

A study on the Welfare Facilities and its Relationship towards Quality of Work Life of the Employees

^{*1}Dr Annie Sam & ²Deepa S.R.

^{*1}Associate Professor, AMET Business School, Academy for Maritime Education & Training (AMET), Chennai (India)

²Research Scholar, Department of Management Studies, University of Madras, Chennai (India)

ARTICLE DETAILS

Article History

Published Online: 05 July 2018

Keywords

Welfare, employee wellness, safety, quality of work life

*Corresponding Author

Email: [anniethaya\[at\]gmail.com](mailto:anniethaya[at]gmail.com)

ABSTRACT

Safety and welfare measures are inevitable to any organization where human work force are employed. The responsibility of any organization is to care for its employees and extend beyond the payment of wages for their services. Every employer's vital concern is to provide safe and healthy environment to their employees which is a pre-requisite for any organization along with the employee's quality of life, their standard of living and welfare on and off the job. The term welfare is understood as a state of wellbeing and it is felt as care towards human being. It is an acceptable point of cognizance on the physical, mental, moral and emotional factor of a person. Sufficient earnings, safe and conducive working conditions of and connectivity to some social security benefits are some of the important qualitative dimensions of employment that improves quality of life of workers and their productivity. However, the unorganized sector, which constitutes 90 percent of the total workforce does not have the privilege of such benefits. It is essential that some measures need to be taken on to improve the quality of working life of the unorganized workers, including women workers. This study deals with the welfare facilities and its relationship towards the quality of work life of their employees.

1. Introduction

Human welfare and their life quality is effective as generally speaking, this measurement can help to calculate employees present status including company status. Nowadays it is the most important calculation part of the Human Resource Management. All companies are trying to do their best for it. It will help to increase the standard of living of the employees in the society. So this project is very essential in nowadays. This empirical study attempts to assess the viability of Employees welfare and their quality life. All companies follow the labor rules and human ethics to foster their developments and concentrate on improving the Employees welfare and to provide good quality life. It is essential to know about various welfare activities provided to the employees and to find out the real connect created to the employees. The intention is to study and reduce employee's sufferings, to identify the factors affecting employees and their life and thereby to know how to provide good standard of living for employees. The whole process is aimed to collect the information on welfare measurements for keeping employees satisfaction, to identify the weakness of the current welfare measures and to suggest new welfare measures to improve the employee's welfare and their work life.

2. Review of Literature

Welfare is defined as anything done for the intellectual, physical, moral and economic betterment of the workers, whether by employers, by government or by other agencies, over and above what is laid down by law or what is normally expected of the contractual benefits for which workers may have bargained. Well-doing or well-being in any respect is the enjoyment of health and the most widely bestowed blessings of life that are apart from the evil leading to happiness and prosperity.

Quality of work life is a term hardly used to describe the border job-related experience an individual has. Also it is an action that can be taken to enhance an individual's performance

Walton (1973) identified eight major conceptual areas to understand Quality of work life which includes adequate and fair compensation, healthy and safe working conditions, development of human competencies, career growth, job security, social integration, constitutionalising of total life space and social reliance. Also studies have confirmed that quality of work life include employment conditions, employment security, income adequacy, profit sharing, equity and other rewards democracy, self-expression, employee autonomy, employee commitment, advancement, social interaction, self-esteem, job enrichment, employee satisfaction, employee involvement, relations with supervisors and peers. Also there are many emphasis on humanization of work including: the need to protect the worker from hazards to health and safety, the wage work bargain, the protection of workers from hazards of illness and unemployment and the protection of the worker from arbitrary authority of management by Delamotte and Walker (1974).

Katzell et. Al (1975) identified Quality of work life as an outcome of the work relationship and concluded that employee can have high quality of working life when he feels good of his job and his career growth and this in turn motivates him to stay long in the job and feels the fit to balance his private life and his work. So it is felt that the welfare measure can contribute to the balance fit with reference to the work life and private life. Though various studies give variety of inputs and understanding,

Ganguli and Joseph (1976) studied Quality of Working Life among young workers in Air India with special reference to life and job satisfaction issues. He indicated that, of the various physical and psychological working conditions, pride in organisation, job earned community respect, reasonable working hours, etc. are some variables positively correlated with job satisfaction than friendship with colleagues, good work location, physical strain, variety of skills and risks of injury. Data also indicate that strong family ties and rural background are more positively correlated with life and job satisfaction. Expectation and aspiration of young workers also found affecting the quality of working life. Koonmee& et.al, (2010) investigates the association between institutionalization of ethics, quality of work life, and employee job-related outcomes in the Thai work place. The results reveal a positive relationship between ethics and both lower-order and higher-order consideration of Quality of work life. However this study concentrates on the welfare facilities and its relationship towards the quality of work life of the employees at a manufacturing organization. It is expected to find the employees standard of living, the factors that contribute to the increase in organizational productivity, to understand the satisfaction level of the employees towards the organization and to suggest ways to improve the employee's welfare.

3. Findings

Among the 560 staff in production departments, 56 employees were taken for the study, where 45% of the respondent were above 40 years of age, 32% were between 35-40,18% were between 30-35,5% were between 25-30 and none of them were below 25 years. The respondents taken for the study were upto 20 years of working experience where 6% of respondents were above 20 years, 45% of respondents were between 15-20 years, 27% of respondents are between 10-15 years, 16% are between 05-10 years and only 7% are below 5years of experience.

In the table: 1 given below it is clear that fringe benefits and paid leave motivates the employees more compared to all other welfare measures namely welfare that reduces stress, medical aids provided as a welfare measure, food and canteen facility, working environment, township and quarters facility, meetings and co-ordinating activities. And the analysis stands evident that the welfare measures are being agreed upon by maximum respondents and very few disagree with the different welfare measures. Also it is found 75% of the respondents were satisfied with the current welfare facilities, and 25% were not.

Table1: Respondents opinion on different welfare measure

| Option | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|--|----------------|-------|---------|----------|-------------------|
| Reduction of stress | 9 | 38 | 38 | 9 | 7 |
| Medical aid | 19 | 34 | 29 | 13 | 6 |
| Food and canteen | 20 | 46 | 27 | 6 | 2 |
| Working environment on employee turnover | 9 | 43 | 36 | 9 | 4 |
| Township and quarters facility | 6 | 56 | 34 | 6 | 0 |
| Meeting and coordinating activities | 7 | 44 | 29 | 16 | 4 |
| Fringe benefits and pay leave | 44 | 52 | 4 | 0 | 0 |

The null hypothesis:

There is no significant relationship between the number of years worked and the satisfaction towards medical aid provided by the company, was tested to find the significant relationship between the number of years of experience and the medical aid provided to the employees and it is proved that there is a no significant relationship between the number of years worked and the medical aid provided by the company. This is evident that in today's scenario medical benefits are considered to be most expensive and the study reveals that the employees welcome this welfare measure and is satisfied with the same.

The study further reveals that 78.56% of the respondents feel that the safety measures provided will definitely improve employees performance. So we understand that the employees job satisfaction has a contribution on the different welfare measures.58.73% of the respondents strongly agreed that care on safety of the employees will increase the employees performance level. So it is evident that employees expect a safe working environment always. Also 85.71% of the

respondents strongly agree that safety equipment provided by the company reduces the number of accidents.

4. Conclusion

Generally, welfare measures are recreational, medical, educational, housing, sanitation andso on. Every organization provides the statutory welfare measures but some organization provides some more welfare facilities to the employees so that they may retain the employees and their quality of work life. By the result of improved quality of work life among the employees their involvement in job gets increased and results in increased productivity of the organization. The organizations maintaining smooth relationship between workers and management, which leads to attainment of organization efforts. The organization can still maintain the welfare facility and continuously monitor the satisfaction of the employees towards each welfare measure. Surely the study show that employees expect more care through the welfare facility and thereby they expect better quality of work life.

References

1. Koonmee, K., Singhapakdi, A., Virakul, B., & Lee, D. J. (2010). Ethics institutionalization, quality of work life, and employee job-related outcomes: A survey of human resource managers in Thailand. *Journal of Business Research*, 63(1), 20-26.
2. Ganguli, O. N., & Joseph, J. S. (1976). *Quality of working life: work prospects and aspirations of young workers in Air India, Bombay*. Central Labour Institute.
3. Katzell, R.A., Yankelovi D., Fein M., Ornate, D.A. & Nash, A. (1975), —*Work Productivity and Job Satisfaction*, The Psychological Corporation, New York.
4. Walton, R. E. (1973) - *Quality of working life: what is it?* *Sloan Management Review*. Vol. 15, n.1, p. 11-21.