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## **Effectiveness of employee voluntary welfare measures in public sector**

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### **Abstract**

Welfare measures are having positive and significant effect on productivity of the organization. The welfare facilities will directly influence employee productivity. We are in the track of changing face due to various factors such as liberalization, privatization, globalization and also the recent global economic. So every organization is expected to meet the challenges by reshaping their labour welfare measures. It is found that better working conditions and welfare facilities are made available inside organization. Employee's welfare includes various facilities, services and amenities provided for improving their health, efficiency, economic betterment and social status of the workers. The Welfare measures will improve the physique intelligence, morality and standard of living of the workers, which in turn will improve their efficiency and productivity. Welfare facilities enable workers to have a richer and more satisfying life. It raises the standard of living of workers by indirectly reducing the burden on their pocket. Welfare means improving, faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. Safety training must be given periodically and the employees who are unaware of safety aspects must be identified and trained. Welfare schemes it create efficient, healthy, loyal and satisfied labor force for the organization. Providing such facilities make their work life better and leads to good standard of living.

**Keywords:** voluntary welfare, statutory provisions, employee, facilities

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### **Introduction**

Welfare including various services, benefits and facilitates offered to employees by the employer. Through such generous fringe benefits, the employer makes life worth living for employees. The welfare facilities in addition extended normal wages and other economic rewards available to employees as per the legal provisions. According to Dr Parandikar, "Labour welfare work is work for improving the health, safety and general well-being and the industrial efficiency of the workers beyond the minimum standard laid down by labour legislation". The government, trade unions and nongovernment agencies provide welfare measures to the employer. The basic purpose of labor welfare is to enrich the life of employees and keep them happy. Welfare measures may be both statutory and non-statutory. Labour laws extend certain benefits to employees in addition to wages, Voluntary benefits are the results of employer's generosity, enlightenment, and philanthropic feelings. Employees play an important role in the industrial production of the country. The human resource managers are really concerned with the management of people at work. It is necessary to secure the cooperation of labour or employee force in order to increase the production and to earn higher profits. The cooperation of employee force is possible only when they are fully satisfied with their employer and the working conditions of the job. In the past, industrialists and employers believed that their only duty towards their employees was to pay them satisfactory wages and salaries. In course of time, with the introduction of the concept of human resource management, psychological researches convinced them that workers required something more important. In addition to providing monetary benefits, human treatment given to employees plays a very important role in seeking their cooperation. Labour or employee welfare activities benefit not only the workers but also the management in the form of greater industrial efficiency." The human resource managers realize that welfare activities pay good dividends in the long run because they contribute a lot towards the health and efficiency of workers."

The Labour Investigation committee defined labour welfare work as, "anything done for the intellectual, physical, moral and economic betterment of the workers, whether by employers, by Government or by other agencies, over and above what is laid down by law or what is normally expected as a part of the contractual benefits for which the workers may have bargained<sup>3</sup>. The Committee on Labour Welfare pointed out that "labour welfare includes such services, facilities and amenities as adequate canteens, rest and recreational facilities, sanitary and medical facilities, arrangements for travel to and from work and for the accommodation of workers employed at a distance from their homes, and such other services, amenities and facilities, including social security measures, as they contribute to improve the conditions under which workers are employed. The ILO report defines labour welfare as "such services, facilitates and amenities as may be established in or in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy and congenial

surroundings and provided with amenities conducive to good health and high morale. The Encyclopaedia of social sciences defined labour work as “the voluntary efforts of the employers to establish within the existing industrial system, working and sometimes, living and cultural conditions of the employees beyond what is required by law, the custom of the country and the conditions of the market.

### **Literature Review**

Satyanarayana, D. (2015), study aimed to understand the extent of employee welfare measures and its awareness level in APPM, Rajahmundry, Andhra Pradesh. It was found from the study that the Andhra Pradesh Paper Mill Ltd (APPM), Rajahmundry was a global company which considers the employee welfare as one of the determinants of industrial relations.

Rajkuar, B. (2014), attempted to identify the prevailing labour welfare measures and social security in IT industries in Chennai. The study reveals that the welfare facilities help to motivate and retain employees. Most of the welfare facilities helped to motivate the employees which ensures employee satisfaction and resulted in increased productivity.

Manzini and Gwandure (2011), studied that the concept of employee welfare has been used by many organizations as strategy of improving productivity of employees; especially in the mobile industry since work related problems can lead to poor quality of life for employees and a decline in performance. It is argued that, welfare services can be used to secure the labour force by providing proper human conditions of work and living through minimizing the hazardous effect on the life of the workers and their family members.

### **Objectives**

1. To know about employees voluntary welfare measures
2. To know about Statutory provisions for employees welfare
3. To know about different Agencies for welfare
4. To know about labor office for development of welfare facilities.

### **Methodology**

The study is based on secondary data. Secondary data collected from Reviews of books, Digital libraries, journals, online database on other web resources.

### **Labor Welfare Work, thus, serves the Following Purposes**

- Workers enable to have a richer and more satisfying life.
- Increases the standard of living of the workers by indirectly reducing the burden on their pocket. Welfare measures will improve the physical and psychological health of employees. Welfare measures in turn will enhance their efficiency and productivity.
- Absorbs the shocks injected by industrialization and urbanization on workers.
- Labor welfare Promotes a sense of belonging among workers, preventing them from resorting to unhealthy practices like absenteeism, labour turnover, strike, etc. It improves the relations between employers and employees.

### **Statutory Provisions**

- Employers are offered welfare facilities to workers under different labour laws. These are discussed as follows: The Factories ACT, 194 It provides the following services to workers:
- Adequate and suitable facilities for washing shall be provided and maintained for use of the workers therein.
- Facilities for occasional rest for workers
- First aid boxes or cupboards- One for every 150 workers and the ambulance facility if there are more than 500 workers.
- Canteens, where there are more than 250 workers.
- Shelters, rest-rooms and lunch rooms where over 150 workers are employed
- Creche, if 30 or more workers are employed
- Welfare officer, if 500 or more workers are employed.

### **The Plantation Labour Act 1951**

The Act Provides for the following:

- Shelters for taking food and rest
- First aid boxes and first – aid rooms if 150 workers
- A Canteen facilities if employing 250 or more workers
- A creche provided if employing 50 or more females
- Pit- head baths equipped with showers sanitary latrines
- Welfare officer if 500 or more workers are employed.

### **The Motor Transport Workers Act, 1961**

The Act contains the following provisions:

- First aid equipment in each transport vehicle

- Canteen if employing 100 or more workers.
- Comfortable, clean, ventilated and well – lighted rest rooms at every place where motor transport workers are required to halt at night.
- Uniforms, rain coats to conductors, drivers, and line checking staff for protection against cold and rain.
- Prescribed amount of washing allowance to the above staff members.
- The Contract Labor (Regulation and Abolition) Act, 1970 The Act requires the contractor to extend the following benefits to workers:
  - Canteen, if employing 100 or more workers.
  - Rest rooms or other suitable alternative accommodation where contract labor is required to half at night in connection with the work of an establishment.
  - Washing facilities.
  - First aid boxes equipped with the prescribed contents.

### **Agencies for Welfare Work**

Central and state governments, employers, unions and social organizations work as agencies for extending welfare facilities to the workers.

### **Central Government**

The Central Government tries to extend its helping hand through various Acts covering the safety, health and welfare of workers. The Labour welfare officers tries to ensure justice to workers. Housing, educational, recreational and medical facilities are provided to workers under Statutory welfare funds.

### **State Governments**

Governments in different states and union territories offer welfare facilities to workers. Statutory welfare fund is created for offering medical, Educational, recreational and other facilities to plantation workers.

### **Employers**

Employees Associations have also joined hands with employers in doing some welfare work for their workers like Medical, educational, recreational facilities are also extended in paper, sugar, steel cement, engineering industries also, by the employees and employee's associations.

### **Trade Unions**

Trade unions activities towards labour welfare is not significant. Poor finances, multiple unionism, often come in the way of undertaking labor welfare work enthusiastically. Though we cannot expect much from the trade unions in the field of welfare, they can at least identify the minimum facilities needed by workers and secure the implementation of statutory measures. In the interest of workers, they can carry our educational campaigns covering pressing issues such as family planning, prohibition, cleanliness, etc.

Labour welfare work may also be divided into two categories: (i) Statutory welfare work comprising the legal provisions in various pieces of labour legislation (ii) Voluntary welfare work includes those activities which are undertaken by employers for their workers voluntarily. May employers, nowadays, offer the following welfare amenities Voluntarily

1. **Education:** A scheme of workers' education was envisaged on an all India basis by the Government of India, way back in 1957. The scheme had four main objectives:
  - To develop strong unions through trained officials and more enlightened members
  - To develop leadership from the rank and file
  - To equip organized labor to discharge its social and economic functions
  - To promote their workers to understanding the problems of their economic environment and their privileges and obligations as union members
2. **Transportation:** Transport facilities to workers so that they can reach the workplace punctually and comfortably. Most employers have, however, recognized the workers' need for transport service and therefore responded favorably by providing company owned/leased vehicles to workers in major industrial center especially in the private sector. They have also introduced innovative financing schemes in recent times enabling workers to buy their own bicycles, scooters, etc.
3. **Recreation:** Though there is no statutory stipulation in this area, progressive employers both in the public and private sector (Like the Tatas, Hill, Air India, BHEL, Infosys technologies, Hughes software systems, NIIT, Cadbury, Ranbaxy, Railway and defense Services have) consciously offered facilities for recreation sports and cultural activities. For Example, companies like NIIT and TISCO have appointed a Chief Fun Officer to take care of parties and functions held on every Friday. (In Addition to holiday packages, dating allowances, anniversary/ birthday gifts, games and competitions on weekends and Club jamun, eating sessions) Sprawling food courts, Basketball courts: Tennis Golf, Billiards, swimming sauna; Jacuzzi, Jogging tracks, beauty centers, spacious gyms, ATMs. Gift shops are to be found in most software companies – such as Infosys, Wipro, Hughes Software systems in India.

**4. Other facilities:** These are intended to improve the comfort level of workers while at work and include the following:

Canteen restrooms and lunchroom: Canteens established inside factories generally offer food at subsidized rates. In modern organizations, food courts with variety of continental and intercontinental cuisine have become quite popular in recent times.

Washing Facilities, medical aid leave travel concessions: Most factories have first-aid facilities to take care of minor injuries. Reimbursement of medical expenses incurred is also increasingly factored nowadays.

Consumer cooperative stores: The Indian Labour Conference in 1963 recommended the setting up of consumer cooperative stores in all industrial establishments including plantations and mines employing 300 or more workers. The employers are expected to extend help in the form of share capital, working capital, loans at concessive rates etc. The Industrial Truce Resolutions, 1962 aimed at keeping prices of essential items low by opening a sufficient number of fair price shops for workers.

### Conclusion

Labour Welfare Measures prove to be an important factor when compared to the other factors in the organization. When these measures are not provided to the fullest extent the worker's self-interest and motivation decreases and their dedication to the work may decline. So, the task of the Personnel Manager becomes challenging and it imposes him to introduce the various employee welfare measures in the organization. Labour welfare has become essential because of the very nature of the industrial system. The approach to this problem or movement differs from country to country, according to the degree of development in a particular country. However, the need for labour welfare in some way or the other is realized all over the world because of the socio-economic conditions and problems which the industrial society has thrown up.

From the primitive policing and placating philosophy of labour welfare, it gradually moved to the era of paternalism with philanthropic objectives. Even today there is evidence of humanitarian outlook of some of the employers in many employee-welfare programmes. The recent thinking in labour welfare however is more oriented towards increasing productivity and efficiency of the work people. An outstanding trend today is that it has become a comprehensive concept concerned with the development of the total human personality embracing physical, mental, social psychological and spiritual aspects of the employees well-being. Be that as it may be, well-organized labour welfare efforts can and do solve some of the labour problems that have resulted from industrialization. There may be divergent views about the implementation of labour welfare programmes, about who should undertake responsibility for them and who should bear the cost. But what is invariably called off is sincerity of purpose. However there has been a growing appreciation and acceptance of "utility of welfare work" on the part of employers. As long as this appreciation exists, charity, as one of the motives, cannot undermine the purpose of labour welfare.

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