

A Study of Employee Welfare Activities in Bokaro Steel Plant

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ABSTRACT

Employee is always considered as one of the important assets of an organization. The organization's success in improving productivity and profitability largely relies on its employees. Proper management and employee well-being are crucial for attaining the organization's objectives. Hence, it is important to gain the support and commitment of employees in order to boost production and expand market share. The organization's employees require ongoing motivation through both financial rewards and welfare initiatives. Welfare initiatives significantly impact an employee's dedication to achieving the organization's objectives. Therefore, considering this fact, the current study focuses on examining employee welfare initiatives at Bokaro Steel Plant.

The objective of this study is to understand the concept of employee welfare and analyze the employee welfare measures in Bokaro Steel Plant. We also analyze the supportive relationship between employees and management. We have used structured questionnaire to collect primary data. The sample size of this study is 120 of only those permanent employees, who are working in Bokaro Steel Plant. This study employs a descriptive research design.

This research looks into the employee welfare initiatives at Bokaro Steel Plant. The study investigates how employee welfare initiatives affect their motivation and satisfaction with their jobs. The research showed that the employee welfare initiatives introduced by Bokaro Steel Plant have a beneficial effect on workers' motivation and satisfaction with their jobs. The study's results offer important understanding about how employee welfare initiatives can boost engagement and efficiency. The study suggests that companies should focus on putting in place employee well-being initiatives to enhance job satisfaction and boost overall productivity.

Keyword: *Employee Welfare, Management, Productivity, Motivation, Job Satisfaction.*

Introduction

Employee welfare refers to the support and services provided to workers by their employer. Employee welfare encompasses the initiatives, policies, and programs that a company puts in place to protect the social, mental, and physical health of its employees. Employee well-being initiatives seek to improve workers' quality of life, foster safe and healthy work environments, and help staff achieve a better balance between their professional and personal lives. Employee welfare initiatives can vary widely, including offerings like health care benefits, pension plans, insurance options, paid time off, adaptable work schedules, chances for training and growth, guidance services, and support for educational or personal financial needs.

Employers who focus on employee welfare understand that their staff's health and happiness are crucial to the success of the organization. By offering extensive employee welfare programs, employers can draw in and keep skilled workers, boost their job satisfaction and involvement, and ultimately raise productivity and profitability. In the end, ensuring employee welfare is essential for building a favorable work environment and encouraging dedication and loyalty from employees.

According to Arthur James Todd "Labour welfare means anything done for the comfort and improvement, intellectual or social, of the employees over and above the wages paid, which is not a necessity of the industry".

According to International Labour Organization (ILO) "Workers' welfare should be understood as meaning with services, facilities and amenities which may be established in or in the vicinity of undertakings to enable the persons employed in them to perform their work in healthy and peaceful surroundings and to avail of facilities which improve their health and bring high morale".

According to the Royal Commission of Labour "Labour welfare must necessarily be elastic, bearing a somewhat different interpretation in one country from other according to different social customs, the degree of industrialization and the educational development of the workers".

Objectives of Study

1. To describe the concept of employee welfare
2. To analyze employee welfare activities in the Bokaro Steel Plant.
3. To examine how welfare policies affect employee motivation and job satisfaction.

Need for the Study

Employee welfare initiatives, including health insurance, pension schemes, and work-life balance programs, can enhance job satisfaction. Implementing employee welfare initiatives can enhance productivity and performance within the workplace. When employees receive these benefits, they feel appreciated and supported, which increases their loyalty and helps retain top talent. When employees feel properly supported, they are more inclined to be productive and perform their best, resulting in increased overall productivity. Moreover, implementing employee welfare initiatives can lower absenteeism and staff turnover, thereby enhancing overall productivity. The study would look into whether the organization follows the laws and regulations concerning employee welfare and creates the optimal working conditions for its staff.

Review of Literature

Patel Vidhi (2021) "has undertaken the research on "A Study on Employee Welfare Measure". The total sample size taken for this study is 60. For this study Descriptive Research method has been used and the data has been analyzed using Chi-Square tests. The objective of the study is to analyses the impact of welfare facilities on employee satisfaction and to know the employee's opinion about the present welfare facilities. Finding of the study is that Safety at work place, leaves of employees, canteen and other facilities are much to the satisfaction level of employees".

Ayesha (2017) "study was carried out to investigate the influence of well-being schemes on employee productivity. Its purpose was to determine this influence using statistical tools like the f-test and t-test. In this study, out of 2100 employees, 1650 respondents were chosen. Results showed that female employees expressed lower satisfaction with recreational facilities compared to their male counterparts".

Ramya et.al (2016) "study aimed to investigate employee contentment determinants and the influence of company provided welfare facilities. It used descriptive research to analyze factors, using primary and secondary data from sources like journals, company records, websites, newspapers and thesis etc. Statistical methods like factor analysis and correlation tests were applied. It was identified that the survey, conducted among 100 hotel employees across 3 hotels, revealed that employees generally valued the company's welfare initiatives, established a need for better ventilation, and almost all employees were appreciated medical benefits and safety measures".

Purushothanan (2014) "aimed to understand the contentment level of employees towards well-being measures. The study applied a sample size of 100 respondents, implemented a descriptive research approach with random sampling, and made use of both primary and secondary sources. Findings indicates that the relationship between welfare measures, job satisfaction, and high morale ultimately resulted in increased productivity".

Rama et.al (2012) "conducted the research to find out the satisfaction level and employee welfare measure. They found that maximum employee concerning the welfare measure in cement division of KCP Ltd are satisfied".

Methodology

- **Research Design:** This is a descriptive study.
- **Data Collection:** Primary data has been collected by the researcher through standard Structured Questionnaires.

- **Sampling Method:** Stratified Random Sampling
- **Sample Size:** We have considered 120 employees working in Bokaro Steel Plant.
- **Sample Distribution:** Department and Experience wise

Table 1: Department-wise distribution of respondents

Department	No. of Employee	%
Raw Material	24	20.00
Core Production	24	20.00
Maintenance & Engineering	24	20.00
Administrative	24	20.00
Technical	24	20.00
Total	120	100.00

Table 2: Length of service-wise distribution of respondents

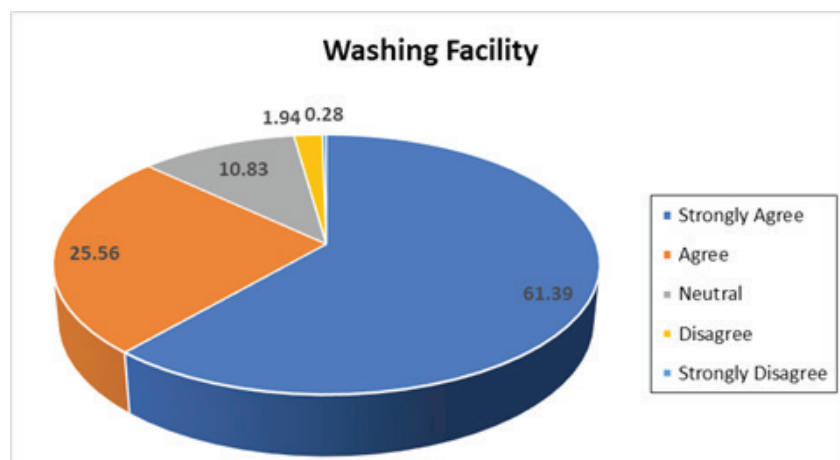
Service Length	No. of Employee	%
1-10 years	53	44.17
11-20 years	40	33.33
Above 20 years	27	22.50
Total	120	100.00

Result and Discussion

We have used structure questionnaire to collect feedback from the employee about present welfare facilities available in the Bokaro Steel Plant.

Q. 1. Facility related to washing.

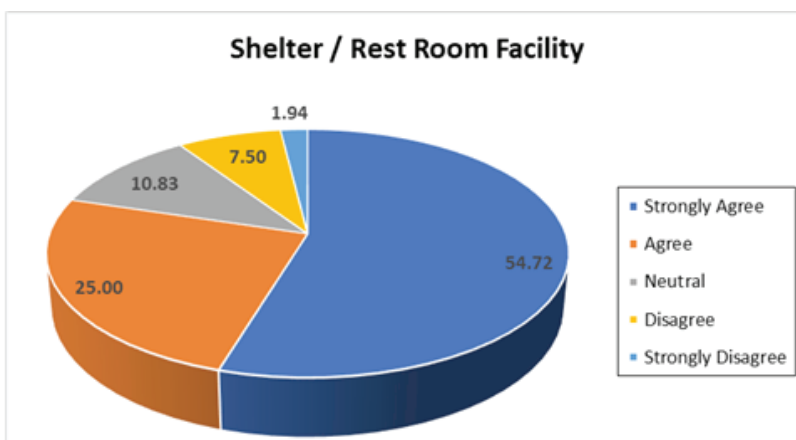
Washing Facility	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Facility for Washing	68	31	16	5	0	120
Separate washing facility for male & female workers	82	26	12	0	0	120
Availability of water and soap	71	35	11	2	1	120
Total	221	92	39	7	1	360
Percentage (%)	61.39	25.56	10.83	1.94	0.28	100



Interpretation: We come to know from the above data that more than 86% employee are satisfied with the washing facility available in the Bokaro Steel Plant.

Q. 2. Facility related to Shelter/Rest Room.

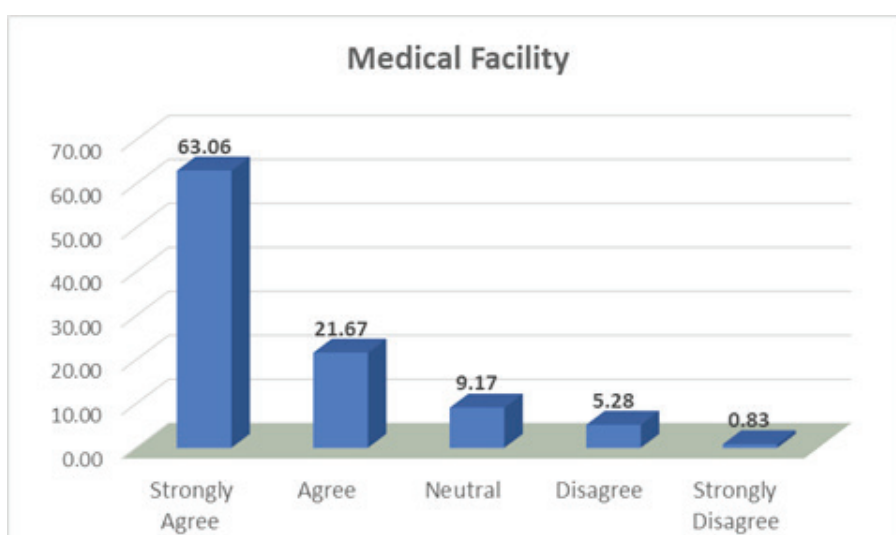
Shelter / Rest Room	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Availability of Shelter/Rest Room	67	39	14	0	0	120
Quality of Shelter / Rest Room	56	22	15	21	6	120
Sitting Facility	74	29	10	6	1	120
Total	197	90	39	27	7	360
Percentage (%)	54.72	25.00	10.83	7.50	1.94	100



Interpretation: With the analysis of above data, we can say that more than 79% employee are satisfied with the shelter / rest room facility available in the Bokaro Steel Plant.

Q. 3. Facility related to Medical or Health.

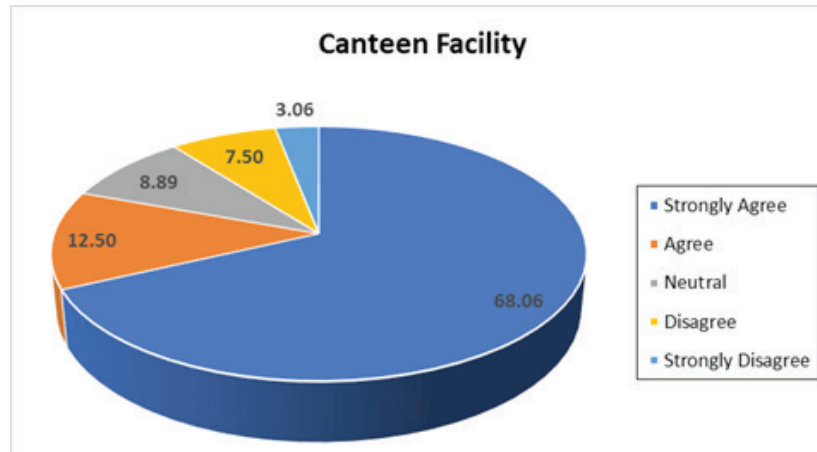
Medical or Health Facility	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
First-Aid Box	82	29	9	0	0	120
Sick Room	76	19	14	10	1	120
Medical Officer	69	30	10	9	2	120
Total	227	78	33	19	3	360
Percentage (%)	63.06	21.67	9.17	5.28	0.83	100



Interpretation: With the analysis of above data, we have found that more than 84% employees are content with the medical or health services offered by the Bokaro Steel Plant.

Q. 4. Facility related to Canteen.

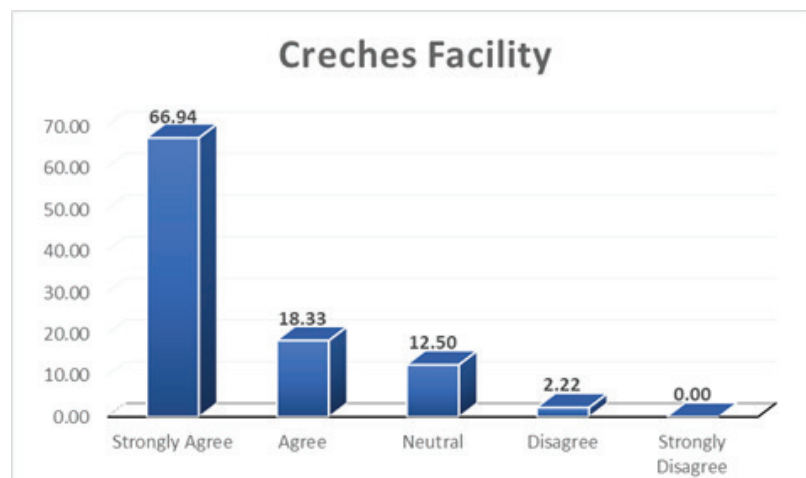
Canteen Facility	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Food / Snacks available at concessional rate	91	16	13	0	0	120
Sitting arrangement in canteen	72	14	10	18	6	120
Drinking water	82	15	9	9	5	120
Total	245	45	32	27	11	360
Percentage (%)	68.06	12.50	8.89	7.50	3.06	100



Interpretation: With the analysis of above data, we have found that more than 80% employee are satisfied with the facility related to canteen. They replied that the food given to them is of high quality and that hygiene standards are kept through proper cleanliness..

Q. 5. Facility related to Creches.

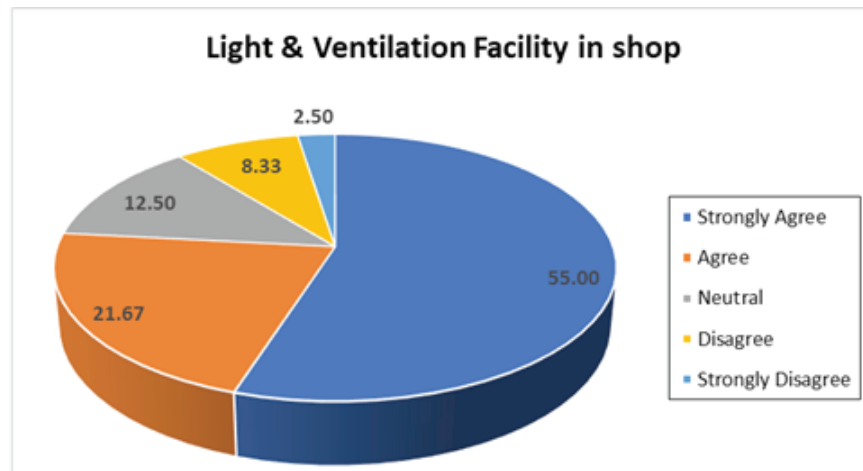
Creches Facility	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Creche	88	15	17	0	0	120
Availability of Nurse / Aaya	79	22	19	0	0	120
Toys for Children	74	29	9	8	0	120
Total	241	66	45	8	0	360
Percentage (%)	66.94	18.33	12.50	2.22	0.00	100



Interpretation: Based on the analysis of the data, it is clear that most employees are satisfied with the creche facility provided at the plant.

Q. 6. Facility related to lighting & ventilation in all shops.

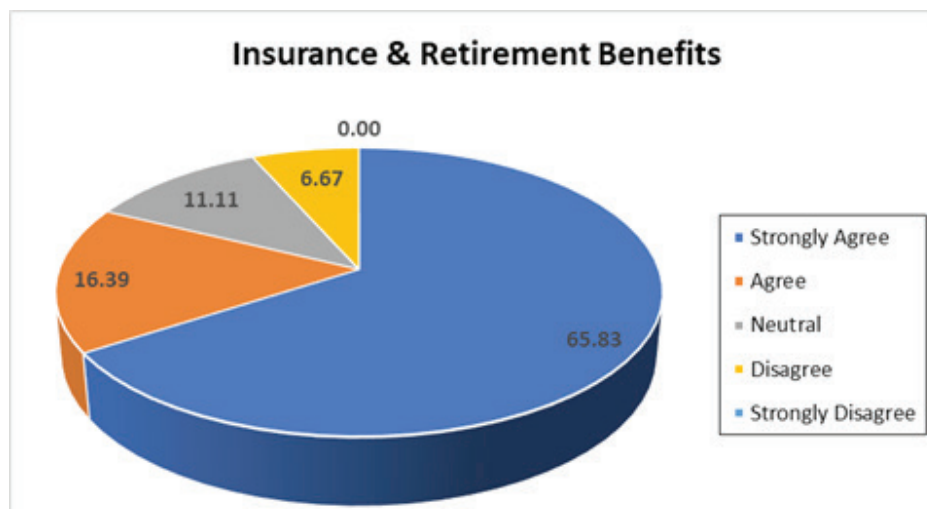
Light & Ventilation Facility in all shops	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Lighting	73	26	15	4	2	120
Ventilation	58	22	19	14	7	120
Sitting arrangement for long hour standing job	67	30	11	12	0	120
Total	198	78	45	30	9	360
Percentage (%)	55.00	21.67	12.50	8.33	2.50	100



Interpretation: It is depicted from of above data that more than 76% employee are satisfied with the light and ventilation facilities in the all shops.

Q. 7. Facility related to group insurance and retirement benefits.

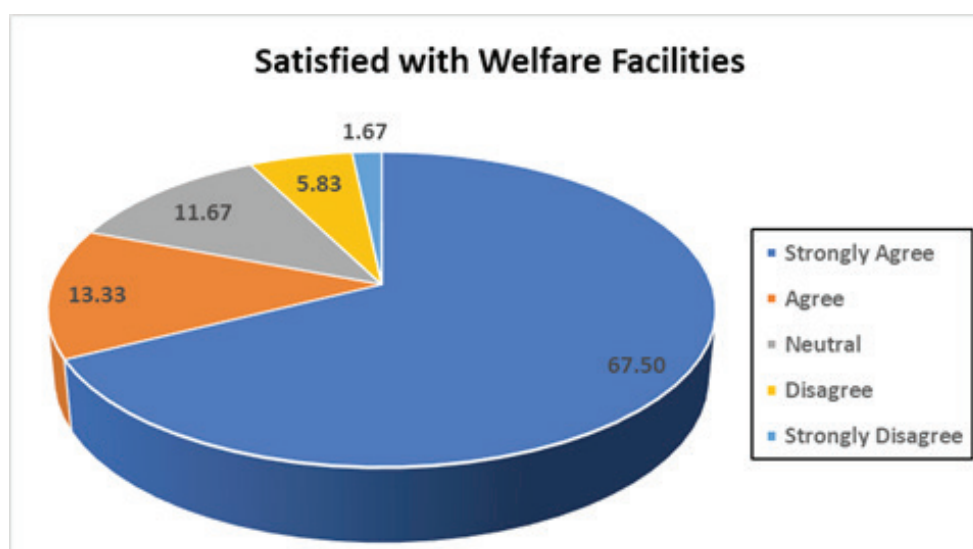
Insurance and Retirement benefits	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Group Insurance	89	14	11	6	0	120
Provident Fund	76	20	17	7	0	120
Gratuity	72	25	12	11	0	120
Total	237	59	40	24	0	360
Percentage (%)	65.83	16.39	11.11	6.67	0.00	100



Interpretation: The analysis of above data clearly depicts that more than 82% employee are satisfied with the Insurance facility and retirement benefits.

Q. 8. Are you satisfied with the present welfare facilities provided by the Management?

Particulars	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Satisfied with present welfare facilities	81	16	14	7	2	120
Percentage (%)	67.50	13.33	11.67	5.83	1.67	100



Interpretation: With the analysis of above data, we can say that more than 80% employee are satisfied with the employee welfare facilities provided by the management.

Findings

- Concerning the facilities related to washing, the majority of employee are satisfied with it. More than 86% employees are satisfied with the washing facility and around 11% employees have kept their view neutral in this regard. Only 2% respondents have negative view in this regard.
- Concerning the facilities related to shelter / rest room, around 80% employees are satisfied with the availability and quality of shelter / rest room and around 11% employees have neutral view in this regard. Only 9% respondents have negative view in this regard.
- Concerning the facilities related to medical or health, more than 84% employees are satisfied with the medical facility and around 9% employees have neutral view in this regard. Only 6% respondents have recorded negative view regarding medical facility.
- Concerning the facilities related to canteen, more than 80% employees are satisfied with the canteen facility including food quality and hygiene. Around 9% employees have neutral view and more than 10% respondents have negative view in this regard.
- Concerning the facilities related to creches, the majority of employees are satisfied with this facility. More than 85% employees are satisfied with this facility and only 2% respondents have negative view in this regard.
- Concerning the facilities related to lighting and ventilation in all shops, more than 76% employees are satisfied. Around 13% employees have neutral view and more than 11% respondents have negative view in this regard.
- Concerning the facilities related to group insurance and retirement benefits, more than 82% employees are satisfied with these facilities and around 11% respondents have neutral view.
- Concerning the satisfaction level of employee with present welfare facilities provided by the management, more than 80% respondents are satisfied with welfare facilities and only 7% respondents are not satisfied with the present welfare facilities.

The majority of respondents expressed satisfaction with the overall welfare facilities offered by the Bokaro Steel Plant to its employees.

Conclusion and Suggestion

The study concludes that, on the whole, participants are content with the welfare initiatives in place. The majority of employees are content with the current welfare benefits, which also enhance both employee performance and overall organizational efficiency. Welfare measures are crucial for all employees, as without them, workers cannot perform effectively within the organization. The organization offers outstanding medical, canteen, laundry, childcare, and rest areas, along with retirement benefits that encourage employees and enhance their performance. It is noted that welfare measures also enhance employee efficiency, as satisfied workers tend to perform better. The food quality and hygiene in the canteen must be kept up to standard, as food is the primary source that enables employees to carry out their work effectively. It is recommended that management continue to offer the same level of facilities and maintain the same relationships in the future. Managers should also establish direct communication channels with employees.

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