

A Study on the welfare measures and their Impact on QWL provided by the Sugar companies with reference to East Godavari District, Andhra Pradesh, India

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Abstract:

The Sugar factories play a vital role in human life. Sugar industry is one of the important industries of India for earning Foreign Exchange and giving employment to lakhs of workers. Because of being highly labour intensive industry it needs to concentrate more in the area of employee's welfare measures. East Godavari District in Andhra Pradesh, India has taken as a sample for this study, for identifying various methods and also to identify the effectiveness of the methods. The study shows that 15% of the employees are highly satisfied with their welfare measures. 22% of the employees are satisfied with their welfare measures. 39% of the employees are average with their welfare measures. 16% of them are in highly dissatisfied welfare measures play an important role in employee satisfaction and it results in improved quality of work life. This study throws light on the impact of welfare measures on QWL among the employees of Sugar factories in Andhra Pradesh.

Key words: Welfare Measures, Quality of Work Life, QWL, Sugar Factories

1. Introduction

The term welfare suggests the state of well being and implies wholesomeness of the human being. It is a desirable state of existence involving the mental, physical, moral and emotional factor of a person. Adequate level of earnings, safe and human conditions of work and access to some minimum social security benefits are the major qualitative dimensions of employment which enhance quality of life of workers and their productivity. Institutional mechanisms exist for ensuring these to workers in the organized sector of the economy. These are being strengthened or expanded to the extent possible. However, workers in the unorganized sector, who constitute 90 per cent of the

total workforce, by and large, do not have access to such benefits. Steps need to be taken on a larger scale than before to improve the quality of working life of the unorganized workers, including women workers.

Classical economics and all micro-economics labour is one of four factors of production, the others being land, capital and enterprise. It is measure of the work done by human beings. There is a macro-economics system theory which have created a concept called human capital (referring to the skills that workers possess, not necessarily their actual work), although there are also counterpoising macro-economic system theories that think human capital is a contradiction in terms. Labour

welfare is the key to smooth employer employee relations. In order to increase labour welfare, employers offer extra incentives in the form of labour welfare schemes, and to make it possible to persuade workers to accept mechanization. Sometimes the employers to combat the influence of outside agencies on their employees use labour welfare as a tool to minimize the effect they may have on the labour.

2. Review of Literature

In the view of K.K.Chaudhuri, in his *Human Resources: A Relook to the workplace*, states that HR policies are being made flexible. From leaves to compensations, perks to office facilities, many companies are willing to customize policies to suit different employee segments. The older employees want social security benefits, younger employees want cash in hand because they can't think of sticking to a company for many years and retire from the same company. Therefore „one jacket fits all“ will not be right to motivate the talents and retain them. Conventions and Recommendation of ILO (1949) sets forth a fundamental principle at its 26th conference held in Philadelphia recommended some of the measures in the area of welfare measures which includes adequate protection for life and health of workers in all occupations, provision for child welfare and maternity protection, provision of adequate nutrition, housing and facilities for recreation and culture, the assurance of equality of educational and vocational opportunity etc.,

Report of National Commission on Labour (2002), Government of India, made recommendations in the area of labour welfare measures which includes social security, extending the application of the Provident Fund, gratuity and unemployment insurance etc. Shobha Mishra & Manju Bhagat, in their “Principles for Successful Implementation of Labour Welfare Activities”, stated that labour absenteeism in Indian industries can be reduced to a great extent by providing good housing, health and family care, canteen, educational and training facilities and provision of welfare activities. The principle for successful implementation of labour welfare activities is nothing but an extension of democratic values in an industrialized society. P.L.Rao, in his “Labour Legislation in the Making”, opines that professional bodies like National Institute of Personnel Management should constitute a standing committee to monitor the proceeding in the Parliament regarding the labour welfare measures

3. Scope of the study

The scope of labour welfare and quality of work life can be interpreted in different ways by different countries with varying stages of economic developments, political outlook and social philosophy. The scope therefore cannot be limited to facilities within or near the undertaking, nor cannot be so comprehensive as to embrace the whole range of social welfare or social service, it follows therefore that all intramural and extramural welfare activities as well as statutory and non statutory welfare measures undertaken by

the employers, the government, trade unions or voluntary organization falls within the scope of the labour welfare. This research starts with the objective of studying the various welfare measures provided by the sugar industry and its impact on quality of work life among the employees in East Godavari District, Andhra Pradesh.

4. Research design

This study describes the factor that leads to the workers welfare measures of sugar industries in East Godavari District, Andhra Pradesh. Here the descriptive research was conducted to find out the information about the factor and to spotlight the areas that need the management's attention. In this study the investigators have taken the sugar factories of East Godavari District as sampling out

of 10 sugar units from the state of Andhra Pradesh, 25 participants from each unit have been selected for this study. Total number of sample participants is 250. Analysis involved estimating the value of unknown parameters of the population and testing of hypothesis for drawing inferences. Interpretation refers to the task of drawing inferences from the collected facts from an analytical study. Interpretation is essential because the usefulness and utility of research finding lies in the proper interpretation. Statistical data have been represented either in univariate or in bivariate forms to provide a clear depiction of the responses in the most suitable form, besides charts have also been provided to highlight the same. The statistical tools chi square, ANOVA and percentage analyses are also used.

Table 1: The distribution of the respondents based on their opinion about welfare measures

Sl. No.	FACTOR	Frequency	Percentage
1	Highly Satisfied	37	15
2	Satisfied	55	22
3	Average	98	39
4	Dissatisfied	20	8
5	Highly dissatisfied	40	16
	Total	250	100

This table shows that 15% of the employees are highly satisfied with their welfare measures. 22% of the employees are satisfied with their welfare measures. 39% of the employees are average with

their welfare measures. 8% of the employees are dissatisfied with their welfare measures 16% of the employees are highly dissatisfied with their welfare measures.

Table 2: The distribution of the respondent based on their opinion about trade union activities

Sl. No.	Factor	Frequency	Percentage
1	highly Satisfied	40	16
2	satisfied	59	24
3	Average	83	33
4	Dissatisfied	36	14
5	Highly Dissatisfied	32	13
	Total	250	100

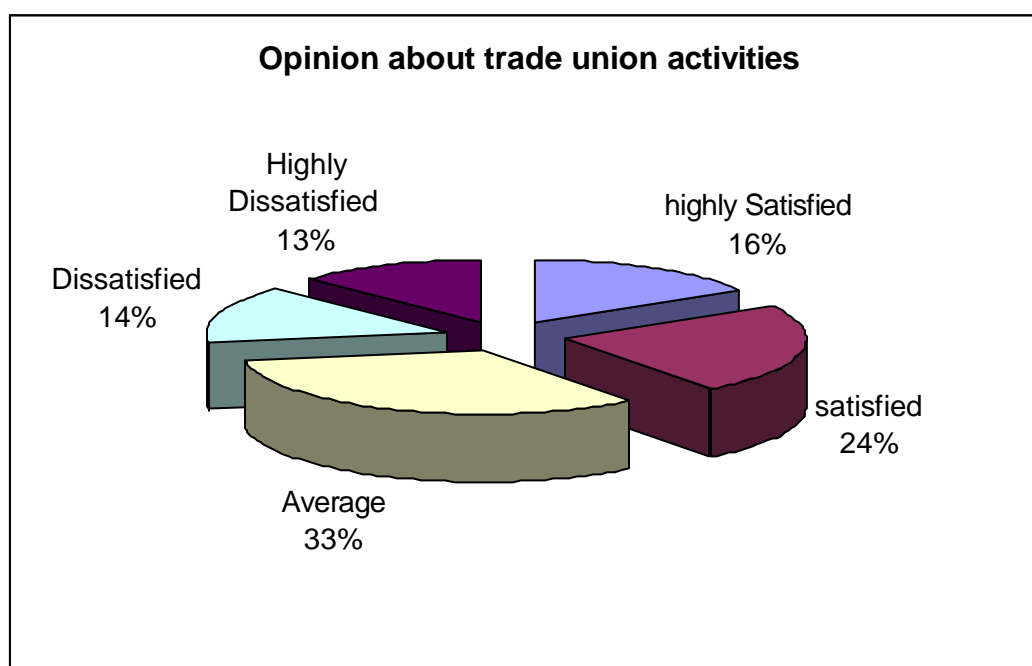


Figure 1: The distribution of the respondents based on their opinion about trade union activities

This table shows that 16% of the employees are highly satisfied with the trade union activities 24% of the employees are satisfied with the trade union activities.

33 % of the employees are average with the trade union activities. 14% of the employees are dissatisfied with the trade union activities. 13% of the employees are highly dissatisfied with the trade union activities

Table 3: The distribution of the respondents based on their opinion about safety measures

Sl. No	Factor	Frequency	Percentage
1	Highly Satisfied	98	39
2	Satisfied	77	31
3	Average	35	14
4	Dissatisfied	26	10
5	Highly Dissatisfied	14	6
	Total	250	100

This table shows that 39% of the employees are highly satisfied with safety measures provided by the company. 31% of the employees are satisfied with safety measures provided by the company. 14% of the employees are average with safety

measures provided by the company. 10% of the employees are dissatisfied with safety measures provided by the company. 6% of the employees are highly dissatisfied with safety measures provided by the company.

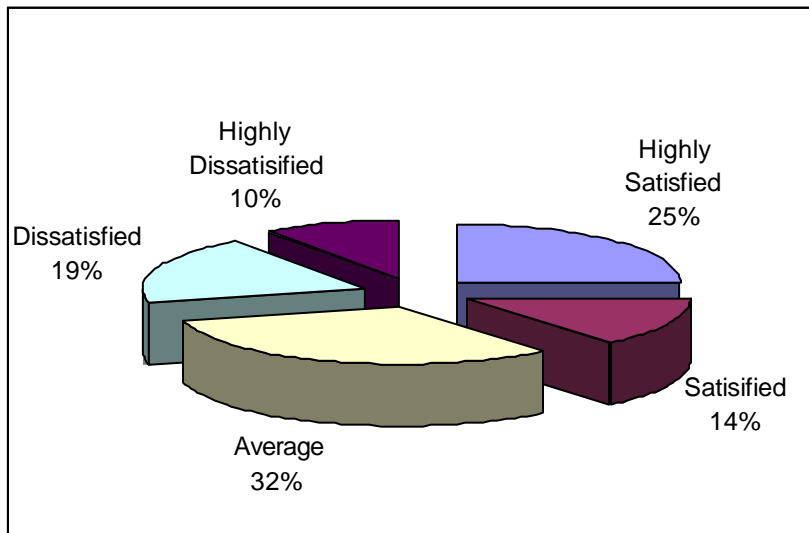
Table 4: The distribution of the respondents based on their opinion about work atmosphere

Sl. No	Factor	Frequency	Percentage
1	Highly Satisfied	46	18
2	Satisfied	88	36
3	Average	63	25
4	Dissatisfied	33	13
5	Highly Dissatisfied	20	8
	Total	250	100

This table shows that

- 18% of the employees are highly satisfied with work atmosphere.
- 36% of the employees are satisfied with work atmosphere.
- 25% of the employees are average with work atmosphere.
- 13% of the employees are dissatisfied with work atmosphere.
- 8% of the employees are highly dissatisfied with work atmosphere.

Figure 2: The distribution of the respondents based on their opinion about grievances handing procedure



This chart shows that 25% of the employees are highly satisfied with employee's grievances handling procedure. 14% of the employees are satisfied with it.

32% of the employees have average opinion with it. 19% of the employees are dissatisfied with it. 10% of the employees are highly dissatisfied with it.

Table 5: The distribution of the respondents based on their opinion about promotion facilities

Sl. No.	Factor	Frequency	Percentage
1	Highly Satisfied	51	20
2	Satisfied	53	22
3	Average	53	21
4	Dissatisfied	48	19
5	Highly Dissatisfied	45	18
	Total	250	100

This distribution of the respondents based on their opinion about promotion facilities. The results show that 20% of the employees are highly satisfied with promotional facilities. 22% of the employees are satisfied with promotional

facilities with promotional facilities. 21% of the employees are average with promotional facilities. 19% of the employees are dissatisfied with promotional facilities. 18 of the employees

are highly dissatisfied with promotional facilities.

Table 6: 'The respondents' opinion about welfare Measures and Recreation Facilities

		Welfare Measures	Recreation Facilities
Welfare measures	Pearson Correlation	1.000	.917**
	Sig. (2tailed)	.250	.000
	N	250	250
Recreation Facilities	Pearson Correlation	.917**	1.000
	Sig. (2tailed)	.250	.000
	N	250	250

From the above table,

Variable, X = welfare measures.

Variable, Y = recreation facilities

This correlation table shows there is a significant positive relationship between welfare measures and recreation facilities. The inferred value is 0.917

Table 7: The respondents' opinion about Welfare Measures and Medical Facilities

Factor	Welfare Measures	Medical Facilities
Highly Satisfied	37	76
Satisfied	55	18
Average	98	80
Dissatisfied	20	26
Highly dissatisfied	40	50
Total	250	250

Figure 3: The respondents' opinion about welfare Measures and Medical Facilities

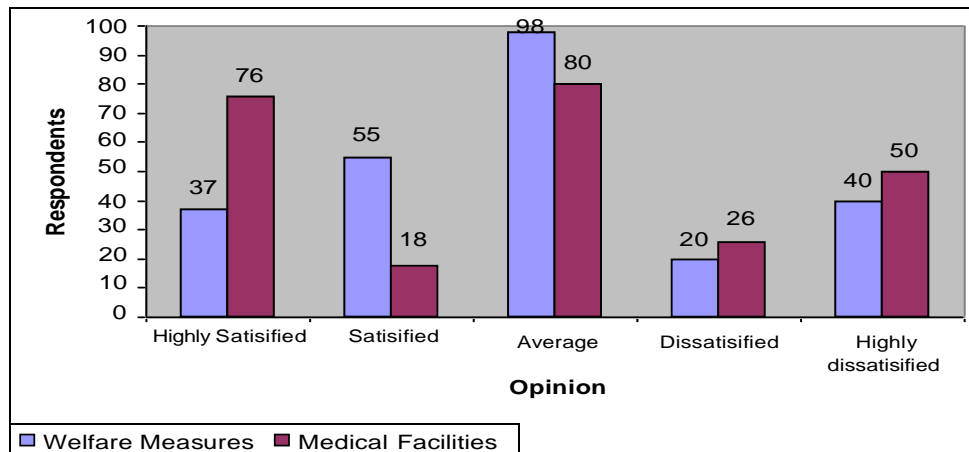


Table 8: The correlation between Welfare Measures and Medical Facilities

		Welfare Measures	Medical Facilities
Welfare measures	Pearson Correlation Sig. (2tailed) N	1.000 . 250	.943** .000 250
Medical Facilities	Pearson Correlation Sig. (2tailed) N	.943** . 250	1.000 .000 250

This correlation table shows that there is significant Positive relationship between welfare measures and medical facilities. The inferred value is 0.943.

Table 9: The respondents' opinion about Welfare Measures and Work Satisfaction

Factor	Welfare Measures	Work satisfaction
Highly Satisfied	37	57
Satisfied	55	64
Average	98	85
Dissatisfied	20	20
Highly dissatisfied	40	24
Total	250	250

Table 10 Showing Chi Square Test

		Welfare Measures	Level of Work satisfaction
Welfare measures	Pearson Correlation Sig. (2tailed) N	1.000 . 250	.926** .000 250
Level of Work satisfaction	Pearson Correlation Sig. (2tailed) N	.926** . 250	1.000 .000 250

This correlation table shows there is a significant Positive relationship between welfare measures and level of Work satisfaction. The inferred value is 0.926

H1= There exists significant relationship between level of work satisfaction and trade union activities.

Ho= There exists no significant relationship between level of work satisfaction and trade union activities.

Level of Work Satisfaction

Table 11: Showing Level of Work satisfaction

	Observed N	Expected N	Residual
Highly Dissatisfied	24	50.0	26.0
Dissatisfied	20	50.0	30.0
Average	85	50.0	35.0
Satisfied	64	50.0	14.0
Highly satisfied	57	50.0	7.0
Total	250		

Trade Union activities

Table 12: Showing Levels of work satisfaction (Trade union activities)

	Observed N	Expected N	Residual
Highly Dissatisfied	32	50.0	18.0
Dissatisfied	36	50.0	14.0
Average	83	50.0	33.0
Satisfied	59	50.0	9.0
Highly satisfied	40	50.0	10 .0
Total	250		

Test Statistics

	Level of Work satisfaction	Trade union activities
Chi square	60.920	35.800
Df	4	4
Asymp.Sig	.000	.000

Since the Chi Square Values are significant at 0.0% and 0.0%. We reject the null hypothesis and conclude that there exists

significant relationship between level of work satisfaction and trade union activities.

6. Findings

- Most of the employees are highly benefited with the welfare measures provided by the factories
- The employees show positive attitude towards the provision of the welfare measures.
- On the whole, majority of the employees are highly satisfied with the welfare measures provided by the sugar factories
- Most of the employees having between 5 to 10 year of experience are highly satisfied with the safety measures, working conditions, etc.

7. Suggestions

- Improvement or modifications are required in the field of recreation facilities: leave fair, safety equipment, overtime payments, compensatory arrangements on medical grounds, promotion etc.,
- Modification shall be initiated in the field of grievance handling, rest room facilities, uniform and footwear, service awards and other motivation etc.,
- Betterment is required in the work of welfare inspector, placement of dependents expiring during services, transfer policies and disciplinary and appeal rural proceeding.
- The trade union and the employee's co-operative societies, which are run by the trade union, have to change their work as more transparent and easily viable to the employees.
- Administration can think of formulation of a problem solving committee including the employees and administration for the better solution of the welfare problems of the employees. This committee can conduct hearings from the employees or then can conduct surprise visits to the different work spot, etc for understanding and by that solving the problems also.

8. Conclusions

Generally, welfare measures are recreational, medical, educational, housing, sanitation and so on. Every organization provides the statutory welfare measures but some organization provides some more welfare facilities to the employees so that they may retain the employees and their quality of work life. By the result of improved quality of work life among the employees and their involvement in job

gets increased and results in increased productivity of the organization. The organizations maintaining smooth relationship between workers and management, which leads to attainment of organization efforts. By conducting this study we could infer that the Employees of Sugar Factories in East Godavari District are satisfied with the welfare measures provided by their organizations.

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