

INTRODUCTION OF THE TOPIC (Labour Welfare)

The term work welfare, representative welfare and laborers welfare are utilized reciprocally to mean different administrations given by the businesses to the workers notwithstanding compensation. As indicated by creator James Todd "work welfare implies anything accomplished for the solace and change scholarly or social, of the representatives well beyond the wages paid which is not a need of the business"

Work welfare is a dynamic idea as new welfare measures are added to the current ones alongside social changes, these are not a type of a business goodwill or philanthropy to the specialists however are facilitative administrations to manufacture and keep up the resolve of the laborers to accomplish the destinations of the association.

History of Labor Welfare

In India the work welfare began at some point amid the first world war (1914-1918). Till then prosperity of specialists in industrial facilities was not really thought by anyone. Since, first world war work welfare has been developing intentional premise. Mechanical Labor Organization has assumed an extremely huge part for work welfare. Numerous work enactments have been framed by Indian focal government and state governments for welfare of works in Industries.

Government has set down least norms for business and working conditions in associations.

Other than the legislature, the businesses, exchange unions and different social associations additionally work as offices for usage of work welfare measures.

An Industrial work association (ILO) is a consultative body so it can't constrain any nation to present any welfare measures. The need of work welfare was capably felt by the Royal Commission of labor far in 1931, Indian constitution accentuated this need under its order standards of state strategy.

Company Profile

From a small beginning in 1973 as a tube making unit, Surya Roshni Ltd. Has emerged today as a vast conglomerate with the largest ERW pipe manufacturing plant and a large cold rolling strip mill at **Bahadurgarh (Haryana), Bhuj (Gujrat) and Malanpur (MP)**. It has also two lighting units at **Kashipur (UK) and Malanpur (MP)** producing fluorescent tube lights, GLS lamps and various other components. **The Kashipur unit is the largest FTL lighting factory in the country**, with its firm commitment to excellence.

Key Executives

J P Agarwal	Chairman and managing Director
K K Narula	Director
B B Chadha	Director
Ravinder Kumar Narang	Director

Literature Review

Employee Welfare

- (1) Employee welfare is a comprehensive term including various services, facilities and amenities provided by employees for their betterment.
- (2) Welfare measures are in addition to regular wages and other economic benefits available to employees under legal provisions and collective bargaining.
- (3) The basic purpose of employee welfare is to improve the lot of the working class and thereby make a worker a good employee and a happy citizen.
- (4) Employee welfare is an essential part of social welfare. It involves adjustment of an employee's work life and family life to the community or social life.
- (5) Its measures may be both voluntary and statutory.
- (6) Labor Welfare measures are also known as fringe benefits and services.

Fringe benefits are....

Medical Facility

Opportunity for growth

Opportunity for promotions.

- (7) Welfare measures may be provided not only by the employers but by the government, trade unions and other agencies too.

Objectives of Labour Welfare

1. To give expression to philanthropic & paternalistic feelings.
2. To win over employees' loyalty and increase their morale.
3. To combat unionism and socialist ideas.
4. To reduce labour turnover and absenteeism.
5. To develop efficiency and productivity among workers.
6. To save oneself from heavy taxes on surplus profits.
7. To earn goodwill and enhance public image.
8. To reduce the threat of further Government Intervention.

RESEARCH METHODOLOGY

RESEARCH DESIGN:-

Research method was descriptive research. The problem was well defined, and the study aimed at discovering the composition of sample. The study aimed at understanding the characteristics of sample and reasons for such characteristics.

DATA COLLECTION:-

The study had been conducted as a field survey. It involved collection of primary data through structured questionnaire and secondary data gathered through published materials.

1. **Primary Source:-** Primary source included data gathered through questionnaire & observations. The study relied greatly on primary data and the recommendations were directed at resolving the problems found. High care had been taken to see that the bias is minimum & reliability of the data is maximum.

2. **Secondary Source**:- Secondary source included various in-house publications of the organisation, the press publications, books and journals. Secondary data were used to supplement the primary data and give meaning to the outcomes.

DATA ANALYSIS

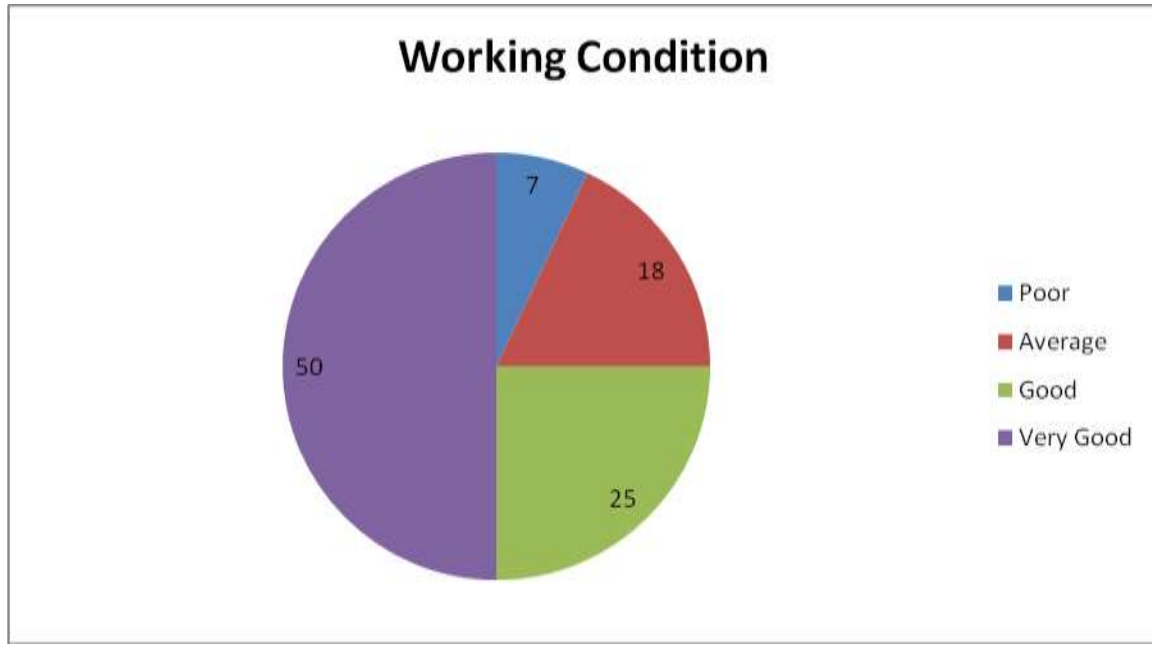
The Data gathered through structured questionnaire were coded and tabulated in order to arrive at conclusions. The data was qualitatively analysed and interpretations were drawn on the basis of the outcomes.

For coding of the data, following parameters were used:-

<u>Particular</u>	<u>Point</u>
Very Good	4
Good	3
Average	2
Poor	1

The Average Scores of each category and whole sample were drawn and multiplied by 25 to arrive at percentage value. The rating in percentage enables us in easy assessment and drawing conclusions there upon.

Are you satisfied with the working Condition of the company?



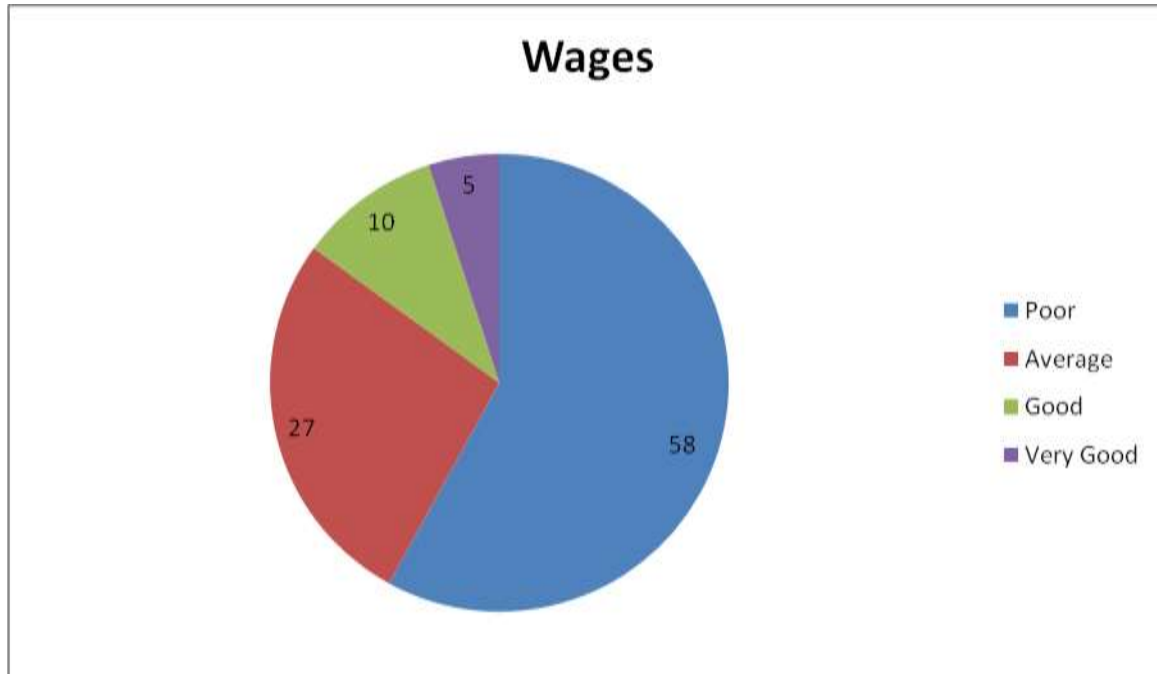
of the Respondents 7% rated working Condition as poor, 18% Average, 25% Good and 50% Very Good.

So we can say that working condition (provide gudh and chana on the daily basis) of the surya company is good and provide full satisfaction of the employee in the aspect of working condition.

Poor	Average	Good	Very Good
07	18	25	50

	Response	percentage
Poor	7	7%
Average	18	18%
Good	25	25%
Very good	50	50%
	100	100%

Are you satisfied with the wages which is provided by you?

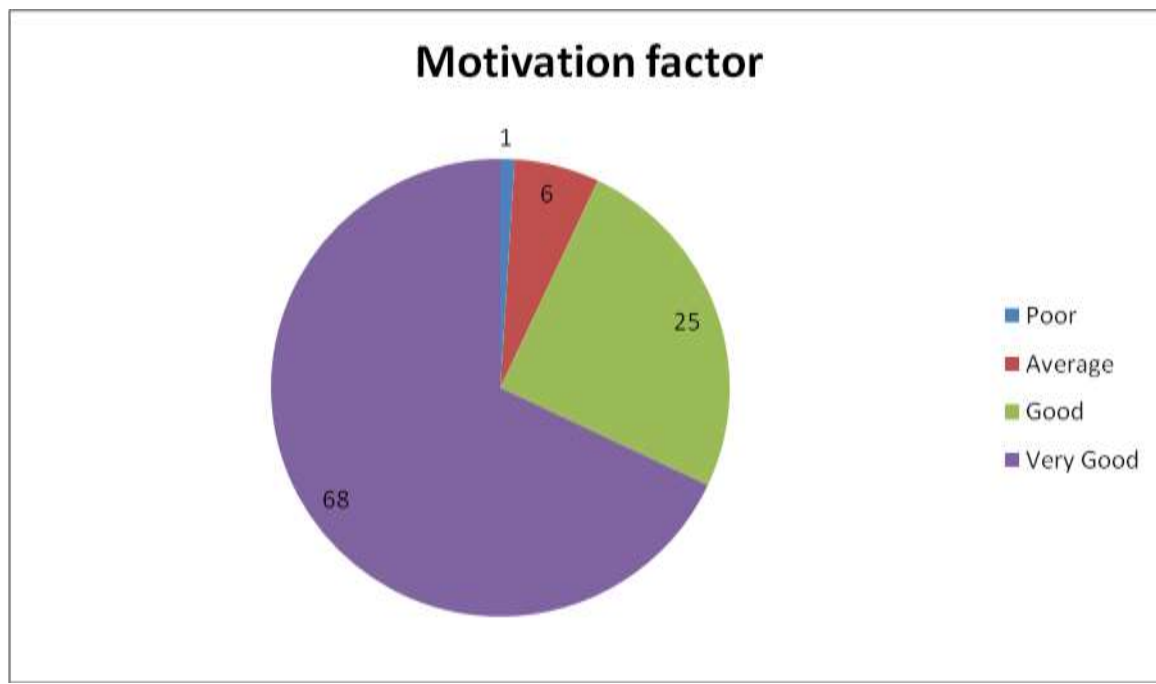


Of the Respondents 5 rated wages as poor, 10 Average, 27 Good and 58 Very Good.

In other words, we can say that wages(normal and fair wages) under the all norms of the government which is provided by the surya company is Good and provide full satisfaction of the employee in the aspect of wages.

Poor	Average	Good	Very Good
05	27	10	58

Are you satisfied with the motivation factor in the company?

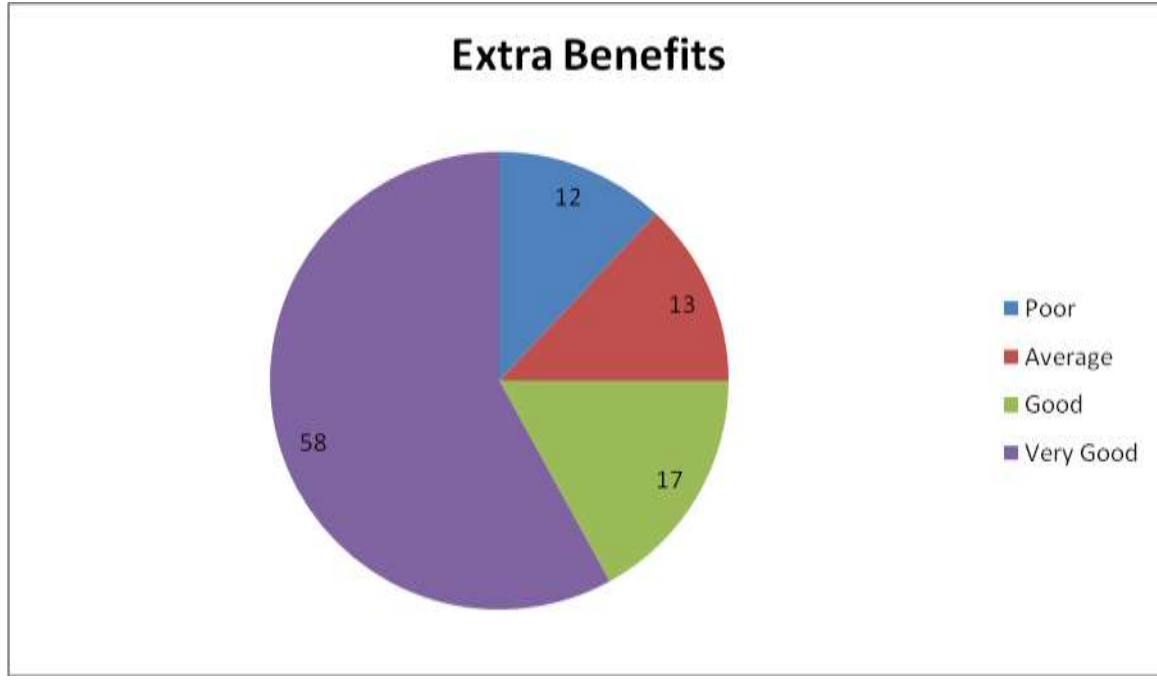


Of the Respondents 1 rated motivation as poor, 6 Average, 25 Good and 68 Very Good.

In other words, we can say that motivation factor(follow all the theory of the motivation on the basis of the situation) which is provided by the surya company is Very Good and provide full satisfaction of the employee in the aspect of motivation.

Poor	Average	Good	Very Good
01	06	25	68

Are you satisfied with the extra benefits which is provided by you i.e. education, housing etc.

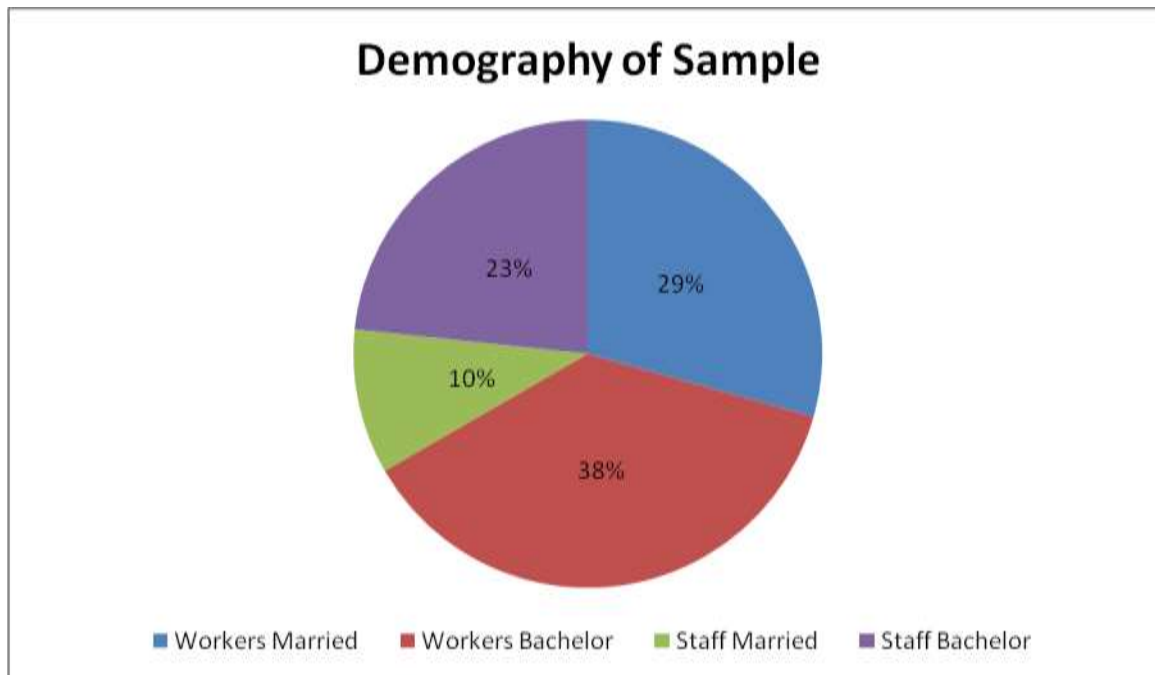


Of the Respondents 12 rated benefits as poor, 13 Average, 17 Good and 58 Very Good.

In other words, we can say that the extra benefits such as education, housing, other personnel solution of the problem which is provided by the surya company is Very Good and provide full satisfaction of the employee in the aspect of other benefits.

Poor	Average	Good	Very Good
12	13	17	58

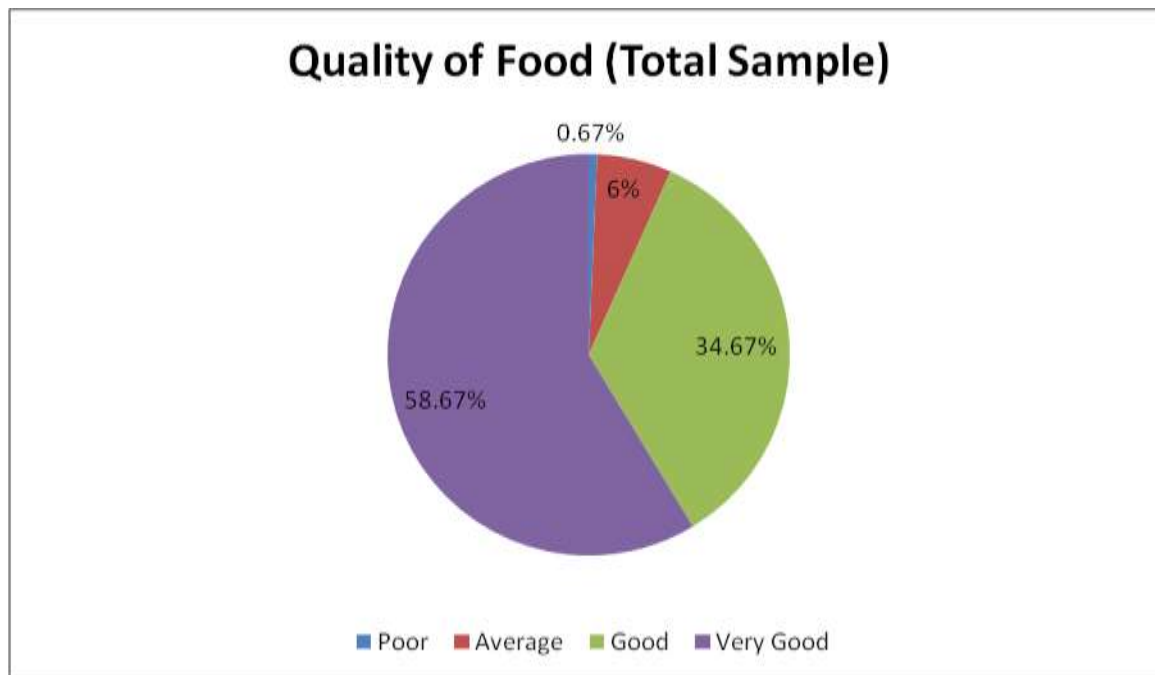
Are you satisfied with the Demography of the Sample?



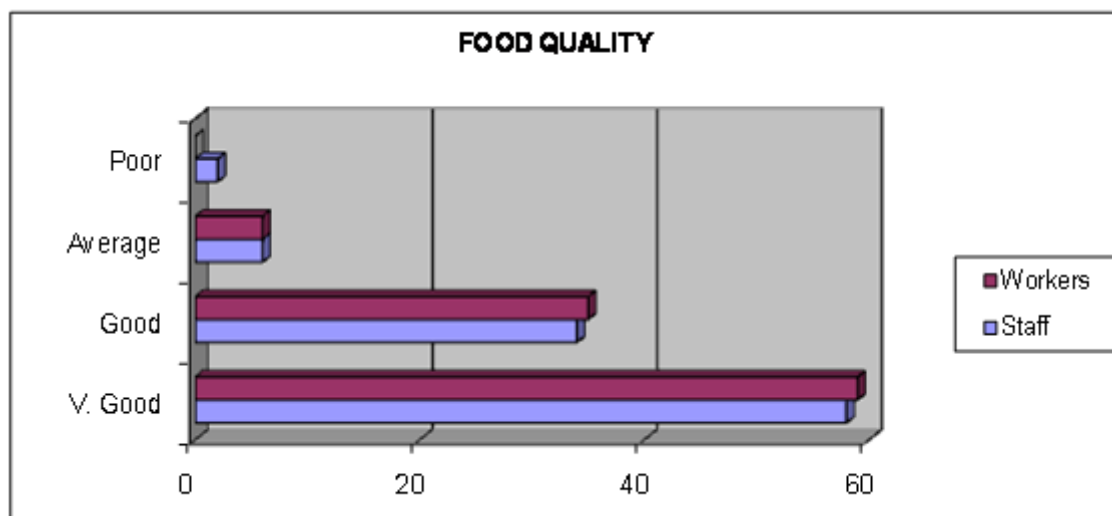
The samples selected for the study can be classified into Workers and Staff and subsequently to Married and Bachelor. Workers constituted 66.7% of the total, whereas Staff constituted 33.3% of the sample selected for study. Bachelors, as a whole, constituted majority with 60.67% of the total. The Bachelor Staff were 23.3% and Bachelor Workers were 37.3% of the whole sample. The Married employees represented lesser number because most of them carry their foods from home or go to their quarters situated in Company's Premises. Married Staff were 10% & Married Workers were 29.3% of the total sample.

Are you satisfied with the Quality of Food which is provided in the canteen?

Respondents rated quality of food as below:-



58.67% of the responses rated quality of food as very good whereas 34.67% Good and 6% rated Average.

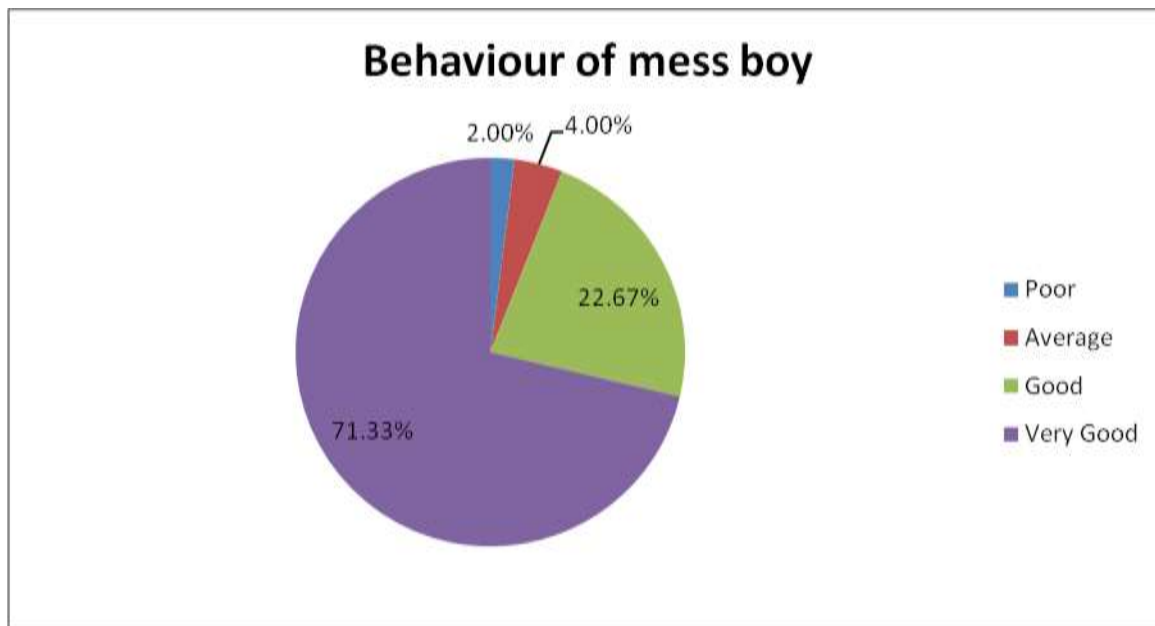
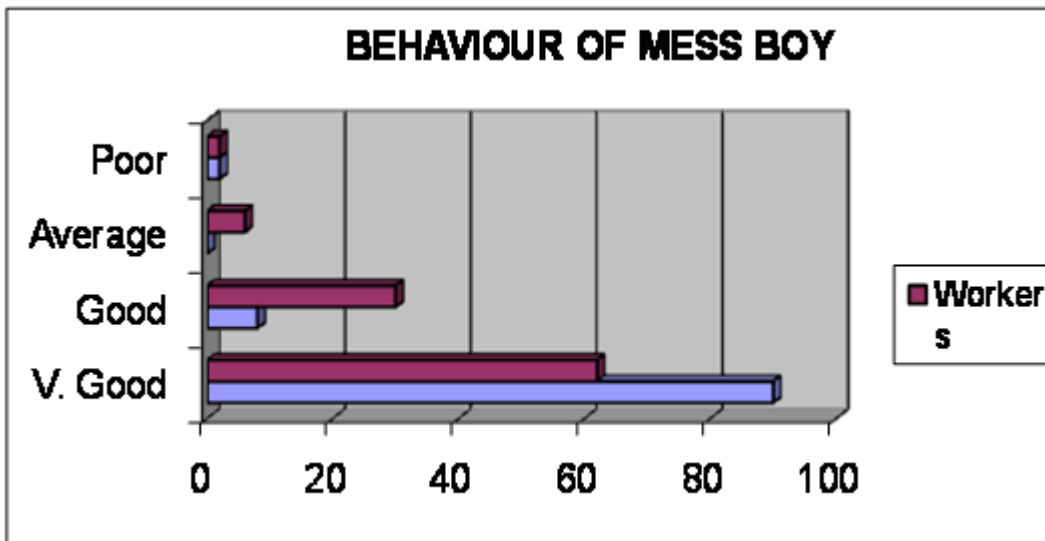


Of the Staff Respondents 2% rated quality of food as poor, 6% Average, 34% Good and 58% Very Good. Worker Respondents rated Food Quality as follows: 59% rated Very Good, 35% Good & 6% Average.

As shown above total percentage rating by Married workers is higher which could be attributed to their standard of living and relative improved quality of food available at the Canteen. The maturity of the workers and their experience may have led them to rate food quality higher.

Are you satisfied with the Behaviour of Mess Boy?

Of the Respondents 71.33% rated behaviour of the Mess Boy to be very good, 22.67% good, 4% average and 2% Poor. This shows that with a few exceptions most of the respondents rated behaviour as good.



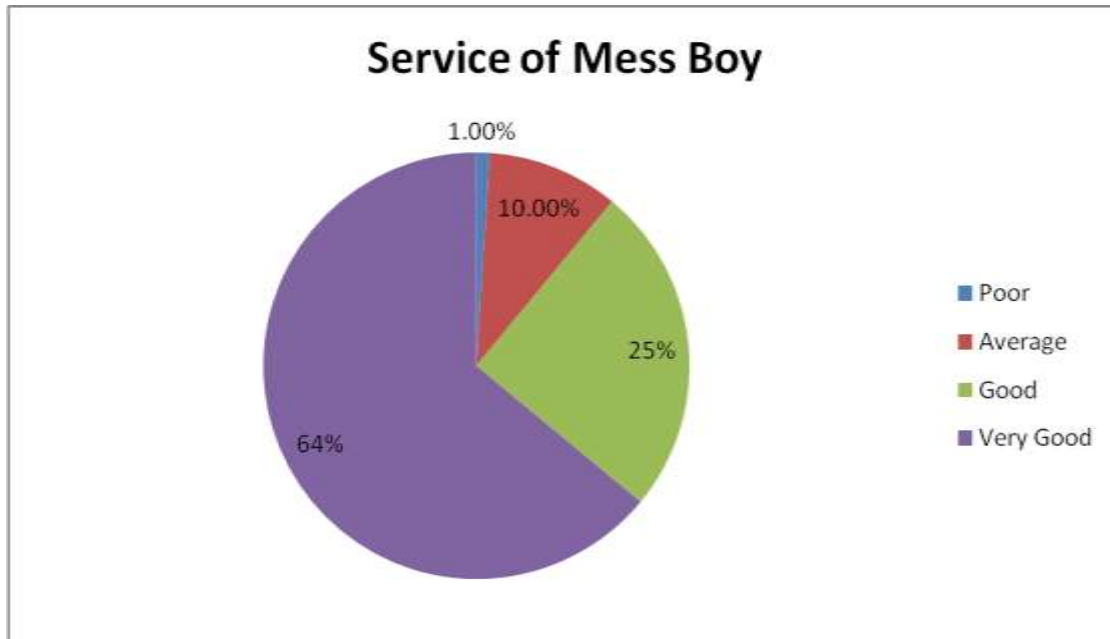
More than 98% of the staff felt the behaviour was good or above whereas 92% of Workers rated it Good.

Except the unmarried workers, rest of the respondents rated the behaviour favourably. Bachelor workers and mess boy belong to the same grade and have

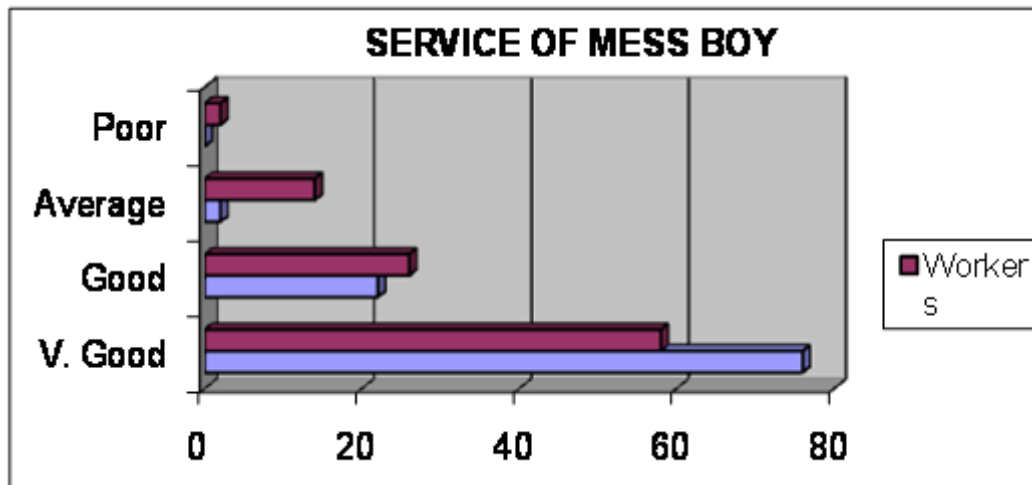
similar experience, which may have resulted in rating their behaviour less when compared to other.

Are you satisfied with the Service of Mess Boy?

Respondents rated service of mess boy as follows:-



64% rated it very good, 24.67% good, 10% average and 1.33% poor. Majority of the respondents was satisfied with the serviceability of Mess Boy.

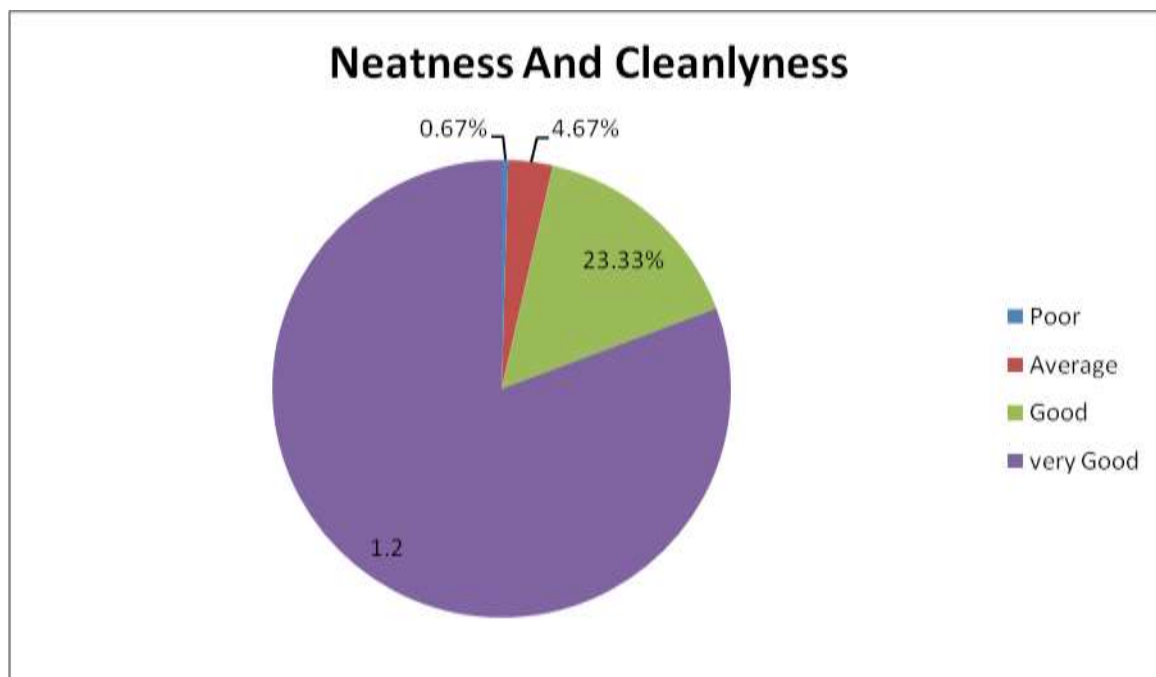


Staff Respondents felt the behaviour of Mess boy to be very good with only 2% rating average and 98% rating it good. Workers respondents felt that the serviceability of the Mess Boy towards them was not adequate with 14% rating average and 2% rating it as poor. Majority of them rated it good.

Staff in total rated serviceability at 94% and workers at 85%. This disparity could be attributed to the disparity shown by mess boy towards both staff & workers. Service of mess boy towards workers is not adequate because the numbers of workers is more and he was not in a position to cater to the needs adequately and timely.

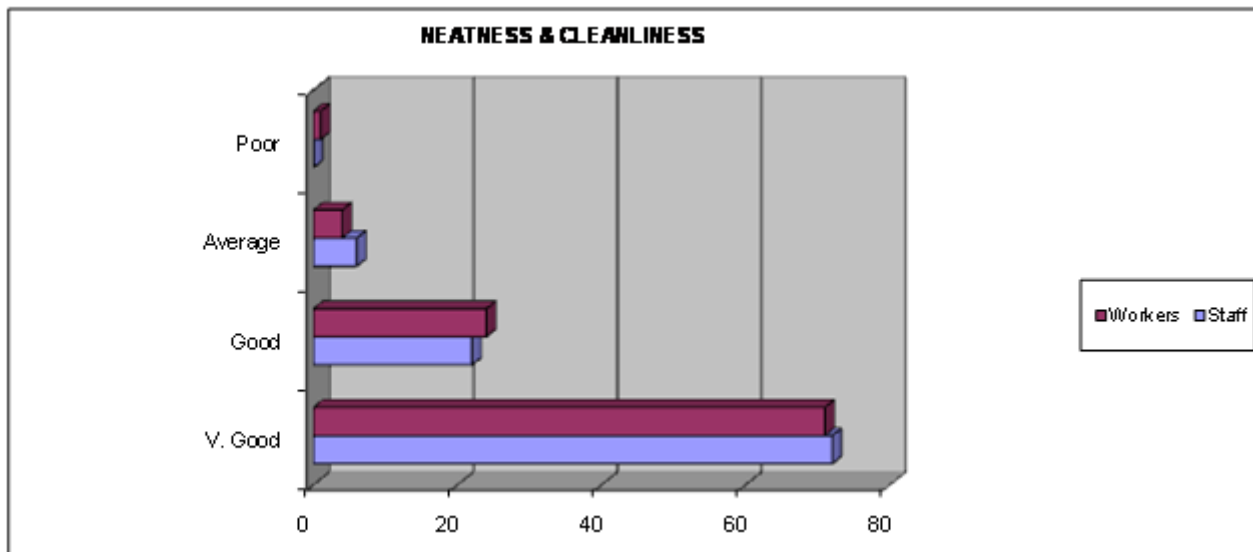
I. Are you satisfied with the Neatness and Cleanliness in the canteen?

Of the respondents majority rated the Canteen neatness & cleanliness to be good,



71.33% rated it very good, 23.33% good, 4.67% rated it average & 0.67% poor.

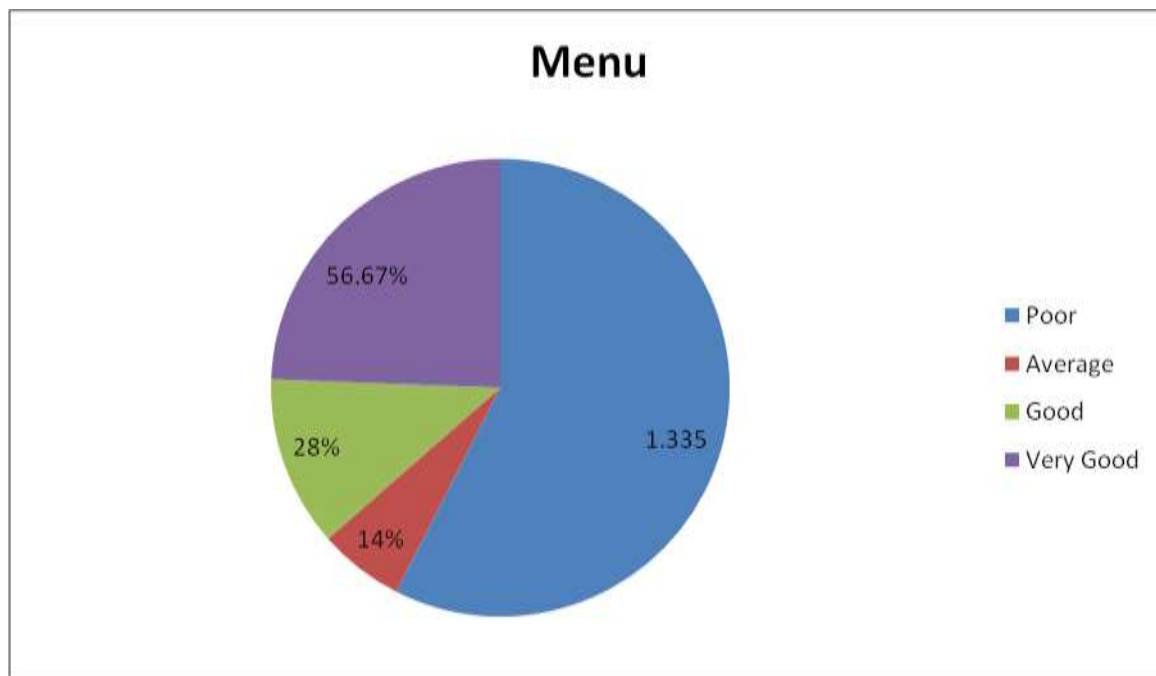
Majority of both staff & workers were of the opinion that neatness & cleanliness of Canteen was good. Only 6% & 4% respectively from staff & workers rated it to be



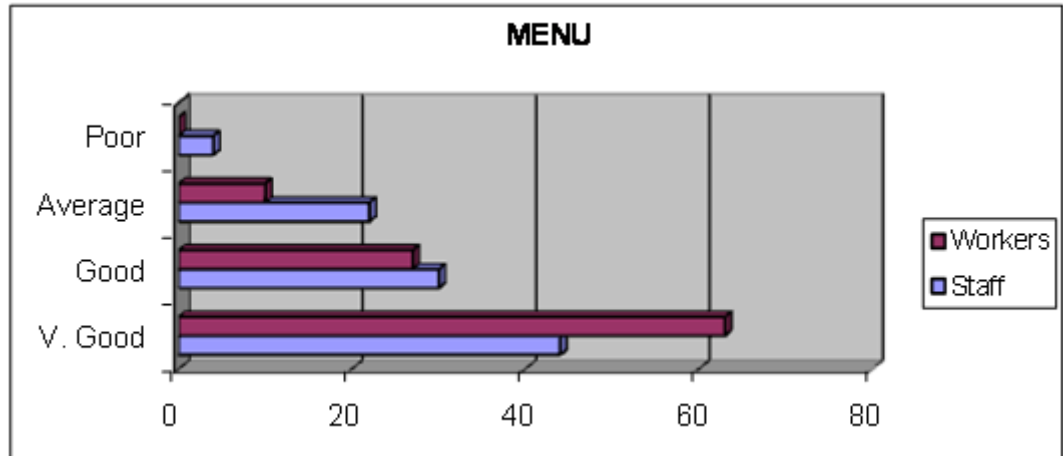
average.

On an average the percentage rating of staff & workers was at 91% which signifies the Canteen was maintained neatly & cleanly.

Are you satisfied with the Menu which is available in the canteen?



Most of the respondents (84.66%) rated Menu to be good. But 1.33% of respondents rated Menu to be poor and 14% rated it to be average. Which signifies dissatisfaction of some of the respondents towards the menu.



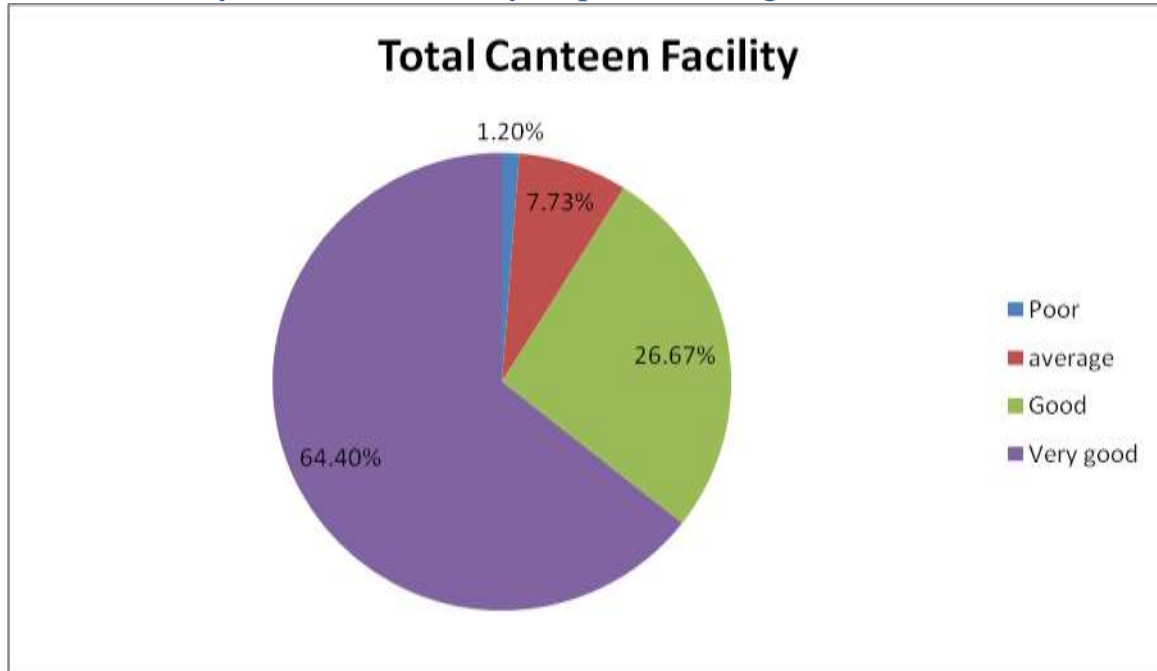
74% staff respondents rated menu to be good but 22% rated average and rest 4% poor, which shows that there is a need for improvement of Menu. 90% of workers felt the Menu was good and 10% rated average.

Workers respondents, both bachelor & married rated Menu at 88%. Staff bachelor rated the Menu at 76%, which could be attributed to their dissatisfaction with the Menu.

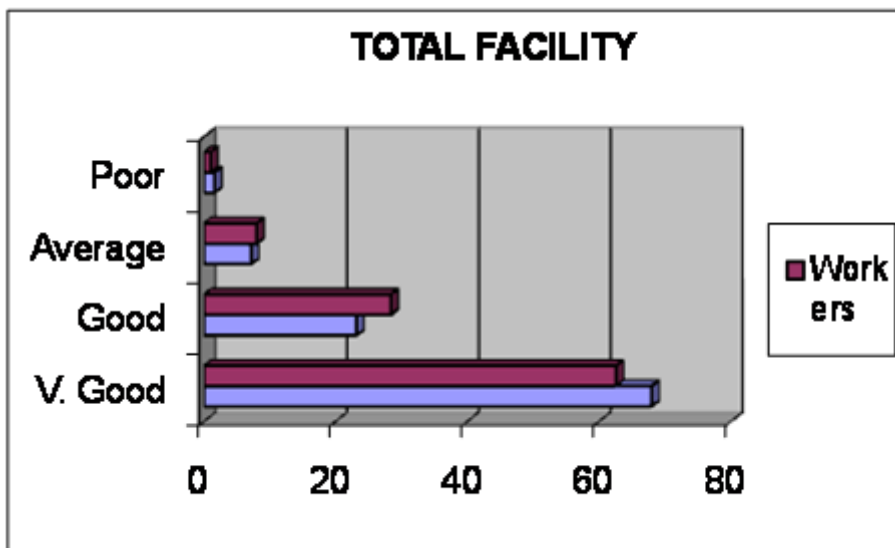
Married staff rated the Menu at 85%, which is higher than their bachelors but lesser than the workers. This could be attributed to the state of living and food habits of different classes. Worker being paid less cannot afford a variety of food which was available at the Canteen and staff who are earning higher income and tasted better food were not satisfied with the present Menu.

Are you satisfied with the **TOTAL FACILITY** of the canteen?

Canteen facility were evaluated by respondents as given below:-



91.07% of the respondents rated Canteen facility to be good. Only 7.73% rated



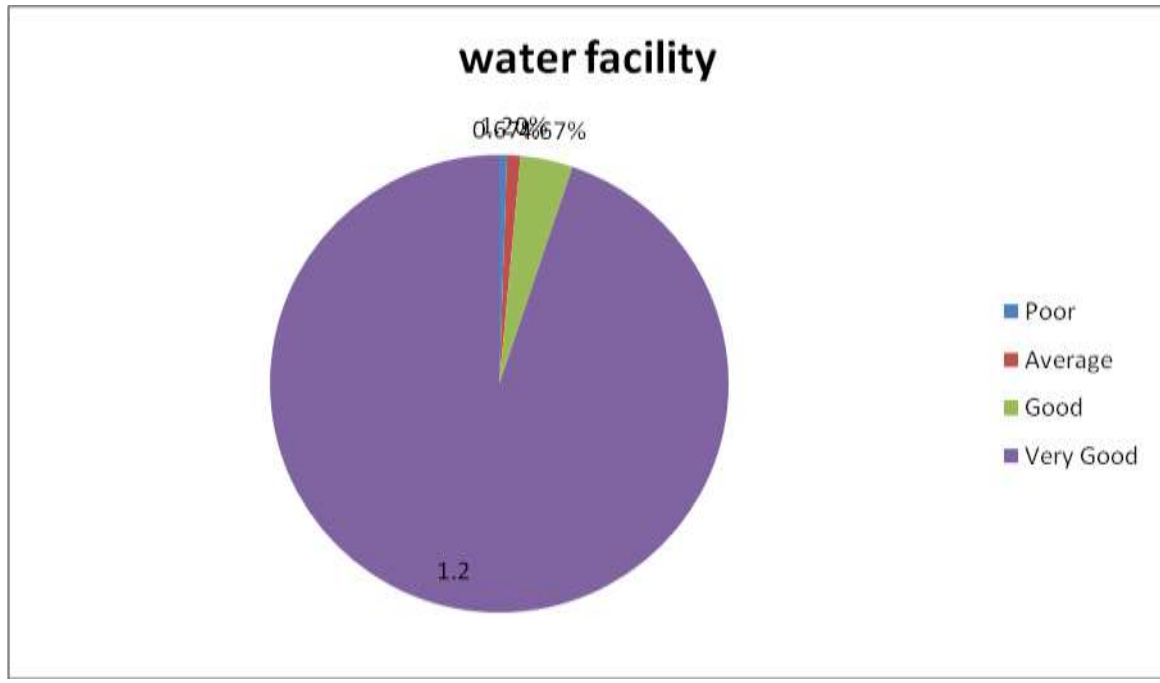
average and 1.2% poor.

More than 90% of the staff & workers rated Canteen facility good. Only a small percentage of the less than 2 rated it poor.

All the employees rated the Canteen facility around 88% with unmarried workers rating lowest at 87.4% and married staff highest at 89.8%.

Are you satisfied with the drinking water facility in the surya Roshni?

71.33% rated it very good, 23.33% good, 4.67% rated it average & 0.67% poor.



71.33% rated it very good, 23.33% good, 4.67% rated it average & 0.67% poor. Majority of both staff & workers were of the opinion that neatness & cleanliness of Canteen was good. Only 6% & 4% respectively from staff & workers rated it to be average.

Findings of the Study

- (1) Staff Respondents were not satisfied with the Quality of food, which could be because of their desire to have a change in the Menu and Liking for Variety. It could be attributed also to the expectations of the employees with regards to quality. Staff (87%) rated less when compared to workers (88%).
- (2) Behavior of mess boy, especially with regards to workers, needs attention. workers as a whole rated (88%) which was very much below staff rating (97%).
- (3) Workers are not satisfied with the service of the mess boy (85%). During lunch breaks the rush at the canteens is more and the number of mess boy being less, leads to delay in serving or hinders the quality of the service.
- (4) Respondents were not satisfied with the menu. Especially, Staff were of the opinion that menu needs to be improved (79%).

CONCLUSION

1:- In Surya Roshni, they considers employee welfare as a “Hygiene Issue” or consider as extremely important part of their company.

2:- They invest huge amount on employee welfare.

3:- They also provides better physical and mental health to workers and thus promote a healthy work environment.

4:- Facilities like housing schemes, medical benefits, and recreation facilities for worker’s families help in raising their standards of living.

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