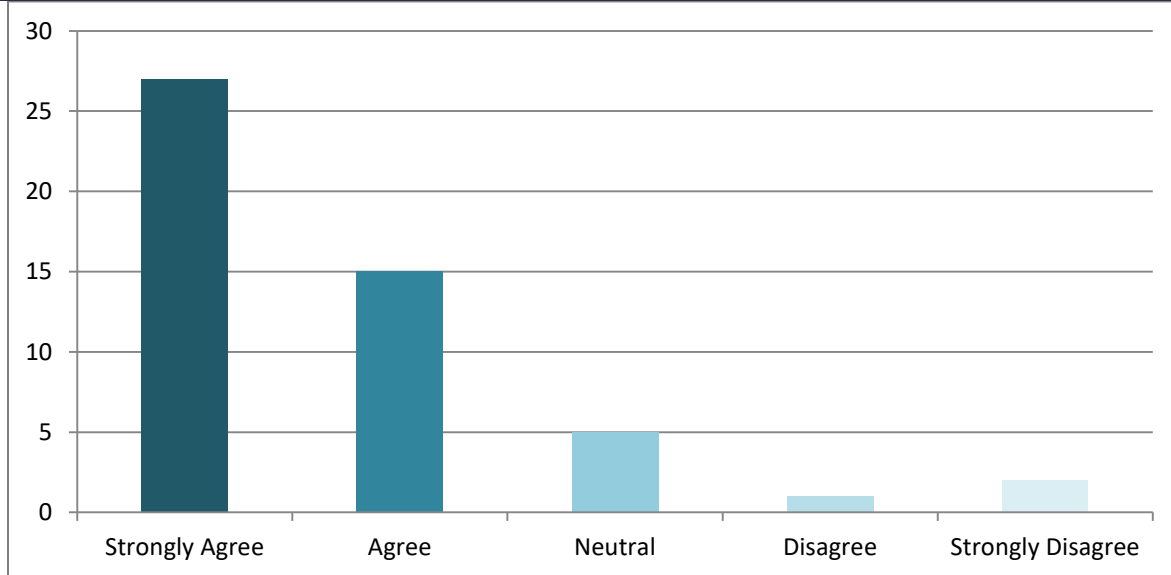
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Inference:

Therefore, the mean value is 4.02. It means maximum numbers of people of sample size 50 have **agreed** that they are satisfied with the welfare measures which give them a sentiment of security and enhance their execution.

2. Retiral benefit provided by your organization is enough for your future Consumption

OPTIONS	RESPONSES	PERCENTAGE
STRONGLY AGREE	27	54%
AGREE	15	30%
NEUTRAL	5	10%
DISAGREE	1	2%
STRONGLY DISAGREE	2	4%



Analyzing the result by the help of weighted mean method, we have

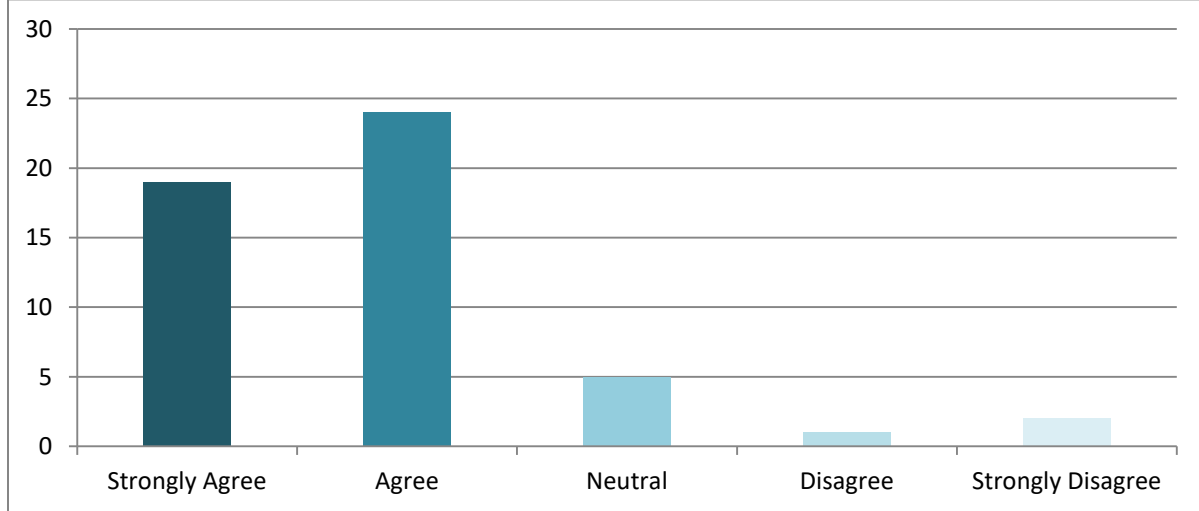
$$\frac{27*5+15*4+5*3+1*2+2*1}{50} = 4.2$$

Inference:

Therefore, the mean value is 4.2. It means maximum numbers of people of sample size 50 are **agreed** that they are satisfied with the Retiral Benefits provided by the organization for their future consumption.

3. Social Security ensures protection to you as well as your family

OPTIONS	RESPONSES	PERCENTAGE
STRONGLY AGREE	19	38%
AGREE	24	24%
NEUTRAL	5	5%
DISAGREE	1	2%
STRONGLY DISAGREE	1	2%



Analyzing the result by the help of weighted mean method, we have

$$\frac{19*5+24*4+5*3+1*2+1*1}{50} = 4.18$$

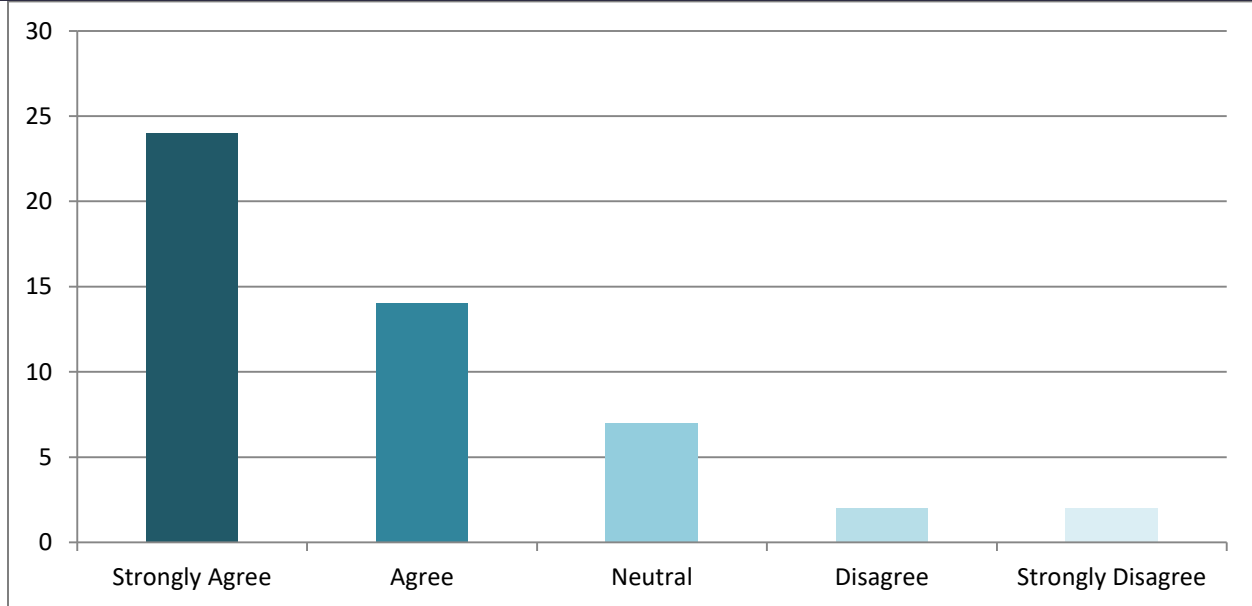
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Inference:

Therefore, the mean value is 4.18. It means maximum numbers of people of sample size 50 are **agreed** that they are satisfied with the Social security's provided by the organization.

4. You do not face any problem regarding your Insurance facilities

OPTIONS	RESPONSES	PERCENTAGE
STRONGLY AGREE	24	48%
AGREE	14	28%
NEUTRAL	7	14%
DISAGREE	2	4%
STRONGLY DISAGREE	3	6%



Analyzing the result by the help of weighted mean method, we have

$$\frac{27*5+14*4+7*3+2*2+3*1}{50} = 4.2$$

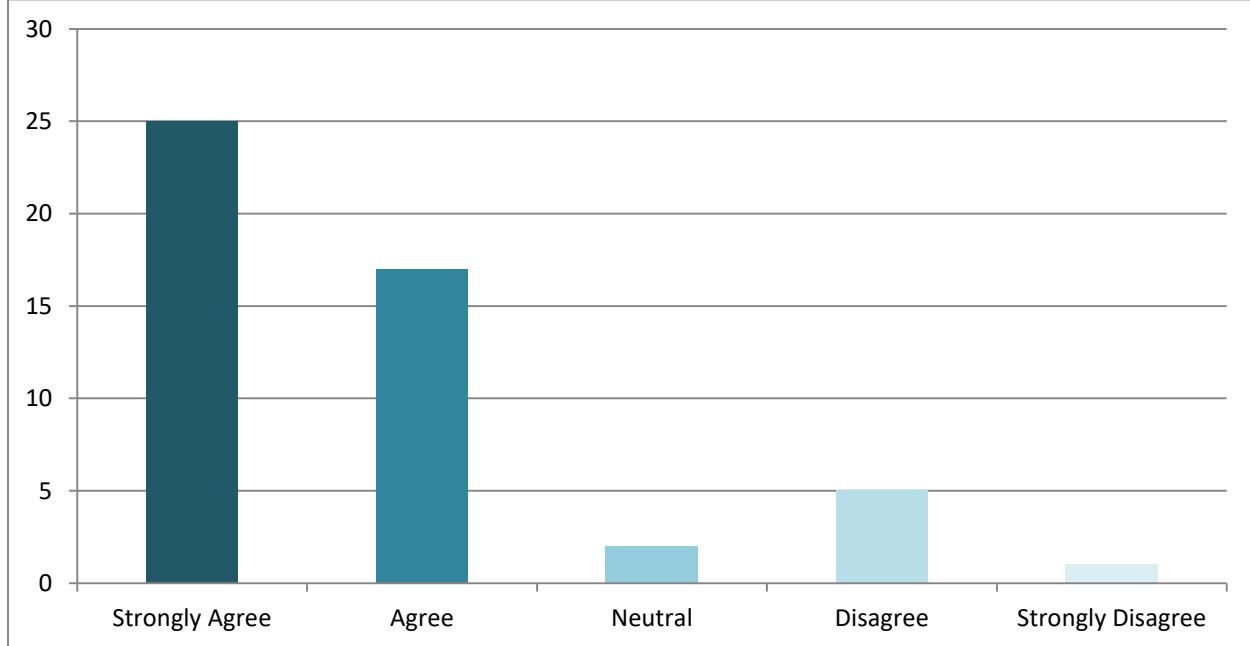
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Inference:

Therefore, the mean value is 4.2. It means maximum numbers of people of sample size 50 are **agreed** that they are satisfied with the Insurance Facility provided by the organization.

5. You receive excellent medical facilities in time from your organization?

OPTIONS	RESPONSES	PERCENTAGE
STRONGLY AGREE	25	50%
AGREE	17	34%
NEUTRAL	2	4%
DISAGREE	5	10%
STRONGLY DISAGREE	1	2%



Analyzing the result by the help of weighted mean method, we have

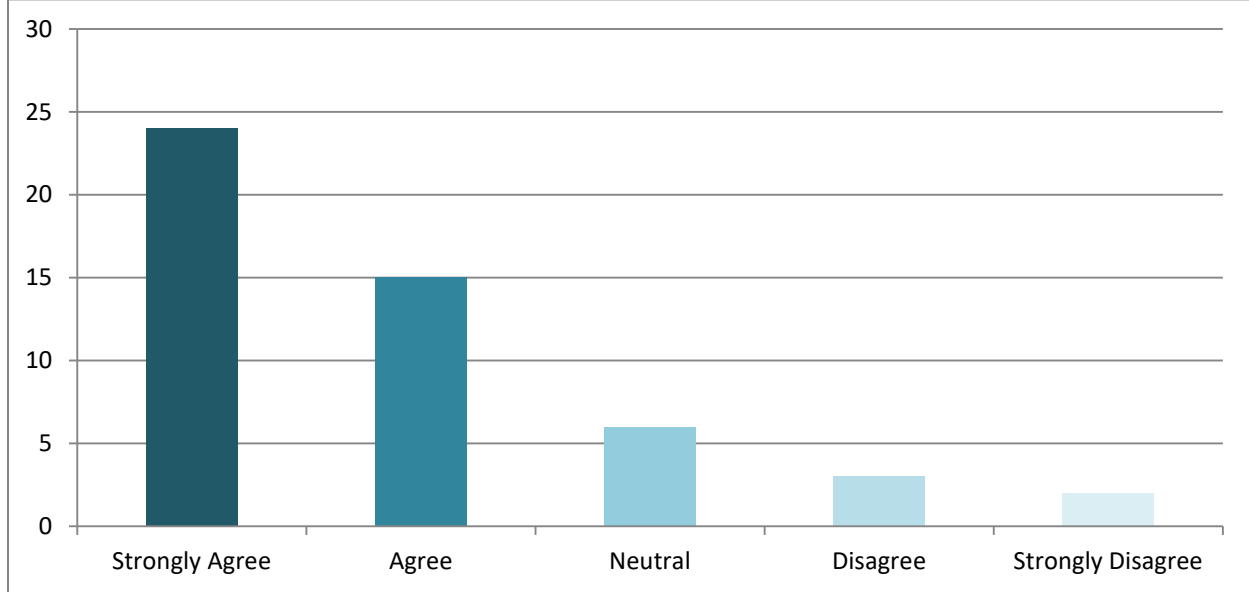
$$\frac{25*5+17*4+2*3+5*2+1*1}{50} = 4.2$$

Inference:

Therefore, the mean value is 4.2. It means maximum numbers of people of sample size 50 are **agreed** that they are satisfied with the Medical Facilities provided by the organization.

6. There is suitable ventilation & good environment at the work place?

OPTIONS	RESPONSES	PERCENTAGE
STRONGLY AGREE	24	48%
AGREE	15	30%
NEUTRAL	6	12%
DISAGREE	3	6%
STRONGLY DISAGREE	2	4%



Analyzing the result by the help of weighted mean method, we have

$$\frac{24*5+15*4+6*3+3*2+2*1}{50} = 4.1$$

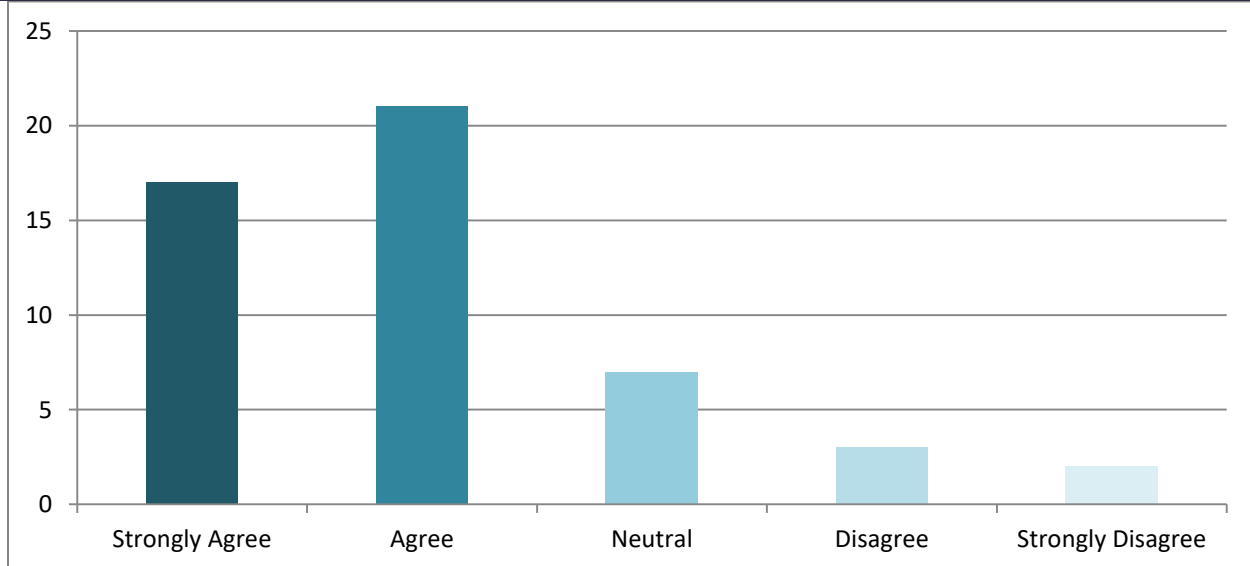
50

Inference:

Therefore, the mean value is 4.1. It means maximum numbers of people of sample size 50 are **agreed** that they are satisfied with the workspace environment provided by the organization.

7. Safety instrument is distributed regularly and is of good quality?

OPTIONS	RESPONSES	PERCENTAGE
STRONGLY AGREE	17	34%
AGREE	21	42%
NEUTRAL	7	14%
DISAGREE	3	6%
STRONGLY DISAGREE	2	4%



Analyzing the result by the help of weighted mean method, we have

$$\frac{17*5+21*4+7*3+1*2+1*1}{50} = 3.86$$

Inference:

Therefore, the mean value is 3.86. It means maximum numbers of people of sample size 50 are **agreed** that they are satisfied with the Safety Instruments provided by the organization.

MAJOR FINDINGS

- Majority of the employees are satisfied with the welfare & social security schemes
- Majority of the employees are satisfied with the working conditions at their work place.
- Majority of the employees are satisfied with the Medical Facilities.
- Majority of the employees are satisfied with the Insurance facilities.
- Majority of the employees are satisfied with the retiral facilities.
- Majority of the employees are satisfied with the Safety instruments that are provided.

SUGGESTIONS/RECOMMENDATIONS

The expectations of human wants are always high and when it is not fulfilled it gives birth to dissatisfaction. Same problem is facing by the employees of WCL.



With the help of some changes in the environment of WCL the satisfaction level can be increased.

- The employers need to praise the employee from time to time.
- There should be proper communication between the management and the workers.

Though WCL management has implemented all the welfare measures and maximum numbers of employees are satisfied but still there is need of some improvement and some addition in their welfare measures.

CONCLUSION

Based on the research the following conclusion has been made.

Welfare & social security measures in WCL have been given attention as in any other establishment where enhancement of productivity is the major objective. Safe & suitable working conditions for the worker stimulate the productivity of the worker.

WCL (Western Coal Fields Limited) is a very big Public sector organization. The management tries to provide each and every facility to the employee, but still there is a bit of dissatisfaction among the employees because its fact that human wants can never be satisfied. As the needs increases the demands for the various facilities also increases. Welfare schemes' are such facilities, services and amenities, which may be established in or in a vicinity of undertaking to enable the person employed in them to perform their work in healthy, congenial surroundings and provided with amenities conducive to good health & high morale.

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