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EMPLOYEE WELFARE FACILITIES WITH SPECIAL REFERENCE OF BHILAI STEEL
PLANT AND JINDAL STEEL PLANT

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Abstract :

The term “Welfare” simply means some benefits or assistance may be financial or non financial for the well-being of a person, group or organization. Welfare is a comprehensive and continuous programmed. Labor / Employee welfare means some facilities and services provided by the employer to the workers apart from the salary or wages so that workers perform their duty smoothly. Employee welfare programme mainly focus on maintaining employees’ good health and high morale. This type of programme creates a culture of work commitment towards the organization. Labor /Employee welfare programme not only covers the work life of the workers in the organization but also beyond his life, with his family and community. The concept of employee welfare should be applicable in any type of organization. Today’s employer generally accepted the concept of employee welfare after realizing the value of workers than machine. The

need of labor welfare programme is very much essential for industrial workers because they faces too much physical and mental agony during the process of production. Industrial workers also play a significant role in country's production. The purpose of this research is to find out some selected and basic welfare facilities is available in reputed public sector industry in Bhilai Steel Plant and reputed private sector industry in Jindal Steel Plant of Chhattisgarh and its effects on employees.

Introduction

The Oxford Dictionary explains labor welfare as efforts to make life worth-living for workers. Chamber's Dictionary explains welfare as a state of faring or doing well; freedom from calamity, enjoyment of health, prosperity etc.¹ In the Encyclopedia of Social Sciences labor welfare is defined as – “ the voluntary efforts of the employers to establish, within the existing industrial system working and sometimes living and a cultural condition of the employees beyond what is required by law, the customs of the industry and the conditions of die market”.²

ILO (International Labor Organization) was founded in 1919. ILO was the first specialized agency of United Nation (UN) in 1946. Its objectives is to advance social and economic justice through setting international labor standards. In the Second Asian Regional Conference of Industrial Labor Organization (ILO) defines labor welfare – “ Labor welfare may be understood and including such facilities, services 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”.³

Royal Commission or Whitley Commission on labor was set up in 1929 to inquire into the existing conditions of labor in industrial undertakings and plantation sector in India. The commission was chaired by John Henry Whitley. The commission submitted its report in 1939. Royal Commission of Labor emphasis on the need of labor welfare primarily because of the harsh treatment meted out to the workers.⁴

Organization provide welfare facilities to their employees to keep their motivation level high. The basic purpose of welfare facilities is to enrich the life of employees and keep them happy and connected with the organization. Employee Welfare facilities can be classified into two categories – 1) Statutory Welfare Facilities, 2) Non-Statutory Welfare Facilities. Statutory welfare facilities are those facilities that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. These include provisions provided in Industrial Acts like – Factories Act 1948, Dock Workers Act (safety, health and welfare) 1986, Mines Act 1962, Plantation Act 1951. Non-Statutory welfare facilities means some benefits which organization provides to their employees but not mandatory by law. Its depends upon the size and economic status of the factory or establishment. Organization provide

welfare facilities to their employees through undertaking some systematic schemes, which is called employee welfare schemes. Employee welfare schemes are flexible and ever changing in nature. Employee welfare schemes also classified into two categories – Statutory welfare schemes and Non-statutory welfare schemes. Statutory welfare schemes provides some facilities which are being provided under the law. Non-Statutory welfare schemes provides some facilities which is not being provided under the law and differ from organization to organization and from industry to industry.⁵

Every Industrial Act stressed on the importance of different types of statutory welfare facilities according to the types and size of the industry. Factories Act, 1948 focused some basic welfare facilities like – 1) Washing facilities, 2) Facilities for storing and drying clothing, 3) Facilities for sitting, 4) First- Aid Appliance, 5) Canteens, 6) Shelter, Rest Room and Lunch Room, 7) Crèches, 8) Appointment of Welfare Officers. Mines Act, 1952 stressed on some basic welfare facilities like – 1) Drinking water, 2) Conservancy, 3) Medical Appliances, 4) Provision of Shelters, 5) Provision of Canteens, 6) Creches, 7) Welfare Officer. Plantations Act, 1951 gives importance on – 1) Canteen, 2) Crèches, 3) Recreational facilities, 4) Educational facilities, 5) Residential Accommodation, 6) Power to make rules relating to Housing, 7) Medical facilities, 8) Appointment of Welfare Officer, 9) Other facilities.⁶

Some common statutory welfare facilities almost included in each and every act and every industry also try to adopt these welfare facilities, such as – 1) Canteens, 2) Washroom, 3) Lockers, 4) Uniform / Protective clothing, 5) Refreshment, 6) Drinking water facility, 7) Safety shoes, 8) Bathrooms, 9) Hygienic working condition, 10) First Aid Appliance, 11) Shelter/ Rest rooms. Some common non-statutory welfare facilities like – 1) Personal Health Care (Regular Medical Check-up), 2) Medi-claim Insurance, 3) Flexi Time, 4) Maternity and Adoption leave, 5) Employee Assistance Programmed, 6) Co-operative stores facility, 7) Banking facilities under working premises, 8) Loans for personal needs, 9) Recreation facilities (sports, club, holiday home, picnic etc), 10) Education facility for workers family (school).⁷

Chhattisgarh is a 21st century state, come into existence on November 1, 2000. There are mega industries in Steel, Aluminum and Cement. In Chhattisgarh industries like Bhilai Steel Plant and Jindal Steel Plant are two mega steel plant. Bhilai Steel Plant is the largest public sector and Jindal Steel Plant is the largest private sector in Chhattisgarh. The purpose of this research is to study and identify the availability of some basic employee welfare facilities (statutory & non-statutory) in both organization and the impact of these facilities towards their employees. These research included some selected statutory and non -statutory employee welfare facilities available in both renowned organization in Chhattisgarh, like – 1) Hygienic Working Condition, 2) Canteen facility, 3) Rest room and Rest breaks, 4) Housing facility, 5) Transport facility, 6) Medical facility, 7) CSR activities of organization.

1) Hygienic Working Condition :

Proper and sufficient lights provided for employees so that they can work safely during the night shifts. Both organization provided these facilities to their employees properly. Adequate number of latrines and Urinals available in office and factory premises in both organization. Safe drinking water facilities also available for employees.

2) Canteen facility :

Cafeteria or Canteens are to be provided by the employer so as to provide hygienic and nutritious food to the employees. BSP and JSPL both the organization provide very hygienic and quality food to their employees with very minimum charges as compared to market price.

3) Rest room and Rest breaks :

Rest rooms are available in both organization with water facility and bathrooms. Employees can take rest breaks after informing departmental head and take his/her permission.

4) Housing Facility :

Employer provide housing facilities to employees means providing decent, safe and sanitary dwelling accommodation. BSP provide hostel facilities for trainees. BSP establish a green and big township for their employees. BSP employees get House Rent Allowances (HRA) according to the norms of SAIL(Steel Authority of India Limited). JSPL, Raigarh also provide hostel facilities for trainees. Housing facilities available inside the work-place premises. JSPL also establish township at raigarh for their employees. Employees can get flats, quarters and ban glows according to their level of job. Those who do not want housing facilities they get full amount of HRA (house rent allowances).

5) Transport Facility :

Any establishment or organization arrange means and modes of transporting to their employees. BSP provides their employees transport facilities (bus facility) and also fuel allowances to reach the working premises. BSP employees also get Leave Travel Allowances (LTC) benefits and vehicle advance benefits. JSPL, also give bus facility and per kilometer base fuel allowances. Employees of JSPL also get LTC benefits and transportation allowance include in CTC and in special case kilometer base allowances.

6) Medical Facilities :

Some of the organization provide the facility for extensive health check-up. BSP establish Health Centers, Hospital at Bhilai for employees including family members and dependant. JSPL also provides hospital facilities for

employees at Raigarh in collaboration with “Forties” which is called “Forties Jindal Hospital”. Family members or dependants of JSPL employees also get hospital facilities under 1:5 basis. Insurance coverage of employees for expenses related to hospitalization due to illness, disease, injury or pregnancy under the Medi -claim insurance scheme provides both organization to their employees.

7) CSR activities of organization :

CSR activities are volunteer efforts of organization to give back the society. Organization be socially accountable and connected through this type of activities. This volunteer efforts increase company’s image and their goodwill towards the employees as well as community. BSP and JSPL both organization carries different types of projects specially environmental and community development programmed under CSR activities. BSP maintained separate CSR department and separate CSR office buildings for this department. BSP named their CSR programmed is SEWA (Statutory Employee Welfare Activities). JSPL also establish well maintained separate office buildings for their CSR department.

Literature Review :

A well designed labor welfare programme is an useful tool by which employer can easily retain their employees and managing economic stability. But labor welfare programme need to be change according to time and social changes. Grover Chris (2003), highlighted that reforms and redesign of labor welfare programmes and government programmes is necessary according to society policy.⁸ Hedva Sarfati (2004), also illustrated about the necessity of changes in welfare system, emphasizing activation measures and indicating their successes and short-comings based on Danish and UK experience.⁹ Fully devoted and committed workers increase the production of the organization. Workers are fully devoted when they are satisfied. Shobha Mishra (2007), identified that welfare activities like – health and family care, canteen facilities, good housing facilities, proper training facilities motivate employees and which directly shown in their work commitment for the organization.¹⁰ Success of labor welfare schemes is depends on the perception and satisfaction level of workers about those welfare schemes they avail. Dr.Vijaya Banu and M.Ashifa (2011), highlighted the perception and the level of satisfaction in various labor welfare measures and labor welfare schemes through public sector transport corporation.¹¹ All types of legislative and non-legislative employee welfare facilities increases satisfaction level of employees and number of loyal employees. Srinivas KT (2013), identified the logic behind providing legislative and non-legislative welfare schemes like – medical, canteen, working- environment, safety measures etc is to create efficient, healthy, loyal and satisfied labor force for the organization.¹² Dr. Ruchi Jain and Surinder Kaur (2014), identified that employee welfare measures like- good working

condition, refreshment and recreation facility, health and safety facility, fun at the workplace increases the degree of job satisfaction among the employees.¹³ Healthy and better working environment is one of the important determinant of employee welfare which increases job satisfaction and create satisfied labor force as an asset of the organization. Abdul Raziq (2015), found a strong and positive relationship between better working condition and job satisfaction.¹⁴ Employee welfare measures creates more productivity which in turns benefits of the company. Manasa Vадnala (2017), identified that employee welfare measures provided by the company (BHEL) in such a way that employee become satisfied and its positive effects also shown in the profitability of the organization.¹⁵

Objective of the study :

- 1) To understand the concept and scope of welfare facilities.
- 2) To highlight some basic and selected statutory and non-statutory facilities provided by BSP and JSPL.
- 3) To analyze the impact of some selected and basic statutory and non-statutory welfare facilities on employees' satisfaction at BSP and JSPL.

Research Methodology :

In this particular research for surveying "Questionnaire Method" was adopted .

Sampling Technique :

Sample : Primary data have been collected from the executive level of employees of one major public steel sector Bhilai Steel Plant (BSP) and one major private steel sector Jindal Steel and Power Limited, (Raigarh) in Chhattisgarh.

Sampling Method : Simple convenience sampling is done for the sample selection.

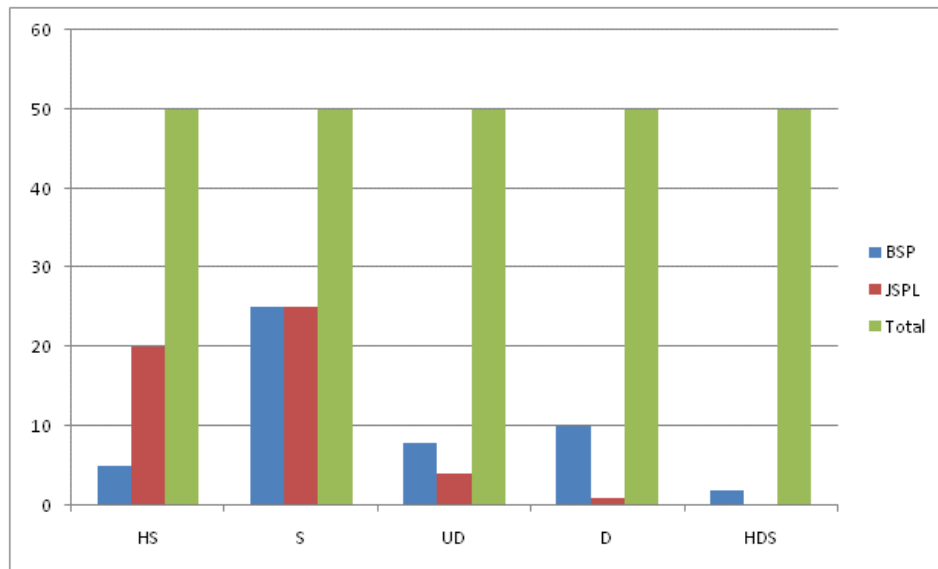
Sample size : The Sample size is 100.

Sources of Data Collection : Primary data was collected through personal visit to respondents during office hours. A questionnaire was being filled up by the employees and their suggestions and responses noted regarding the facility were taken.

Data Analysis and Interpretation :

1) Does your organization provide canteen facility?

Particulars	Total	Response BSP	Percentage BSP	Response JSPL	Percentage
HS	50	5	10%	20	40%
S	50	25	50%	25	50%
UD	50	8	16%	4	8%
D	50	10	20%	1	2%
HDS	50	2	4%	0	0%

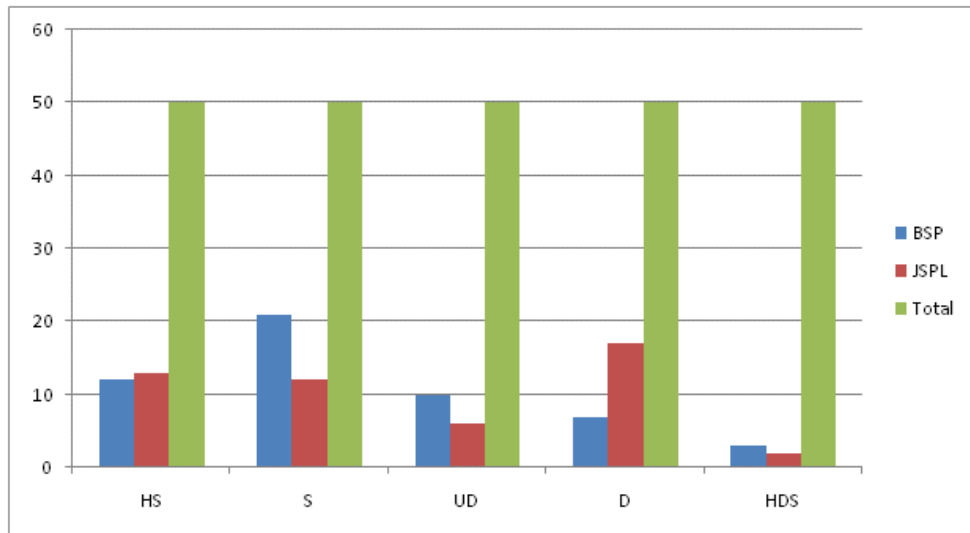


Interpretation:

- a) 10% employees of BSP and 40% employees of JSPL are highly satisfied with the canteen facilities.
- b) 50% employees of BSP and 50 % employees of JSPL are satisfied with the canteen facilities.
- c) 16% employees of BSP and 8 % employees of JSPL are undecided with the canteen facilities.
- d) 20% employees of BSP and 8% employees of JSPL are dissatisfied with the canteen facilities.
- e) 4% employees of BSP and 0% employees of JSPL are highly dissatisfied with the canteen facilities.

2) Does your organization provide rest break and rest room?

Particulars	Total	Response BSP	Percentage BSP	Response JSPL	Percentage
HS	50	12	24%	13	26%
S	50	21	42%	12	24%
UD	50	10	20%	6	12%
D	50	7	14%	17	34%
HDS	50	3	6%	2	4%

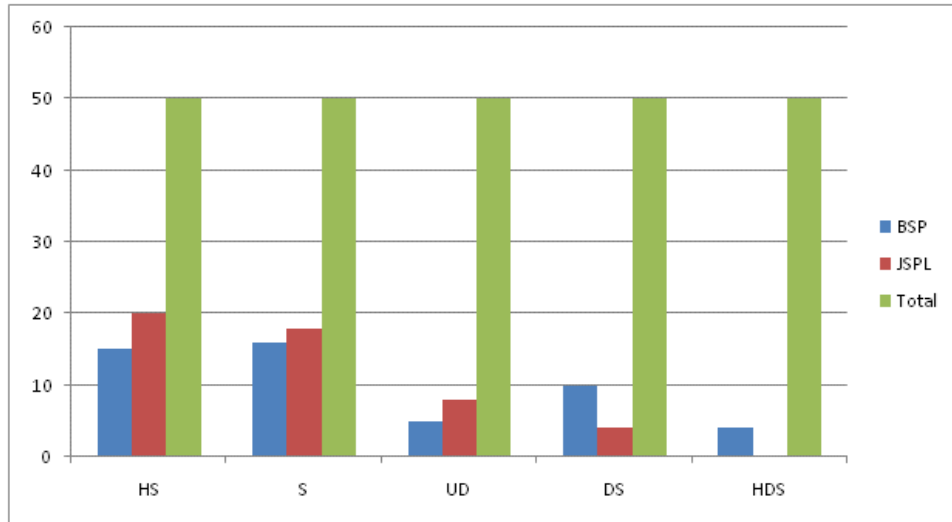


Interpretation:

- a) 24% employees of BSP and 26% employees of JSPL are highly satisfied with the Rest break and Rest room facilities.
- b) 42% employees of BSP and 24% employees of JSPL are satisfied with the Rest break and Rest room facilities.
- c) 20% employees of BSP and 12% employees of JSPL are undecided with the Rest break and Rest room facilities.
- d) 14% employees of BSP and 34% employees of JSPL are dissatisfied with the Rest break and Rest room facilities.
- e) 6% employees of BSP and 4% employees of JSPL are highly dissatisfied with the Rest break and Rest room facilities.

3) The physical condition of work place in your organization comfortable and hygienic?

Particulars	Total	Response BSP	Percentage BSP	Response JSPL	Percentage
HS	50	15	30%	20	40%
S	50	16	32%	18	36%
UD	50	5	10%	8	16%
D	50	10	20%	4	8%
HDS	50	4	8%	0	0%

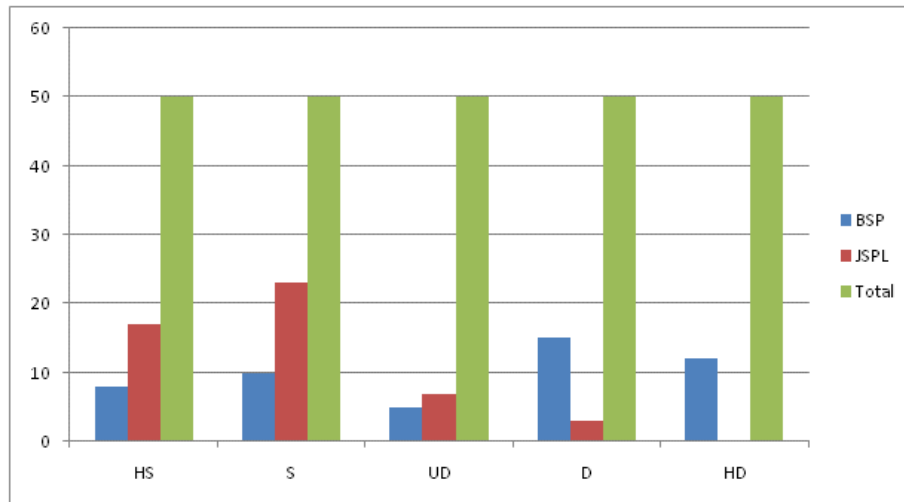


Interpretation:

- a) 30% employees of BSP and 40% employees of JSPL are highly satisfied with the Hygienic workplace facilities.
- b) 32% employees of BSP and 36% employees of JSPL are satisfied with the Hygienic workplace facilities.
- c) 10% employees of BSP and 16% employees of JSPL are undecided with the Hygienic workplace Rest facilities.
- d) 10% employees of BSP and 8% employees of JSPL are dissatisfied with the Hygienic workplace Rest facilities.
- e) 8% employees of BSP and 0% employees of JSPL are highly dissatisfied with the Hygienic workplace facilities.

4) Your organization provides adequate housing facility?

Particulars	Total	Response BSP	Percentage BSP	Response JSPL	Percentage
HS	50	8	16%	17	34%
S	50	10	20%	23	46%
UD	50	5	10%	7	14%
D	50	15	30%	3	6%
HDS	50	12	24%	0	0%

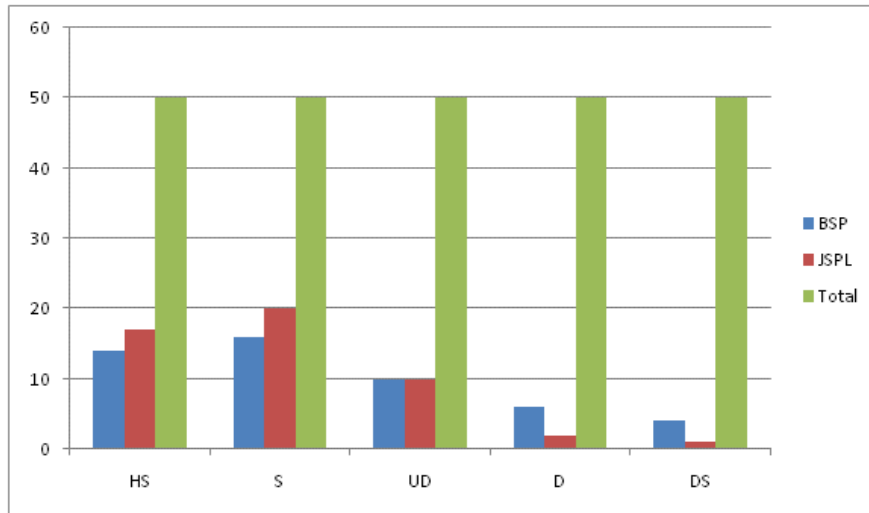


Interpretation:

- a) 16% employees of BSP and 34% employees of JSPL are highly satisfied with the Housing facilities.
- b) 20% employees of BSP and 46% employees of JSPL are satisfied with the Housing facilities.
- c) 10% employees of BSP and 14% employees of JSPL are undecided with the Housing facilities.
- d) 30% employees of BSP and 6% employees of JSPL are dissatisfied with the Housing facilities.
- e) 24% employees of BSP and 0% employees of JSPL are highly dissatisfied with the Housing facilities.

5) Does your organization provide you transport facility?

Particulars	Total	Response BSP	Percentage BSP	Response JSPL	Percentage
HS	50	14	28%	17	34%
S	50	16	32%	20	40%
UD	50	10	20%	10	20%
D	50	6	12%	2	4%
HDS	50	4	8%	1	2%

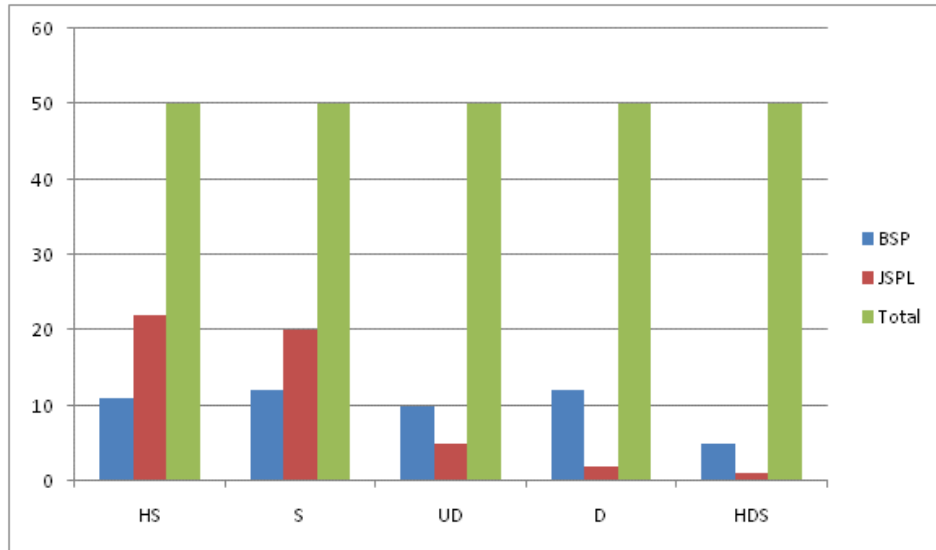


Interpretation:

- a) 28% employees of BSP and 34% employees of JSPL are highly satisfied with the Transport facilities.
- b) 32% employees of BSP and 40% employees of JSPL are satisfied with the Transport facilities.
- c) 20% employees of BSP and 20% employees of JSPL are undecided with the Transport facilities.
- d) 12% employees of BSP and 4% employees of JSPL are dissatisfied with the Transport facilities.
- e) 4% employees of BSP and 2% employees of JSPL are highly dissatisfied with the Transport facilities.

6) Does your organization provide you proper Medical facility?

Particulars	Total	Response BSP	Percentage BSP	Response JSPL	Percentage
HS	50	11	22%	22	44%
S	50	12	24%	20	40%
UD	50	10	20%	5	10%
D	50	12	24%	2	4%
HDS	50	5	10%	1	2%

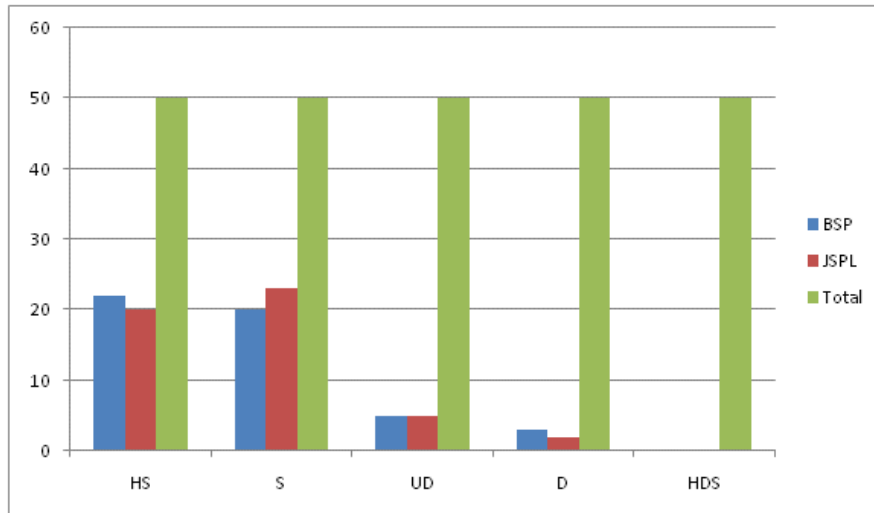


Interpretation:

- a) 11% employees of BSP and 44% employees of JSPL are highly satisfied with the Medical facilities.
- b) 12% employees of BSP and 40% employees of JSPL are satisfied with the Medical facilities.
- c) 20% employees of BSP and 10% employees of JSPL are undecided with the Medical facilities.
- d) 24% employees of BSP and 4% employees of JSPL are dissatisfied with the Medical facilities.
- e) 10% employees of BSP and 2% employees of JSPL are highly dissatisfied with the Medical facilities.

7) Are you satisfied with the CSR activities of the organization?

Particulars	Total	Response BSP	Percentage BSP	Response JSPL	Percentage
HS	50	22	44%	20	40%
S	50	20	40%	23	46%
UD	50	5	10%	5	10%
D	50	3	6%	2	4%
HDS	50	0	0%	0	0%



Interpretation:

- a) 44% employees of BSP and 40% employees of JSPL are highly satisfied with the CSR activities.
- b) 40% employees of BSP and 46% employees of JSPL are satisfied with the CSR activities.
- c) 10% employees of BSP and 10% employees of JSPL are undecided with the CSR activities.
- d) 6% employees of BSP and 4% employees of JSPL are dissatisfied with the CSR activities.
- e) 0% employees of BSP and 0% employees of JSPL are highly dissatisfied with the CSR activities.

Conclusion

After the analysis, it is clear that every employee of both the organization (BSP & JSPL) knows about all the welfare facilities. Majority of the respondents (employees) of both the organizations are satisfied with the overall welfare facilities but they want some improvement in particular welfare benefits. Employees of BSP wants improvements in quality of food in office canteen, proper maintenance and renovation policies adopted in housing facilities and recruit more medical staff and take care about the availability of medicines. Employees of JSPL want to increase number of rest rooms and duration of rest breaks.

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