

## **EMPLOYEE WELFARE AND SOCIAL SECURITY MEASURES WITH REFERENCE TO IRON AND STEEL INDUSTRIES, BANGALORE**

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### **Abstract**

Employee's play an important role in existence, survival and growth of the organisation and welfare and social security measures also important and plays a significant role. The functioning of organisation exists with the role played by iron and steel organisations through welfare and security measures which enhances the employees in efficient and effective working and it is challenging Employee Welfare includes services such as, facilities and amenities as adequate canteens, rest and recreational facilities, sanitary and medical facilities, arrangements for the travel to and from and for the accommodation of workers employed at a distance from their homes, and such other services, amenities and social facilities including security measures as contributing to conditions under which workers are employed. If the organisations are not giving importance to employees welfare and working conditions being secure, it will reflect in lower productivity and low morale. Organisations should provide with good employee welfare and security measures which motivates and enhances the productivity. A study on employee welfare and social security with reference to iron and steel industries reflect and provides new insight to understand the job satisfaction and their enforceability to analyse the commitment and involvement in their jobs. It also provides knowledge on the impact of employee welfare and social security measures of those working in iron and steel industries on their performance and productivity.

**Keywords:** *Employee welfare, Social security, Organisations, Productivity, Efficiency, Performance*

### **INTRODUCTION:**

Employee welfare is an intellectual or social enhancement of the employees over the wages or salaries paid in the organisation. It facilitates various services and amenities provided to the employees for improving the living conditions and betterment. The objective of employee welfare is to improve the life of employees and to have holistic development in the society. It promotes and enable the employees to work in a healthy working environment. Employee welfare improves efficiency of workers in the organisation, build good relation and contribute towards productivity and morale. It develops a sense of responsibility to focus towards accomplishing the goals. The concept of employee welfare is a dynamic concept in the development of the economy. In recognition to the need of implementing employee welfare facilities in an organisation

in manufacturing or service sectors, various facilities are provided to employees such as housing, medical, nutrition, facilities for rest and recreation, cooperative societies, day nurseries and creches, insurance schemes etc. It creates a better image of the company in the minds of the employees.

By providing various welfare schemes to employees, it creates a loyal contented workforce in organisation. It helps to enable the workers to live comfortably.

Employee welfare includes facilities, services and amenities to workers for improving their health, efficiency, economic betterment and social status. It includes other economic benefits available to workers. Welfare measures are dynamic and challenging. Welfare measures are implemented by the employers, government, or by any social agency. Employee welfare and security measures provide the development of the whole personality of the worker. There are various fringe benefits and services such as pension, provident fund, insurance etc. The cost of such benefits can hardly be termed a fringe. The organisations should ensure active participation of workers in planning, functioning and implementing the benefits so as to benefit the employees. There should be a periodical evaluation of the benefits offered to employees for necessary timely improvement on the basis of feedback from employees.

## **THEORETICAL BACKGROUND OF THE STUDY**

Employee welfare and safety has been seen as one of the significant measures of organization as it plays an important role in improving, enhancing and developing the effectiveness of organization. As employee welfare plays an important tool to comfort employee and enhance the performance of organization which helps to achieve organization and individual goals. An effective welfare policy by organization leads to play an effective role in the life of employee as they are motivated to work hard and work smart. As the organization should take an effective step in employee safety and welfare measures of employee in the organization. It enhances the smooth functioning of work flow in organization and improves the work quality and enhances employee relation.

Employee is one of the important resources in an organisation, the concept of employee welfare and social security measures is also given equal importance in functioning the organization effectively. Employee Welfare includes services such as, facilities and amenities as adequate canteens, rest and recreational facilities, sanitary and medical facilities, arrangements for the travel to and from and for the accommodation of workers employed at a distance from their homes, and such other services, amenities and social facilities including security measures as contributing to conditions under which workers are employed.

The employees realize that organisations are biased, and are not treating them with respect, they seek a better environment to work. The challenge of managing employees is not only to attract the best talent but also to retain the employees. Rising opportunities for career development, lifestyle decisions, job changing, unbalanced work life, poor mentoring and stress are some factors which influence an individual's decision to continue in an organisation. Job satisfaction, Job involvement and Job commitment are

some of the occupational success are major factors in personal satisfaction, self-respect, self esteem, and self-development. Job satisfaction brings a pleasurable emotional state that can often leads to a positive work attitude. A satisfied worker is more likely to be creative, flexible, innovative, loyal and will tend to add more value to an organisation..

### **IMPORTANCE OF EMPLOYEE WELFARE**

In every organisation, it is essential to provide various benefits to ensure employee welfare which will help in increasing the satisfaction of employees and lead towards the positive outcome in productivity and morale of employees. Employee welfare and social security measures act as a significant element and influences in effective recruitment process as effective welfare facility in an organization motivate employee. It also helps in improving relationship among employee and employer, industrial relation & industrial peace. Employee welfare facility and social security measures improves morale and loyalty of workers which enhances the performance of individual and organization. Employee welfare facility enhance the relationship between employee and employer. Welfare service like housing schemes, medical benefits, education and recreation facilities for the worker's family's help to create better relation. This will help them to motivate towards their work to gain in terms of productivity, effective work quality of work and smooth work flow in the organization.

### **NEED OF THE STUDY**

In this competitive era, there is a necessity to study Employee welfare and social security measures helps to know about the constitutional provisions in iron and steel industries with regard to employee welfare, to analyze whether labor welfare facility helps in providing good industrial relations between employee and employer, to know about the employees satisfaction towards welfare measures provided at iron and steel companies. Effective welfare facility is needed for effective work environment in an organization as effective welfare facility motivate employee to work to their best level which enhance the organizational work effectiveness and leads to development of individual, organization and economic. Welfare benefits play a important role in every organization today business world. Employees have to be motivated at all times through various measure and activities.

### **REVIEW OF LITERATURE**

Mohammad Sayed. A., & Akhtar N. (2014) studies shows the effects of perceived work life balance and job satisfaction on organizational commitment among healthcare employees. It was predicted that perceived work life balance fosters job satisfaction which leads to the organizational commitment among employees in the long run. Results showed that respondents have moderate level of perceived work life balance, job satisfaction and organizational commitment. Author concludes that work life balance and job satisfaction are important for developing and enhancing organizational commitment among healthcare workers.

Singh Rajkumar G. (2013) conducted a study on hospital employees to probe the factors influencing job satisfaction. Author states that positive performance of employee in the organization is an outcome of his satisfactory job experience. Study investigated the factors influencing the job satisfaction among the private hospital employees of Manipur in India. There was a significant association between job satisfaction of employees and relationship behavior factors, pay and compensation factors and training and career growth factors. Pay and compensation factors were the most important factors positively correlated with employee job satisfaction.

Elarabi. H. M., & Johari F. (2013) studied the factors that affect job satisfaction and job performance and the relationship between job satisfaction and job performance. Study identified four factors: work comfort, work treatment, salary, incentives and evaluated their impact job satisfaction of the medical staff working in government hospitals in Libya. The study concluded that the performance of medical staff and medical service quality in hospitals could be enhanced when employees are satisfied and are well treated by their managers in addition to good salaries and effective incentive system.

Bagheri S. (2012) in their study investigated factors affecting job satisfaction from the perspective of employees working in the health system. Using eight focus group discussions, factors affecting job satisfaction of the employees of health system were discussed. The factors identified from literature review were categorized in four groups: structural and managerial, social, work in itself, environment and welfare. The findings confirmed the significance of structural and managerial, social, work in itself, environment and welfare.

Bhatnagar K., & Srivastava K. (2011) conducted a study to develop scale and measure job satisfaction status of medical teacher. Items pertaining to the scale of job satisfaction were generated with the help of closed ended and open ended questionnaires which were administered to medical professionals. Job satisfaction questionnaire was distributed among 245 faculty members working in health science institutions. In this study seven common factors covering all job-satisfaction related factors were identified as, professional practice environment, personal attitudinal factors of social support, job competency, welfare measures, job reward, motivation and work enthusiasm. Results showed that job satisfaction of faculties was at "generally satisfied or not "on Likert scale. Most faculties found their job of importance. They felt most dissatisfied with work rewards, working condition and sense of work achievement. The author stresses on the need! 10 design a well-tailored job satisfaction instrument for health care professionals in India.

Jethanna R., (2011) in their study explored the co-relation between employee's personal profile and their satisfaction with the job. The personal profile determinants age, gender, work experience, marital status, dependent children and parents were compared with overall job satisfaction. Study results revealed that majority of determinants were having positive impact on the job satisfaction. The study concludes that the determinants of job satisfaction should include variables from personal profile identified from psychological and sociological perspective. Job satisfaction, job security, commitment to the

organization were significantly associated with the facilities like insurance coverage, education of the dependent children.

Peltier J., & Dahl (2009) conducted an exploratory study to investigate the relationship between employee and patient satisfaction at a major hospital in New York city. This research study was consisted of two components. An advisory committee was established that participated in an online forum about the quality of service, motivation, satisfaction and performance of employee. Quantitative analysis was conducted to match employee satisfaction data with patient satisfaction data to assess the relationship between employee satisfaction and patient experiences. Result showed that the hospital departments that had higher level of employee satisfaction provided better experiences for patients. Participants in the online forum highlighted the value of employees in enhancing the patient experience. They stressed on the needs of employees like recognition, respect and visibility.

#### **STATEMENT OF THE PROBLEM:**

Employee welfare and social security measures focuses on providing employees with facilities to improve the health, safety and well being of employees in the organizations. Employee welfare and security measures includes the facilities within and outside the organizations such as work environment, health services and other welfare facilities which contributes towards better work and quality of life.

It is essential to understand the practices of the welfare facilities provided to the employees and hence this study focuses on various welfare facilities and security measures provided to the employees of Iron and Steel Industries at Bangalore.

#### **SCOPE OF THE STUDY**

The study is being conducted for a few selected iron and steel industries in Bangalore. This study tells us an overall view to understand the practices, effectiveness of the welfare measures provided to employees and to evaluate the perception of employees. The study can be used to analyze and bring out the solution for the problem faced by the employees in organization towards welfare measures. With this study the organization can evaluate the satisfaction level of employees with the welfare measures followed in organization. This study will also help the organization to reduce job problems, increase motivational activities and develop the employees in a way that their career goals are achieved.

#### **OBJECTIVIES OF THE STUDY:**

- To understand the practices of employee welfare and social security in Iron and steel industry.
- To study the effectiveness of the welfare measures provided to the employees of Iron and Steel Industries.
- To evaluate the perception of employees with regard to welfare and social

security measures in manufacturing sector.

### **SAMPLING**

It is a process used in statistical analysis in which a pre determined numbers of observations are taken from a larger population. The methodology used to sample from a larger population depends on a type of analysis being performed. In this study, probability sampling technique was used to collect responses. Simple Random Sampling was considered to select the sample from the population.

### **SAMPLE SIZE**

The sample size was 68 employees and primary data was collected through the questionnaire which were randomly taken from selected iron and steel companies in Bangalore with regard to employee welfare and security measures.

### **TOOLS OF DATA COLLECTION**

In dealing with on real life problem it is the found that data at hand are in adequate and hence it became necessary to collect data that are appropriate. There are several ways of collecting the appropriate data which considerably in content of many cost time and other resource at the disposal of researcher. This can divided in two primary and secondary data. Data required for the study is obtained through primary and secondary sources .

#### **Primary Data**

Primary data is the first hand information which researcher collected directly from the employees of selected iron and steel industries and questionnaire method was used to collect data. Questionnaire consisted of both open ended and closed ended questions which focussed towards the objectives of the study

#### **Secondary Data**

Secondary data is the data that has collected by someone other than the researcher which is second hand information which is not collected through any direct enquiries but through sources. It means that the information is already available, and someone analyses it. Some of the secondary data used in the study are Company Profile, Website, Reports

#### **Statistical Tools Used**

The following tools and techniques have been used for the statistical analysis of randomly selected data.

The percentage analysis is used to find the percentage of each category. Various tables and graphs were drawn for easy representation.

$$\text{Percentage Analysis} = (\text{No. of respondents} / \text{sample size}) \times 100$$

#### **LIMITATIONS OF THE STUDY**

- Time is limited factor for deep study and analysis.
- The study is conducted on only a part and so the result is not universally applicable.

- The management does not provide clear record for the study.
- Some of the employees had not co-operated in filling up and answering the questionnaire.

## FINDINGS

A study was conducted on the topic “employee welfare and social security measures with special reference to selected iron and steel industries, bangalore” and few selected iron and steel companies in Bangalore are swedish me steel pvt ltd, Alpha steel industries, Lakshmi steel & tubes, Durga traders, Matangi iron & steel company and the major findings of the study are as follows:

- The respondents of the study are the employees of Iron and Steel companies and with regard to the demographic profile of employees, most of the employees are between the age group of 30-40 years, male with monthly income between Rs. 15000 to Rs.25000.

- Most of the respondents are not aware of various welfare measures provided by the company and majority of employees are satisfied with medical facilities provided by the company.

- The employees are neither satisfied nor dissatisfied with the promotion policy in the company and are satisfied with the ventilation and good environment at the work place.

- Most of the employees are not aware of foreign technical expertise and are happy with the training facilities provided to newly recruited employees.

- With regard to the satisfaction level of various facilities, majority of employees are neutral in opinion with regard to the satisfaction level and most of the employees are satisfied with overall canteen facilities and neutral opinion towards educational facilities.

- Most of the employees are not provided with housing loan facilities and holiday homes is the type of recreation facility which has benefited most of the employees in the company.

- With respect to the benefits of employee welfare from employee point of view, most of the employees feel that it has increased standard of living and Bonus is the motivational allowance paid by the company.

- Majority of the employee’s opinion on the welfare measures and employees feel that various measures help in solving employees problems.

- The time taken by the employer for sanctioning special welfare facility is between 2-3 weeks and majority of employees are satisfied with their job and organization due to safety.

- With respect to overall satisfaction level on security measures taken by Iron & steel companies, majority of employees are satisfied with various security measures provided by the company.

## SUGGESTION

- Iron and steel companies should take some measures to maintain loyalty of employees and avoid dissatisfaction:

- The organization should arrange more program to improve and enhance the employees awareness about the welfare measures, working conditions and social security schemes as it will develop and motivate employee to work efficiently.

- Companies need to conduct regular reviews, monitor and conduct meetings with the

employees and check the comfort zone in the organization.

- Companies must look into providing regular incentives and more welfare and security measures to employees based on their performance for the retention of employee and to reduce the attrition rate.
- There should be effective recreational facilities and measures should be taken to improve the work environment .
- Adequate measures should be taken to improve the canteen facilities, housing loan schemes and educational facilities to employees.
- Regular motivational schemes should be provided to employees which helps in enhancing productivity and increasing morale of the employees.

## CONCLUSION

The study aims to find out the welfare measure provided and the effectiveness and satisfaction level of employee. It is observed that the employee welfare measures are overall in satisfactory level. However, there are few areas of concern where the employee has dissatisfaction with the facilities like housing loan, education and canteen facilities of the organization. Study reveals though the companies have better infrastructure facilities but if quality of manpower is not good then it cannot succeed and the organization needs to take effective precautions to enhance manpower. The company should provide effective welfare facilities to retain their employees. If the company concentrates the above weak areas there is a chance to develop the employee welfare measures.

By conducting this study new insights and knowledge are acquired in depth regarding employee welfare and how it contributes towards organization success.

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