



Management of Employees' Welfare -A case study in Andhra paper Mill Ltd

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Abstract

Organizational success depends on the knowledge, skills and abilities of employees, particularly as they help establish a set of core competencies that distinguish an organization from its competitors. In this process, better use of man power is essential with employee welfare involving the physical, mental, moral and emotional wellbeing. This paper predominantly aimed to study the extent of employee welfare measures and their awareness level in this regard in APML, Rajahmundry, AP.

Keywords: *Organization, skills and abilities, labourfore*

Introduction

Employees have always been central to organizations, and their strategic importance is growing in today's knowledge based industries. An organizations success depends on the knowledge, skills and abilities of employees, particularly as they help establish a set of core competencies that distinguish an organization from its competitors. With appropriate policies and practices an organization can hire, develop and utilize best brains in the market place, realize its professed goals and deliver results better than others. In this process, better use of man power is essential with employee welfare involving the physical, mental, moral and emotional wellbeing. The perceptions of workers, regarding welfare measures are, by and large, positively recorded.

Objectives and methodology

This paper predominantly aimed to study the extent of employee welfare measures and their awareness level in this regard in APML, Rajahmundry, AP. Primary data is collected from 60 employees and date is analyzed with help of satisfactory scoring model.

Concept of labour welfare

Industrial progress of a country depends on its committed labour fore. The importance of labour welfare was recognized as early as 1931 when the Royal commission on labour stated that the benefits which go under this nomenclature are of great importance to the worker who is unable to secure by him. The schemes of labour welfare may be regarded as "a wise investment" which should and usually does bring a profitable return in the form of greater efficiency¹. The concept of labour welfare is flexible and elastic and differs widely with time, region, industry, social values and customs, degree of industrialization, the general socio-economic development of the people and political ideologies prevailing at a particular time.

The committee on Labour Welfare mentioned that "such services , facilities and amenities as adequate canteens, rest and recreation facilities, sanitary and medical facilities, arrangements for travel to and from place of 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 contribute to the conditions under which workers are employed.²” The ILO report refers to labour welfare as “ such services, facilities 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, congenial surroundings and provided with amenities conducive to good health and high morale³.”

Basic Features of labour welfare

The above analysis indicates that the term labour welfare has been noted six issues –

1. It is the work which is usually undertaken within the premises or in the vicinity of the undertakings for the benefit of the employees and the members of their families.
2. The work generally includes those items of welfare which are over and above what is provided by statutory provisions or required by the custom of the industry or what the employees expect as a result of service from the employers
3. The purpose of providing welfare amenities is to bring about the development of the whole personality of the worker- his social, psychological, economic, moral, cultural and intellectual development to make him a good worker, a good citizen and a good member of the family.
4. These facilities may be provided voluntarily by progressive and enlighten entrepreneurs at their own accord out of their realization of social responsibility towards labour, or statutory provisions may be compel them to make these facilities

available; or these may be undertaken by the government or trade unions, if they have the necessary funds for the purpose.

5. Labour Welfare is a very broad term, covering social security and such other activities as medical aid, crèches, canteens, recreation, housing, adult education, arrangements for transport of labour to and from the work place.
6. It may be noted that not only intra-mural but also extra-mural, statutory as well as non-statutory activities, undertaken by any of the three agencies- the employers, trade unions or government-for the physical and mental development of a worker, both as a compensation for wear and tear that he undergoes as a part of the production process and also to enable him to sustain and improve upon the basic capacity of contribution to the process of production, “which are all the species of the longer family encompassed by them labour welfare⁴”

Labour welfare work undertaken by the Government

Even though industrialization was started prior to the first world war, labour welfare activities started gaining ground after the II world war, when the British government revised and introduced many labour laws that aimed at improving employment conditions, including welfare of the working class. After independence, the government of India has taken steps towards labour welfare. The inevitability of labour welfare work in India was emphasized in the Constitution of India, in the chapter of the Directive Principles (Articles 41 to 43) of State policy. The attitude of



planning authorities with respect to labour welfare is as below.

The first five year plan attitude was to provide welfare measures for urban workers met by state governments. A good number of laws were passed that effected labour welfare like Plantation Act 1951, the mines Act, 1952, the employee provident fund Act 1952. During the second plan the importance of good working conditions was realized in the welfare of workers. The employees State Insurance and duck workers scheme was enhanced. A few important laws – Labour Iron Ore Mines welfare Cess Act, 1961, Maternity benefit Act, 1961, Apprenticeship Act 1961 and the payment Bonus Act 1965 was passed in the third plan. Contract labour (regulation and abolition) Act, 1970, the payment of Gratuity Act, 1972 and Employees Family Pension Scheme was passed in the fourth plan.

The recommendations of the 5th five year plan can be considered as a land mark in the history of labour welfare. For the encouragement of labour welfare work, tripartite bodies should be implemented to effective implementation of labour laws. Beedi workers welfare fund Act, 1976 was passed in this plan. During the later plans emphasis on the welfare of labour was extended at time to time.

For the undertaking welfare activities, both the state and union territories have been maintaining labour welfare centers. These welfare centers are either directly managed by the state governments or through state labour welfare boards. At present there are 12 labour welfare centers in the state of Andhra Pradesh. The highest centers 210

have established in Maharastra and next by Uttar Pradesh⁵. Thus, the necessity of welfare work has been recognized by all, it is now considered as integral part of industrial management in all countries. It increases the productive efficiency of the workers and infuses in them a new spirit of self –realization and consciousness. Labour welfare work intends to inculcate a real change of hearts and a change of out look on the part of both the employers and workers. The immediate need of the country is to increase the production and welfare activates can go a long way in this direction. In this way, the present study wish to find the reality of the welfare measures in the APPM.

Welfare measures in APPM

The APPM has providing facilities such as working hours & rest hours, Working conditions, cooperatives, Wages and incentives, Safety, Workers education, Holidays with leave, Drinking water facilities, Cleanliness /sanitation /toilets, Canteen, Gratuity &PF, Crèches, Medical facilities, First Aid appliances, Accident prevention measures, Educational facilities, Recreational facilities, Housing facilities, Transport facilities, Accident compensation and Family welfare measures, Insurance.

Workers' perceptions on present welfare measures

Table 1 gives the information regarding Perception of workers on Work related welfare measures in APPM and ITCBPL. The satisfaction level is classified in to 3 aspects like- A for fairly satisfied B= satisfied and C= not satisfied.



Table 1. Perception of workers on Work related welfare measures

S.no	Welfare measures	Satisfaction level		
		A	B	C
1	Working hours & rest hours	-	50(3)	10(6)
2	Working conditions	-	51(2)	09(7)
3	Safety	-	40(5)	20(4)
4	Drinking water facilities	-	35(6)	25(8)
5	Cleanliness /sanitation /toilets	-	35(6)	2(9)
6	Canteen	-	60(1)	-
7	Crèches	-	25(8)	35(1)
8	Medical facilities	-	41(4)	19(5)
9	First Aid appliances	-	30(7)	30(2)
10	Accident prevention measures	-	35(6)	25(3)

A= fairly satisfied B= Satisfied C= Not satisfied. Source: field survey

Note: figures in the brackets indicates ranks

It can be observed in APPM that out of the 60 workers, about fifty members have satisfied the work and rest hour's measures but it is not satisfied by 10 members. Cent percent are satisfied the canteen facilities. As per the opinion of the workers, the satisfactory levels of the workers regarding safety (40 members out of sixty), drinking water and cleanliness/sanitation/toilets (35 members) are significant level. Table 2 explains the information regarding

Perception of workers on other than Work related welfare measures like Cooperatives, Wages and incentives, Workers Education, Holidays with leave, Gratuity & PF, Educational facilities, Recreational facilities, Housing facilities, Transport facilities, Accident compensation, Family welfare measures and insurance in APPM. As mentioned earlier, cent percent of the workers have not fairly satisfied about the non-work related welfare measures.

Table 2. Perception of workers on other than Work related welfare measures

S.no	Welfare measures	Satisfaction level		
		A	B	C
1	cooperatives	-	45(3)	15(6)
2	Wages and incentives	-	40(6)	20(3)
3	Workers education	-	42(4)	18(5)
4	Holidays with leave	-	40(6)	20(3)
5	Gratuity & PF	-	60(1)	-
6	Educational facilities	-	30(7)	30(2)
7	Recreational facilities	-	41(5)	19(4)
8	Housing facilities	-	30(7)	30(2)
9	Transport facilities	-	54(2)	-
10	Accident compensation	-	25(8)	35(1)
11	Family welfare measures	-	40(6)	20(3)
12	Insurance	-	54(2)	06(7)

A= fairly satisfied B= Satisfied C= Not satisfied. Source: field survey



Note: figures in the brackets indicates ranks

It is observed from the table that the selected measures are ranked orderly as- Gratuity & PF, transport facilities, insurance, cooperative facilities, workers education, recreational facilities, family welfare measures, holidays with leave, educational facilities. However, out of the sixty workers, about 35 members are not satisfied the accident compensation and only 6 members are not satisfied the insurance measures in APPM

Conclusions

It is found from the study that the Andhra Pradesh Paper mill Ltd (APPM) Rajahmundry, a global company has been considered the employee welfare as one of the determinants of industrial relations. The study suggested that that the APPM has to proving civic amenities as the employees' perceptions. The perceptions of workers, regarding welfare measures are, by and large, positively recorded.

The problem of housing is most acute the reluctance of the employer, government and the municipalities to provide suitable accommodation is obviously due to the stupendous expenditure involved. However, the situation should not be allowed to continue in a socialist state. Planned development of workers' colonies is the crying need of the hour and it could be accomplished at a minimal expenditure. The minimum that ought to be done and which is going to cost only a fraction of what would be required for construction pucca is that the slums should be cleaned, and in their place will be planned cement or tar lanes with proper drainage be laid, pucca wells and tapes with tanks be

provided, dustbins be placed at convenient distances, trees be planned, open spaces for play-grounds be provided and workers be allowed to raise their huts in a prescribed manner only and sanitary staff be deployed and street lights be provided. The housing boards should be aid the workers to raise low cost houses and the financial and other aid should be provided at the concessional interest rates. The employers should be statutorily made to earmark a friction of their profits and rents recovered from the occupants of the company quarters for constructing additional accommodation for the workers.

At the APPM, most of the workers are covered under the ESIS. However, the management has provided a dispensary inside the factory area for first aid dispensation. The involvement of workers in the cooperative society is not as much as it ought to be. Unless the cooperative departments takes initiative and extra interest in making the cooperatives adhere to the laws, by-laws, the hope for the survival of the cooperatives, especially those in industrial areas in bleak.

References

1. Report on the Royal commission on labour, 1931, p.261
2. Report on the committee on labour welfare 1969, p24
3. ILO, Asian Regional conference report, II, 1950, P.3
4. Report on the committee on labour welfare 1969, p23
5. Indian Journal of labour upto2013