

LABOUR WELFARE & ITS IMPORTANCE IN INDUSTRY : AN EXPERIENCE WITH ESCORTS CONSTRUCTION EQUIPMENT

Arun Kumar
Master in Social Work (NET)

Introduction

Labour Welfare is an important dimension of industrial relation. Labour welfare includes overall welfare facilities designed to take care of well being of employee's and in order to increase their living standard. Discussing the importance of labour welfare, it is rightly said that "one can buy a man's time, his physical presence at a particular place, even a few muscular movements but enthusiasm, initiative, loyalty and devotion to duty cannot be bought. They will have to be created through right employer-employee relations, provisions of constructive opportunities for satisfying the major motivating desires of human actions."

According to **Arthur James Todd**:

"Labour welfare means anything done for the comfort and improvement, intellectual and social, of the employees over and above the wages paid which is not a necessity of the Industry."

According to **Industrial Labour Organisation (ILO)**

"Labour welfare may be understood and including such services facilities and amenities which may be established in vicinity of undertaking to perform their work in healthy and congenial environment and to avail of facilities which improve their health and bring high morale."

Its core objective is to have a higher standard of living for the workers, to protect them from Health Hazards, to ensure the highest level of life protection and safety standards for workers. In a Macro sense it has to ensure a productive working environment for the workers and their families, better and continually improved living facilities, cultural assimilation into society mainstreams.

Labour Welfare does not generally constitute monetary benefits nor these are provided by employers alone, it can also be provided by government, non government agencies and trade unions.

- ☛ Welfare concept helps to maintain health and skills.
- ☛ Welfare concept avoids exploitation of worker by employer.
- ☛ Welfare concept increases the happiness of worker.
- ☛ Welfare concept motivates the workers at work place.
- ☛ Welfare concept is the silent incentives.

As welfare of worker at work place will improve not only their efficiency but also improve their willingness to perform their duty involving themselves with in duty. Thus the management has to maintain such environment at work place so that worker may perform his duties willingly.

In India, most of the industries are not using Welfare concept properly at their workplace. In India industrialists compel workers to work in uncomfortable/ adverse conditions. Their uncomfortable conditions lead to serious damages to worker. The question of Labour Welfare , is an extremely crucial component of its developmental pattern , primarily because of its huge worker population in the unorganized segment , which includes – Agriculture , Manufacturing , Construction etc – Sub categorized , it includes weavers and handloom workers , Firecracker factory workers, Mining , Toddy Tappers , Beedi Workers , Plantation labour , Fishermen , Heavy Machinery Plants etc.

Following are the reasons why labour welfare in India has greater importance.

LACK OF STRONG LABOUR UNION MOVEMENT:

In India, even today the workers are no united into a class. Keeping in view the numbers, labor Union movement is still in its infancy. Even if the labor union that does exist, there is a lack of enlightened leadership, and there is no unity between these unions themselves. In absence of properly organized labor Union the workers can neither, place their demands effectively before the employer, nor can they think clearly and systematically of their own interests. As this is force lacking in India, it is essential that the welfare of laborers in the country be efficiently looked after by the employers and the Government.

UNAWARENESS:

The percentage of un-educated workers is high. Consequently, they don't aware about their rights.

PROBLEM OF ABSENTEEISM AND MIGRATION:

Compared to the workers of other countries the Indian laborer is more restless and does tendentious towards frequent migration due to other needs. This may in turn also give rise to Absenteeism. The migratory tendency of workers can be curbed by providing him adequate facilities and conditions, and this also shows a positive effect over the absenteeism in the factory.

LOW LEVEL OF HEALTH AND NUTRITION:

The Indian worker as compared with his counterpart in most European countries is unhealthy and confined with illness. This shows a definite affect over the production potential. Hence, he is very great need of inexpensive nutritive food and good facility in case of hospitalization.

LACK OF TRAINING:

As the percentage of trained workers in India is very low, it is necessary to have training facilities for such a vast labour force.

Several objectives of Labour Welfare are mentioned below:

- Labour welfare provides social comfort to employees.
- It provides intellectual improvement of employees.
- To develop sense of responsibility and belongingness among employees.
- To ensure that the working conditions for employees are of higher standard.
- To build stable work force.
- To reduce absenteeism and labour turnover.
- To make employees lives good and worth living.
- To boost productivity and efficiency at the workplace.
- To provide healthy and proper working conditions.
- To ensure well being of employees and families.

Importance of study-

Analysis highlighted the working condition of labour at work place is not satisfactory in India. Workers are always in frustration and motivation level of workers is not good. As we know that man is by nature an organic system not a mechanical one. The input of energy such as food, water etc are converted by him into outputs of behavior. His behavior is determined by relationship between his characteristics as organic system and the environment in which he moves.

Motivation is positively correlated with concepts of level of aspiration, degree of comfort he gets at work place. It is rightly said that you can buy a man's time, you can buy a man's physical presence at a given place but you can't buy his enthusiasm, initiative and loyalty. The management thus has to maintain such environment at work place so that worker may perform his duties willingly.

It is possible only if management fulfill labour's, Physiological needs, Social needs, Esteem needs, Monetary needs, Fatigue compensation, Security and safeguard needs, Health maintenance, Promotion and development needs, Recognition of work expectations, Psychological needs. These all needs are taken care with the labour welfare concept is said to be the concern of management

This research would help in understanding the issues related to them and it enables employees to have a richer and more satisfying life, it helps to boost up employee morale & promote employees welfare measures like recreation Facilities.

The study "Employee Welfare measures provided by ESCORTS CONSTRUCTION EQUIPMENT has thrown light to the welfare measures of employee who marks in the organization. This study will help the top management to improve their labour welfare measures in favorable for employees of ESCORTS. The Study covers the whole organization is taken into consideration and the study is conducted among the workers through the Interview schedule.

This paper described an experience with ESCORTS. Therefore, in 2013-14, the researcher conducted a qualitative study in ESCORTS Construction Equipment at Ballabgarh, through taking counseling sessions and group discussions. The objective was to explore the knowledge to improve the labour welfare measures in the company and maintain good relationship between the management and workers.

OBJECTIVES OF THE STUDY

The purpose of the present study is to analyze the employee welfare activities provided by Escorts and to assess its overall satisfaction level among the employees. The study covers the following specific objectives

- _ To know about the welfare facilities provided by the Escorts
- _ To asses overall satisfaction level of employee regarding welfare measures
- _ To give suggestions to improve the labour welfare measures in the company.
- _ To maintain good relationship between the management and workers

Data Analysis and Findings

The study analyzes the different aspects of labour welfare measures such as housing, medical, canteen, education, transport, social welfare, community welfare, family welfare, recreation, insurance schemes, gratuity, provident fund and employment to dependents and its impact on industrial relations. As a result of those labour welfare measures, the performances of the organisations have improved significantly and employees became more committed towards their organisations and there exist healthy industrial relations.

Findings:

The researcher has given some findings on behalf of the following welfare facilities provided by Escorts:

- Sanitary and Hygiene facilities
- Rest facilities
- Medical Facilities
- Transportation Facilities
- Recreational and Cultural facilities
- Canteen Facilities
- Social Security Measures
- Most of the employees are highly benefited with the welfare measures and also it has the positive effect in the level of work satisfaction.

- Majority of the employees were satisfied with medical facilities offered by their companies because first aid appliances and ambulance room facilities are available for all employees.
- As majority of the respondents are satisfied with the quality of canteen food. Subsidized food facility is available across the company.
- As majority of the employees were not satisfied with the transport facilities because the facility is not available for local areas commuters based at Ballabgarh and Faridabad
- Majority of the employees were satisfied with the recreation facilities given by their companies as the employees celebrate many occasions together i.e. New Year Celebration, Diwali Celebration, and Different Pujas Celebration.
- Most of the employees are satisfied with the social security measures as the company has followed all statutory provisions under Factories Act, Provident Fund, Employees State Insurance, and Gratuity Facility.
- Some of the workers have stated that they were not satisfied with the employment to their dependents.
- Most of the workers were not satisfied with the sanitary and hygiene facilities.

Suggestions

- Modifications are required in the provisions of some facilities.
- Modifications shall be initiated in the provision of transport facilities, recreation facilities and insurance schemes, etc
- Betterment is required in the employment of dependents.
- Health and hygiene is an important part for better working condition. The management should more focus to improve the present condition.
- 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.

Conclusion

“Industrial Relation is an art of living together for the purposes of production, productive efficiency, human wellbeing and industrial progress”. Generally, labour welfare measures are recreational, medical, educational, housing, sanitation and so on. Every organization provides the statutory welfare measures but some organization like Escorts provides some more welfare facilities to the employees so that they may retain the employees which will strengthen the healthy industrial relations. By the result of improved industrial relations among the employees and management their involvement in job gets increased and results in increased productivity of the organization.

From the study on labour welfare measures certain points have been identified that some employees are satisfied and some are not satisfied with the present welfare measures. No doubt, Escorts is maintaining smooth relationship between workers and management, but some more attention should be given in this direction. In future, the management can well think of improving the present welfare by consulting with employees which leads to attainment of organization goals.

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