

Employee Welfare Measures with Special Reference to National Thermal Power Corporation

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Abstract

To know that whether welfare facilities play an important role on the working of employees, And to know hence the employees are dissatisfied welfare facilities will help them to get motivated. Employees play an important role in the industrial production of the country. Hence, organizations have to secure the cooperation of employees in order to increase the production and to earn higher profits. The cooperation of employees is possible only when they are fully satisfied with their employer and the working conditions on the job. In the past, industrialists and the employers believed that their only duty towards their employees was to pay them satisfactory wages and salaries. Therefore, this study focuses on employee welfare measures in NTPC, Ramagundam.

Key words : *Employee, Welfare Measures, Satisfaction, Recreations.*

1. INTRODUCTION

The concept of Human Resource Management has grown out of evolution in India, which passed through various phases of development. In the beginning of the century, the initial concern was on ending the exploitation in what was the “Sweated Industries”. Because of this, legislative measures were initiative by the state to protect employees against exploitation by their employees. This gave rise to welfares as the key concept in management of Human Resource. The development of welfare service in industries organization begin in the U.K in the late 20th century, when there was no welfare state and working conditions could be appalling. Some paternalistic employees most of them Quakers believed that they had a responsibility to look after employees for both economic and social reasons. The question was attempt

to answer in this chapter is whether it is still necessary for employees to provide welfare services. Any work whether manual or mental which is undertaken for a monetary consideration is called labor I economics. Productivity of labor is an effective instrument for economic development. The whole economic condition of the country depends upon increase of the productivity of labor and the management has to assume possible without an efficient labor force, capital investment better management, better technology the natural resources are the factors essential for production. However, everything proves meaningless until the labor power is added to all factors. In fact, workers are human beings are capable of holding responsibilities, extending co-operation for achieving objective. There have their own attributes and aspirations which if handled properly lead to the

success of industries and growth of economy. Welfare of labor has vital significance for any country both from national and international point of view; the prosperity of the nation depends on the proper solutions of industry labor. If a country takes at least cooperation of labor for production purpose it may lead to distortion. For this country as well as the management has to take care of to improve labor productivity through various labor. Welfare activities and fulfilling their basic needs to improve the economic conditions of labor to secure social justice and equity, reduce the industrial unrest and to improve labor productivity. Labor welfare is very important in public sector organization as lakhs of workers employed in them. After independence public enterprise has assumed a dominant role in Indian national economic the huge chemical and fertilizer factories, complex engineering companies building railway engines and Coaches and companies producing finished consumer goods such as drugs, watches, surgical instruments and photos films are the various dimensions of public sector activity in India. In a welfare state where the philosophy of socialistic pattern of society is followed, it is imperative to have a contented labor force. Enjoying reasonable standard of living with adequate facilities, hence in view of the importance of labor welfare an attempt made in this study to enquire in to the social security and welfare activities in NTPC.

2. NEED FOR THE STUDY

The organization under study namely, Ramagundam Super Thermal Power Station (RSTPS)-National Thermal Power Corporation (NTPC) is one of the major concern in India for a generating and distributing electricity to the industry's and domestic purpose in South India. The NTPC has various welfare schemes designed for its units according to the location and profitability performance of the units. The present study on workers position on labor measures undertaken for the following reasons: The admission personal at NTPC, Ramagundam unit, where in the research had undergone summer training program, wanted to know the perception of the workers regarding the welfare measures that have provided.

Every organization whether it is a

manufacturing company (or) service company needed to focus welfare programmes that are to be provided to the employees. In absence of welfare programmes no company will achieve their goals and may not able to satisfy or reach their customer needs. Hence, companies are supposed to find out the way through which welfare programmes are designed and communicated with their employees.

- (1) The top-management also wanted the research to find out the area where the management has failed to satisfy the employee's needs with regard to labor and welfare schemes.
- (2) Further top management wanted the research to find out what are the employees needs over the above the existing welfare schemes.

3. REVIEW OF LITERATURE

Usha Tiwari (2014) concludes that increases productivity as well as quality and quantity. Therefore there is necessity of making some provision for improving the welfare facility through that employees will become happy, employees performance level become increase. It leads to improve favorable effects of profitability and products of the organization. Joseph et.al. (2009) studied in the article points out that the structure of a welfare state rests on its social security fabric. Government, employers and trade unions have done a lot to promote the betterment of worker's conditions. Sabarirajan et.al.(2010) shows that 15% of the employees are highly satisfied with their welfare measures. 22 % of the employees are satisfied with their welfare measures. 39 % of the employees are average with their welfare measures. 16% of them are in highly dissatisfied level. Welfare measures plays important role in employee satisfaction and it results in improved quality of work life. This study throws light on the impact of welfare measures on QWL among the employees of textile mills in Salem district. Satyanarayana Reddy(2012) stated that the overall satisfaction levels of employees about welfare measures in the organization cover is satisfactory. However, a few are not satisfied with welfare measures provided by the organization. Therefore it is suggested that the existing welfare measures may be improved

further. Such welfare measures enrich the employee standard of living and their satisfaction levels. Sindhu (2012) stated the employee welfare measures increase the productivity of organization and promote healthy industrial relations there by maintaining industrial peace. Organizations provide welfare facilities to their employees to keep their motivation levels high. Business houses provide many such statutory and non statutory things policies to maintain satisfactory level of their employee. When they get better canteen facilities, good water to drink, clean restrooms, clean and hygiene wash rooms and bathrooms, regular medical checkups, health insurances, Employee assistance programme, grievance handling department, better facilities to sit or good work place gives employee a high level of satisfactory level. This gives an organisation to grow much faster. Upadhyay and Gupta (2012) conclude that communication plays a major role in increasing the satisfaction of an employee. Satisfied employees are reported to have high morale. Welfare measures and work experience does not necessarily relates to satisfaction .Therefore its recommended that company should provide for adequate welfare measures but should not burden itself by increasing the cost part of it in greed to earn the competitive edge and declare itself as most desired company. Other factors like good and open communication, providing motivating factors, empowerment etc should be taken into consideration for increasing the employee satisfaction level. Mohan and Panwar (2013) show the retail stores at Udaipur are providing not only intramural facilities but also extramural welfare facilities. It is stretching its hands to provide amenities that may improve health and living standards of the employees. The effective and efficient policies and welfare facilities make the employee to perform the job better, which leads to effectiveness of the organization. Resma and Basavraju (2013) stated the employee welfare is a comprehensive term including various services, benefits and facilities offered to employees of the organization. This study enlightens the concept of welfare measures; it also highlights the employee's perception regarding the various statutory welfare measures provided by the Donimalai Iron Ore Mine, Bellary. Logasakthi and Rajagopal (2013)

reveled the employees enjoy not only the satisfaction of their jobs but also various facilities given by the firms. The labours extend their maximum support for the improvement of the company. The personal department takes care of the total human resources in the company. The management provides all the health safety and welfares to the employees that will help to produce better performance in the work and working environment. Srinivas (2013) identified welfare facilities and employee's satisfaction level about welfare facilities adopted at Bosch limited, Bangalore. It is found that most of the, welfare facilities like medical, canteen, working environment, safety measures etc., are provided by the company and most of the employees are satisfied with the welfare facilities adopted by the company towards the employee's welfare. Nanda and Panda (2013) stated the Rourkela Steel Plant has adopted a better kind of welfare activities which create an effective working environment and thus better productivity. There is different kind of welfare schemes like medical allowance; death relief fund, insurance, housing and transportation facilities recreation club etc. are provided by the company to the employees to maintain the industrial relation better one .The premises and the departments are maintained healthy. Also proper safety measures have been adopted in the organization. All matters relating to safety, health and welfare of employees are properly implemented.

4. OBJECTIVES OF THE STUDY

The present study entitled "employees welfare measures" undertaken with a view to analyze the gap between promise and performance of the NTPC as far as welfare measures are concern. More particularly the objectives are :

- (1) To study the extent of health and welfare facilities provided by carnation.
- (2) To find the welfare facilities, researching the labor and their families.
- (3) To examine the effect of inadequate welfare facilities on workers health, efficiency and industrial relations.
- (4) To ascertain the financial of the organization

on labor welfare.

- (5) To find out the various labor welfare issues provided by the NTPC Ramagundam unit.
- (6) To analyze whether the workers are benefited with the government schemes that are available to them.
- (7) To find out the opinion of the workers about the various schemes prevailing at present in their work place.
- (8) To study the workers perception about the labor welfare schemes.
- (9) To evaluate the performance of implementing machinery, to offer some suggestions which go a long way in improving the implementation of labour welfare measures in NTPC, Ramagundam unit in particular and labour welfare measures in general.

5. PROBLEM IDENTIFICATION

One of the main functionalities of Personnel management in industrial organization is to concentrate on welfare measures to be undertaken. The philosophy of the healthy organization is to establish employee safety measures and to undertake Welfare activities in the fields to social changes gives an opportunity to the workers to express their social responsiveness to the welfare amenities all looked after by the personnel management. Here is a necessity to study now Labour welfare office perform their duty in creating their environment that boost up the morale of the people working in the factory. The different acts, rules, regulations as prescribed by the government to safeguard the welfare of the workers and employees to put up into force, which are clearly explained.

6. RESEARCH DESIGN

- Type of survey : Sample survey was adopted.
 Type of sampling : Convenience sampling has adopted.
 Sample size : A sample size of 100 respondents has taken.
 Sample unit : The sample unit was the employees of the NTPC

working in the Operation and Maintenance dept. and Executives of Administration dept.

Data Sources :

The data was collected mainly from the two sources. The first one was primary data and the second was secondary data. Primary data was collected from the employees working in NTPC through questionnaire and interviewing them.

Secondary data was collected from the internal journal and magazines of the NTPC.

Research Instrument :

The research instrument used for conducting survey is a structured questionnaire.

Type of questionnaire :

The questions are standardized in this questionnaire that is the questions are presented exactly in the same manner to all respondents.

Type of questions :

The type of questions used in the collection of primary data was closed ended questions.

Tool of analysis :

The collected data was analyzed with the help of simple percentage and bar and pie-diagrams.

7. LIMITATIONS OF THE STUDY

- (a) Only the permanent employee's of NTPC interviewed but not the temporary employees.
- (b) No inter-departmental analysis made. It was noted that samples for the present study of work were taken from permanent employees of operation and maintenance department and the executive of administration department also.
- (c) The present study is limited to workers

perception of welfare measures in NPTC, Ramagundam only. Therefore, the present study may not be applicable for other units of NTPC. Thus, generalizations of result become difficult.

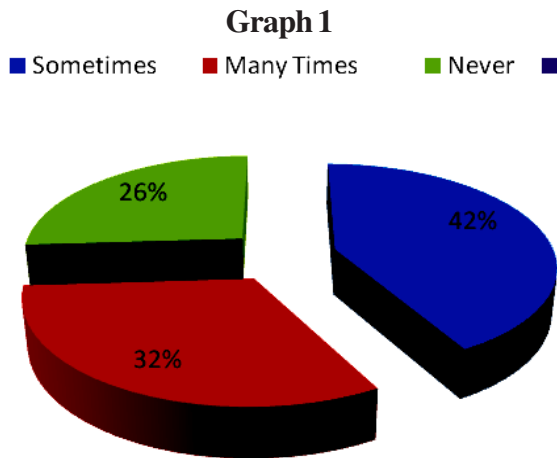
- (d) Respondent’s bias may be a limitation.
- (e) The size of the sample is 100 only.

8. ANALYSIS OF THE STUDY

Table 1 : Opinion about in decision making process of the sample respondents

Opinion	No. of respondents	Percentage of respondents
Sometimes	42	42%
Many Times	32	32%
Never	26	26%
TOTAL	100	100

Source : Compiled from questionnaire data

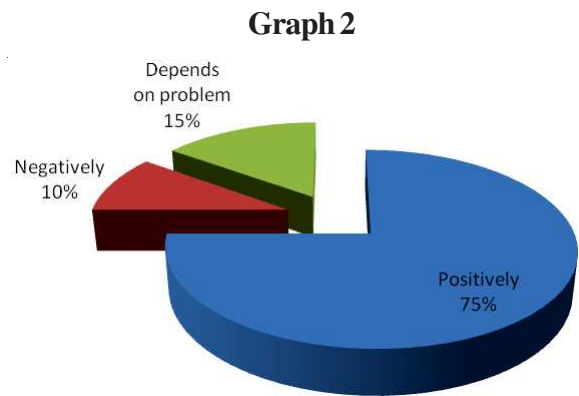


Interpretation : From the above it can be concluded that 42 per cent of the sample respondents revealed that They are participated in decision making Process for sometimes, 32 per cent of the sample Respondents stated that they are participated in decision making Process for many times and 26 per cent were mentioned that they never participated in Decision making process.

Table 2 : The way superior is responding to employee problem

Opinion	No. of respondents	Percentage of respondents
Positively	75	75%
Negatively	10	10%
Depends on problem	15	15%
TOTAL	100	100

Source : Compiled from questionnaire data



Interpretations

From the above data it can be observed that 52 per cent of the sample respondents were stated that their superiors are responding to the problem positively, 33 per cent were stated that their superiors are responding to the problem negatively and 15 per cent were revealed that their superior’s responding to the problem depending upon problem.

Table 3 : Delay in getting loans, salaries and other incentives

Opinion	No. of respondents	Percentage of respondents
Sometimes	20	20%
Many Times	10	10%
Never	70	70%
TOTAL	100	100

Source : Compiled from questionnaire data.

Graph 3

■ Sometimes ■ Many times ■ Never



Interpretation

From the above data it can be understood that 20 per cent of the sample respondents were stated that their salaries, loans and other incentives are sometimes delayed, 10 per cent of the sample respondents were stated that their salaries loans and other incentives are many times delay, 70 per cent of the sample respondents were stated that their salaries, loans and other incentives are never delayed.

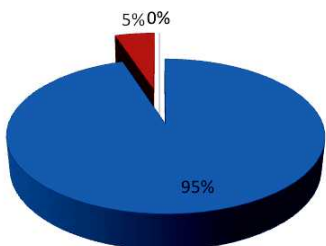
Table 4 : Satisfaction with present salary

Opinion	No. of respondents	Percentage of respondents
Very much	95	95%
Some what	05	05%
Not satisfied	0	0%
Can't say	0	0%
TOTAL	100	100

Source : Compiled from questionnaire data

Graph 4

■ Very much ■ Some what ■ Not Satisfied ■ Can't say



Interpretation

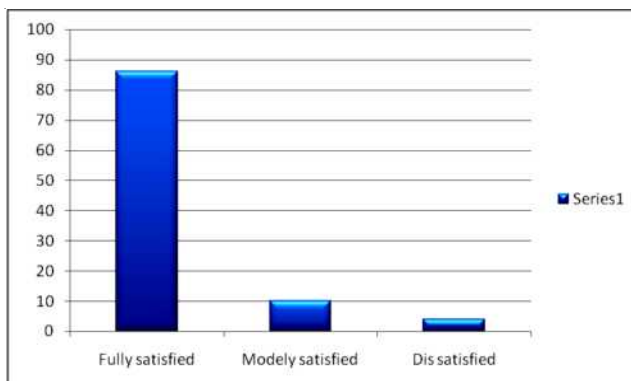
From the above data it can be concluded that 95 per cent of the sample respondents were stated that their satisfied with present salary very much, 5 per cent of the sample Respondents were revealed that their satisfied with present salary somewhat none of the opted not satisfied and can't say options.

Table 5 : Satisfaction with welfare measures provided by the company

Opinion	No. of respondents	Percentage of respondents
Fully Satisfied	86	86%
Modely Satisfied	10	10%
Dissatisfied	4	4%
TOTAL	100	100

Source : Compiled from questionnaire data

Graph 5



Interpretation

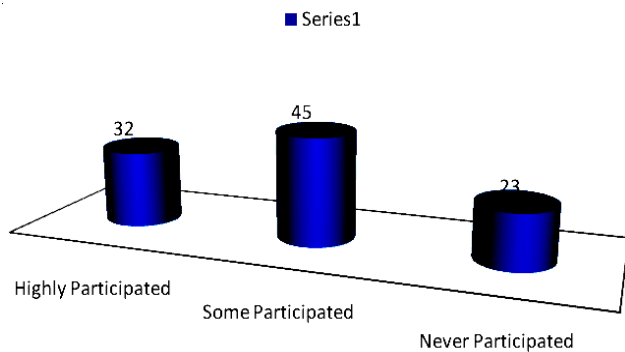
From the above data it can be understood that 86 per cent of sample respondents were stated their fully satisfied with welfare measures, 10 per cent of the sample respondents were revealed that their medley satisfied with welfare measures, 4 per cent of the sample respondents were stated that their dissatisfied with welfare measures.

Table 6 : Employee participation in the formulation and administration of welfare schemes

Opinion	No. of respondents	Percentage of respondents
Highly Participated	32	32%
Some Participated	45	45%
Never Participated	23	23%
TOTAL	100	100

Source : compiled from questionnaire data

Graph 6



Interpretation

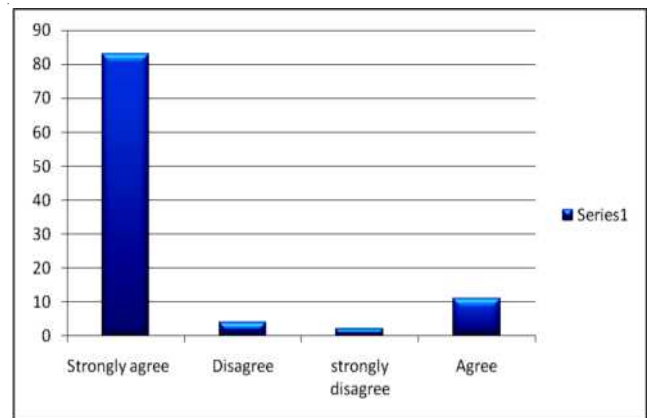
From the above data it can be observed that 32Per cent of sample respondents were stated that they are highly participated in the formation &administration of any welfare scheme where as 45per cent of sample respondents were revealed that they are participated sometimes in the formulation and administration of welfare scheme 23per cent of sample respondents were mentioned that they are never participated in the formulation and administration of welfare schemes.

Table 7 : Opinion about Recreational Facilities

Opinion	No. of respondents	Percentage of respondents
Strongly agree	83	83%
Disagree	4	4%
Strongly Disagree	2	2%
Agree	11	11%
TOTAL	100	100

Source : Compiled from questionnaire data

Graph 7



Interpretation

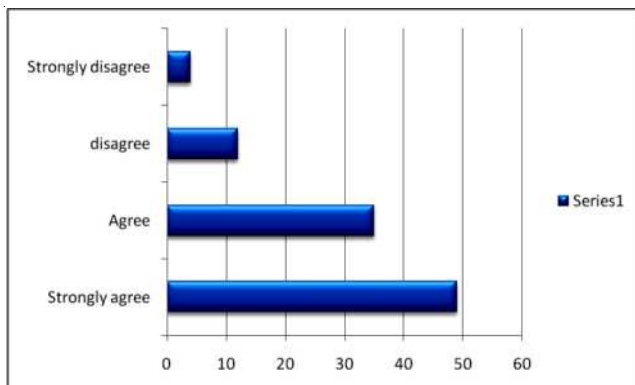
From the above data it can be concluded that 83 per cent of sample respondents were stated that they strongly agree with opinion about recreational facilities and 4 per cent of sample respondents were revealed that they disagree with opinion about recreational facilities,2 per cent of sample respondents were stated that they are strongly disagree with opinion about recreational facilities,11 per cent of sample respondents were mentioned that they are agree with opinion about recreational facilities.

Table 8 : Importance of Training and Developing of employee

Opinion	No. of respondents	Percentage of respondents
Strongly agree	49	49%
Agree	35	35%
Agree Disagree	12	12%
Strongly disagree	4	4%
TOTAL	100	100

Source : Compiled from questionnaire data

Graph 8



Interpretation

From the above data it can be understood that 49 per cent of the sample respondents were stated that that they strongly agree that training and development programs enrich the knowledge of employee where as 35 per cent of them revealed that they agree that training and development enrich the knowledge of employees,12 per cent of sample respondents were stated that they disagree that training and development enrich the knowledge of employees,4 per cent of sample respondents were mentioned that they strongly disagree that training and development enrich the knowledge of employees.

9. FINDINGS

- ❖ The study reveals the employee welfare measures in the organization in fair and transparent.
- ❖ It is found that the welfare measures of NTPC are helping the organization in achieving its objectives and goals.
- ❖ The study reveals that the training & development requirement of NTPC are identified and defined at the start of the year.
- ❖ The NTPC is offering effective welfare programmers, which is evident that an overwhelming percent of employees have expressed their satisfaction with regard to welfare measures.
- ❖ It is also found by the study that the employees of NTPC opined their performance management system could be more effective that performance system.
- ❖ The study reveals that the present employee welfare measures of NTPC is as a source of motivation by the employees.
- ❖ It is also found that the employees who receive feedback about the employee welfare measures have expressed their satisfaction about the system then those who are not provided with feedback.

10. SUGGESTIONS

The analysis has done had positive response from almost all the employees. Only in some areas, the employees have given their negative response. It should note that the preceding conditions are better and the management in to take proper steps to improve the conditions.

- ❖ The educational facilities are good but there are not coaching facilities for the higher education, so proper coaching facilities should give to the children.
- ❖ The hospital facilities are also good but they have to make other specialist to take a visit as guest.

- ❖ The management has recently opened first - aid centre in plant area.
- ❖ The parks and gardens are not maintaining in a proper way. Therefore, the management should take care of parks and gardens.
- ❖ Canteen facilities are good. The quality of the food and the cleanliness be maintained.
- ❖ Employees may be asked to participate in the formulation and administration of welfare programs this is necessary because the program meant for employees and their needs. It also removes suspicion of employees.

11. CONCLUSION

NTPC (RSTPS) is one of the best among the power manufacturing industries in our country. For any organization, the employees are the key holders who do the work for the industry with greater responsibility. Therefore, HR dept, should look after the employees needs and wants and try to make them fulfill when they seem to be important. When we came to know about welfare measures providing for the employees in the organization we felt surprised because the employees are getting more than they need. Here the employees were treated with greater respect and

taking care of their employees. However, when it comes to implementation some of the survey has been not up to mark in implementation. Nevertheless, no doubt the measure provided by the NTPC are best and no elsewhere we cannot find these welfare providing for other employees of any organization. After our survey has completed we came to know some percentage of the employees are not satisfied with the providing for them. The reason was here the employees were enjoying all the facilities for the past 5 years. According to the Maslow Theory, the psychology of the people changes from time to time in fulfilling their wishes and needs. He never satisfies with the facilities providing for them. They still want more and more facilities. Due to this reason as they are enjoying from the past few years they are expecting more and more facilities. If the organization can really look after the suggestions given by the employees and implement some best ideas the dissatisfaction levels in the employees can be totally reduced. There should take more initiatives regarding the employee's welfare and suggestions given by them. There should be periodical checkup in implementing the welfare measures providing in the organization.



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