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### IMPACT OF LABOUR WELFARE MEASURES ON LABOUR SATISFACTION IN THE HEAVY INDUSTRIES - A CRITICAL STUDY

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#### ABSTRACT

Labour welfare is a comprehensive term including various benefits and facilities for the employees provided by the employer. It motivates the employees for better performance as it boosts their morale thereby increasing the satisfaction of the employees. Labour satisfaction involves taking various welfare measures in order to encourage staff within the industry. Now-a-days with the expectation of labours changing day by day industries are facing issues in worker retention. The basic purpose of labour welfare is to keep them happy and satisfied as there is no dearth of opportunities for proficient employee to work in industry for long period. In the market there are several industries that are searching for efficient and proficient staff by providing good welfare measures. Therefore the present study is an attempt to identify and understand welfare measures offered by industries to keep them happy and also study the impact of welfare measures on labour satisfaction. This research paper shows the clear depiction on the satisfaction level of the labour with the help of various welfare measures. To achieve the above objective primary data is gathered through 100 labourers of the BHEL, Bhopal with random sampling technique and secondary data through company website and journals. The study concludes that most of the respondents were aware of the welfare facilities provided by the industry and most of the employees are satisfied with the welfare facilities.

**KEYWORDS**-Labour, Labour Welfare, Employee Satisfaction, worker, Organization & Industry

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#### INTRODUCTION

Labour plays pivotal role in production and healthy and congenial labour management relations are the prerequisite for efficient production. Labour Welfare measures are very important since they have strong impact on workers willingness to work and their productive capacity because it is worker who really delivers the goods. Welfare helps keep the self-esteem; confidence and inspiration of the workers high. The labour welfare plans arrange into two classes viz. constitutional and non-constitutional welfare plans. The constitutional plans are those plans that are required to supply by an organization as consistence to the laws administering specialist wellbeing and security, these includes: canteen facilities, drinkable, sufficient lighting , facilities for sitting , changing rooms ,

latrines and urinals , laundry places, spittoons, rest rooms etc. Non constitutional welfare plans include individual medicinal services, monitoring of working conditions, infrastructure for health, insurance against disease, accident and unemployment for the workers, medical claim protection. The non-constitutional plans depend upon industry to industry. Labour satisfaction involves taking measures to encourage staff to stay within the organization for long time. There are a numerous factors that influence the level of employee satisfaction. Some of these factors include wages and benefits, the quality of the working conditions, leadership and social relationships, or the job itself. Happier the employees the more satisfied they are.

#### **Benefits of labour welfare**

Labour welfare measures increase the efficiency of the labour. Efficiency results into double reward, first in the form of increased production. Second, it will fetch higher wages and bonus for the workers due to high productivity. This is a win-win situation for both employer and employee. Other benefits would include positive brand name which will help the employer to get the right talent for his job. Labour welfare is also the key to smooth industrial relations. This can be understood in two ways. Firstly, welfare measures for labourers would invoke the feel of caring and loyalty towards the employer. Being caring and loyal, the worker will be more cooperative, understanding and satisfied with their job. Secondly, trade unions would also support the management as their members will be happy and satisfied and even if they turn hostile towards management workers would be least interested to protest against management as they will realise that organization cares for them and such activities would hinder with present state of welfare.

#### **Labour satisfaction**

The operational surroundings in heavy industries unfavourably results the fitness of the human resources which is due to heat or cold, noise, fumes, dirt and lack of cleanliness and natural air. Circumstances like these generate trouble for employees as they become prey to various unknown diseases that alters their life. Therefore there is need to restrict through defensive steps which will aim to humanize the workplace for the staff. Humanising the workplace would result in labour satisfaction as labour satisfaction is an essential component for motivation and encouragement towards better performance. If workers are not satisfied with the task assigned to them, working conditions are unsafe, co-workers are not cooperative, supervisor is not giving them their due respect and their inputs are not considered in the decision making process making them feel alienated from the organization. Furthermore, now-a-days, organizations cannot afford dissatisfied workers as they will not perform up to the standards or the expectations of their supervisor, they will be fired, resulting organizations to bear additional costs for recruiting new staff. So, it is beneficial for organizations to provide flexible working environment to workers where they feel their opinions are valued and they are a part of the organization. Worker morale should be high as it will be reflected in their performance because with low morale, they will make lesser efforts to improve.

#### **SIGNIFICANCE OF THE STUDY**

Welfare plays pivotal role in building the confidence and inspiration among the labourers. It is important to know whether labour welfare facilities play an essential role in the life of workers, and to know whether the workers expectations are fulfilled with welfare facilities. If the expectations are fulfilled this will help them to get influenced. Hence, organization needs to secure the cooperation of workers with the purpose to increase the productivity and to earn high profits. The participation of workers is potential when they become part of the management the feel of belonging and responsibility towards the organization arises. So the study is undertaken to know the welfare facility of heavy industry and its impact on labour satisfaction.

#### **STATEMENT OF THE PROBLEM**

This study will be focused on analysing the labour welfare measures in the public sector heavy industry. The feedback of the training conducted and their effects on the employee's performance and the organizational success from past few years will be the main source of data. If the

organization needs to improve its welfare facilities provided this study will prove to be very helpful for the future reference. This study will also provide the opportunity to understand the key factors of the labour satisfaction.

#### OBJECTIVES OF THE STUDY

1. To identify the factors of labour satisfaction
2. To study the impact of welfare facilities on labour satisfaction.
3. To study the various labour welfare measures in the industry.

#### LITERATURE REVIEW

**Kaliyamurthy K and Devi shyamala J** stated that a labour welfare measure is adopted in any organisation to improve the health, security, growth, and performance and motivation level of an employee. **Yesuraja Maria I. Dr & Devi Nandini C.** stated that employee welfare measures are a very important facet of an industry, it provides security to the employee who helps them to guide their activities and work in the organisation and develops the circumstances in which the employees are working. **Sailesh Sindhu** in 2012 felt that, employee welfare measures increase the productivity of organization and promote healthy industrial relations thereby maintaining industrial peace.

#### Labour and labour welfare

**Selvarani** in 1995 pointed out that material progress of a country depends largely on the toil and labour of this significant section of the society. The workers are the mirror of the prosperity of a country. If a worker is sick, the industrial unit will be sick. To neglect the labour class is to neglect productivity because ultimately country's welfare lies in their welfare. **Khan and Ahmed** in 1981 pointed out that India labour welfare measures become all the more important because of the reasons like low level of wages, irregular working hours, inability of trade unions to undertake welfare work.

**Madhumathi and Desai** who in 2003 rightly stated that welfare does not mean amenities but the right atmosphere where the worker can breathe an air of growth and development and think constructively so as to understand the play and interplay of his subconscious instructs and conscious emotions. **Asawathappa** cites several reasons why labour welfare is justified: The worker, through his/her labour, creates and transmits power and through various phases of manufacturing, patterns raw materials into finished products of necessity as well as of luxury. The industrial worker is indeed a soldier safeguarding the social and economic factors of the industrial economy, and his/her actions and interactions within the industrial framework will have a great impact and influence on industrial development.

**Moorthy** in 1982 stated that welfare measures help in the strengthening of cordial relationship between management and labour, increasing efficiency and economic productivity, developing the sense of belongingness, minimizing industrial strife and reducing the rate of absenteeism. **Railkar** in 1990 pointed out that if the working class is satisfied and is allowed to live a comfortable life it will go a long way in promoting efficiency in industrial activity and will assist the overall progress of the economy.

**Armstrong** concludes the same stating that welfare may add to general feeling of satisfaction with the company and cut down labour turnover and increase the productivity and efficiency of the company.

#### Labour welfare and job satisfaction

Labour Welfare Practices plays an important role in determining the performances of a labour and it is positively and directly associated with labour's job satisfaction. **Keith Davis** stated that "Job satisfaction is defined as "flattering or adverseness with which the workers view their job and grades when there is a robustness amid in work trait and desires of the workers" **Stephen P. Robbins** on the same stated that Job satisfaction as the "disparity among the sum of recompense the workforce obtain and the quantity they consider they should obtain".

**Moyes, Shao, & Newsome**, in 2008 stated that, the employee satisfaction may be described as how pleased an employee is with his or her position of employment. There is no limit for the employees to

reach the full satisfaction and it may vary from employee to employee. **Miller** in 2006 felt that sometimes employees need to change their behaviour in order to execute their duties more effectively to gain greater job satisfaction. Having good relationships with the colleagues, high salary, good working conditions, training and education opportunities, career developments or any other benefits may be related with the increasing of employee satisfaction. As **Dr. Anitha R.** stated the Employees are the backbone of every organisation, without employees no organisation can survive; hence it is very important that employee satisfaction must be higher in the organisation.

**Hunter & Tietyenin** 1997 pointed out that Worker are more loyal and productive when they are satisfied; on the similar lines **Potterfield** in 1999 stated that these satisfied workers affect the organizational productivity. **Cranny, Smith, & Stone** in 1992 stated that labour satisfaction is defined as the combination of affective reactions to the differential perceptions of what he/she wants to receive compared with what he/she actually receives. Therefore, the organizations should try to supply the labour expectations in order to approach the labour satisfaction. In addition, emotional state of the workers may also affect their satisfaction. This forces the management to create and sustain the desired working environments in the organizations. On the other hand, as stated by **Organ and Ryan** in 1995, the labour satisfaction is one of the basics of organizational behaviour. That is, the well-satisfied workers will work more willingly and this contributes to the effectiveness of their organizations.

#### **HYPOTHESIS**

**H1:** Labour welfare measures have significant impact on labour satisfaction.

#### **RESEARCH METHODOLOGY**

The study sample comprised of 100 workers of Bharat Heavy Electricals Limited, Bhopal. The data is collected through a questionnaire consisting of 20 questions with 3 sets. All questions were close ended questions and the five point Likert scale consisting of highly satisfactory, satisfactory, averagely satisfactory, dissatisfactory and highly dissatisfactory was used. All questionnaires were distributed and collected by hand from the factory. Ninety seven questionnaires were collected after one week. 95 of them gave the response to the questionnaire. After checking them 81 were found correct and the respond rate was 85%. These 81 questionnaires were included in the study. Descriptive statistics was used to determine the independent variables and to conclude the results on the basis of secondary and primary data. Most of the results consist of secondary data.

#### **DISCUSSION**

To understand the extent of impact of labour welfare on labour satisfaction a labour satisfaction survey is prepared and distributed among workers of different department. The labour satisfaction survey is used as a tool by researcher as a tool to allow the workers to voice their opinions. Initial finding and conclusions of this research is that most of the respondents are aware about the welfare facilities provided by the organization. After the completion of the labour satisfaction survey there is a meeting held with workers of different departments. At this meeting the results of the survey are discussed. It is found that workers were satisfied with the employee welfare procedures taken for the workers, Operating environment is satisfactory. Majority of the workers are satisfied with medical advantage and safety measures provided by the organization. The relaxation room and lunch room is good where workers be able to rest in their free time. The drinking water facilities, sanitary facilities are good. Some earlier studies done in the same field also prove the same. **Kaliyamurthy K., Devi shyamala J** conducted a study to evaluate the satisfaction level of employees after getting the labour welfare measures in the organisations, the study reveals that employees are satisfied with the welfare facilities. **Chaudhary Asiya and Dr, Iqbal Roohi** conducted a research to know the employee satisfaction level in Indian railways. Results concluded that Indian Railways have done a huge contribution in the field of employee welfare for its staff. This study gives the clear cut depiction of satisfaction level of railways employee through various statistical analysing tools. All these results prove that labour welfare measures have an impact on labour satisfaction.

**H1:** Labour welfare measures have significant impact on labour satisfaction. Welfare measures have positive impact on the workers as it inculcates a sense of belonging and also satisfied workers tend to work harder which results in better organizational performance.

## CONCLUSION

As per the study it is observed that BHEL, Bhopal is providing various facilities to the workers and also follow the rules and regulation of state and Indian Government. Happy workers are extremely important because they represent the organization to the public, for this purpose management is required to provide good facilities to all workers in such way that workers become satisfied about labour welfare facilities. Every organization should develop strategies that strengthen the work environment and increase the employee's morale and employee's satisfaction to enhance employee performance and productivity, which ultimately results in high profits. Labour satisfaction represents one of the most complex areas facing today's managers when it comes to managing their employees. Policy makers have turned their attention to provide different kinds of facilities to their employees in order to satisfy their employees. It increases productivity as well as quality and quantity. At last it can be concluded that the employee welfare facilities provided by the organization to workers are satisfied and it is commendable, but still of scope is there for further improvement, so that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals. A good work environment with welfare facilities can increase labour satisfaction and the employees will try to give their best which can increase the employee work performance.

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