



## EMPLOYEE WELFARE MANAGEMENT & PRACTICES IN PUBLIC SECTOR UNDERTAKINGS

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### ABSTRACT

Employees play a key role in the existence and growth of any organization, so their recovery is essential. Over the past few years both public and private sector companies have been doing their part. It enhances the interests of employees and their potential. Employee welfare facilities housing facilities, free medical facilities, retirement benefits, children, adult education benefits, welfare measures for employee families, loan facilities, etc. If companies do not bother employees there will be benefit, but effective and high performance is expected from them, which is just in vain. So, a lot is needed in this regard. Companies must provide welfare facilities for the welfare of their employees. Employees need to keep their motivation levels high. A comparative study was conducted to find out the satisfaction. The level of employees on the implementation of various welfare measures in the public and private sectors companies. The study also shed light on the impact of welfare measures on employee performance.

### KEYWORDS :

#### INTRODUCTION

Humans are considered to be dynamic aspects of management. The success of organizations in the age of globalization depends largely on human resource efforts. Human resources are now recognized and used as the most valuable of all institutional assets. Human resources, money, equipment, machinery, coordination, public use. According to L.F. Urwik, doing business or breaking in the long run is not about markets or investment, patents or equipment. "Of all the resources, manpower alone will not diminish over time.

In the current global industrial scenario, every industry is also striving to regain its top position in the country. Every employee in the organization also needs to implement welfare measures for employees, which are the dynamics of welfare activities of environmental concepts inside and outside. Many companies have identified this as a major trust area and have made continuous efforts to improve welfare systems within the organization. These efforts have been praised and recognized by many government agencies.

#### Conceptual Overview Of Human Resource Management

We will focus on 'People' in Human Resource Management (HRM) Management. The term HRM has gained great importance in modern business due to its impact on company productivity. HRM is considered to be the philosophy, policies, and processes related to the management of individuals in organizations.

Human resources, the most important and active factor or component, are considered central to all development processes of the economy. But the changing environment has created an imbalance between the skills of employees and the roles of duties they expect. There is a deep truth in the HR philosophy used by the best organizations in the world. It serves as an asset due to its growing role in companies as key components.

According to the National Institute of Personnel Management of India, "Human resource management is part of management that deals with people at work and within the organization. It seeks to bring together men and women who work as an organization."

#### Human Resource Management Activities

Human resource management activities are broadly classified into four functions or divisions. These include:

1. Acquisition of human resources
2. Development of human resources
3. Motivation of human resources

4. Maintenance of human resources

#### The Concept Of Employee Welfare

The term labor welfare looks very different in today's way of life. It should not be seen as generosity, foolish investment, fraud. When high incentives are provided, enhanced welfare measures enhance motivation and feeling in the employee perspective, which leads to more efficient performance and improves productivity and contributes to achieving harmony in industrial progress.

Labor Welfare Philosophy also bridges the gap between "House" and "Notes". Humanitarian conditions in our societies pose a serious threat to the lives of people from all walks of life, especially the working class. The concept of labor welfare stems from the desire to have a humanitarian perspective on working class suffering. After that it became beneficial. It has served as a motivating force for hard work and interest. As a result of the Industrial Revolution the social and economic conditions of the workers reached the lowest level. Recruiting agents of the mills treating the workers as slaves, overcrowding of workers, horrible conditions of work and exploitation of the poor working class by the rich have presented a ghastly picture of the inhuman conditions of the life of labour which have awakened the public conscience in favour of establishing welfare state based on two principles viz., the right of everyone to a job and guaranteed social establishing welfare state avoiding the excesses of unmitigated totalitarianism on the one hand and unbridged minimum of health, wealth and leisure. The theory of modernism, on the other hand, gave life to labor welfare.

#### Definition And Scope Of Employee Welfare

Many definitions of welfare lead to different types of definitions. It is somewhat difficult to say the exact definition of the term: there are sharp, diverse views on the objectives and capabilities of industrial welfare work. Broadly speaking, the measures taken by the government, employers and unions to improve the living standards of the workers and enhance their economic and social well-being are stamped as welfare measures.

The Oxford Dictionary defines labour welfare as "efforts to make life worth living for worker".

The voluntary efforts of the employer to establish, within the existing industrial system, working and sometimes living and cultural conditions of his employees, beyond what is required by law, the customs of the country and the conditions of the market.

The meaning or connotation of labour welfare must necessarily be elastic, bearing a somewhat different interpretation from one country to another, according to the different social customs, the degree of industrialization and the educational development of the workers.

#### **Employee Welfare Is A Key Function In HRM Operations.**

The welfare of the employees occupies a significant place in the industrial development of the country as well as in the organizational development. This is an important aspect of industrial relations, an additional factor being the inability of the employee to even pay his salary. The growth of industrialization and mechanization has seen a major change in the climate.

Employee welfare in relation to the maintenance function of employees designed specifically to protect the health and attitudes of employees. In other words, it helps to maintain the confidence of employees. The goal of welfare services in an industry is to improve the living and working conditions of employees and their families, as it ensures the well-being of employees. Employee welfare is one of the functions of Human Resource Management.

#### **The Purpose Of Employee Welfare At Work**

Every employee must also be satisfied to be in the same company and work well for the company. For employee satisfaction, the company must provide effective welfare measures. Development and living standards need to be raised while working in coal mines. Welfare measures improve the physical and mental health of employees, which in turn enhances their efficiency and productivity. In the present context globalization has an impact on the perception of employees.

Changes in daily routines Welfare programs are going to be implemented until the additions are involuntary to the people. Welfare measures increase credibility among employees. These improve the relationship between employers and employees. Welfare measures can prevent social evils and moral problems and create a conducive environment for the people.

Employee welfare is a voluntary activity to improve the intellectual and social life of the employee, which is not a requirement of the industry. Legal schemes are schemes offered by an organization in accordance with the laws governing the health and safety of employees. Illegal schemes are not provided by the company, but by the employee to improve satisfaction.

#### **Agencies For Welfare Work**

Many companies are engaged in labor welfare work. In addition to the central and state governments, employers, unions and social organizations will act as agencies to expand welfare facilities for workers, he said.

#### **A. Central Government:**

The Central Government seeks assistance through various laws relating to the safety, health and welfare of workers. Factories Act, 1948, Mining Act, 1952, Shipping Act, 1948, Plantation Labor Act, 1951, Motor Transport Workers Act, 1961, Employees State Insurance Act, 1948 etc.

#### **B. State Governments:**

Governments in various states and union territories provide welfare facilities to workers. A statutory welfare fund has been set up in Assam to provide medical, education, recreation and other facilities to plantation workers. Labor welfare centers in Gujarat, Maharashtra, Punjab and Karnataka are run by welfare boards.

#### **C. Owners:**

TISCO, Hindustan Lever, Godrej, L & T, Siemens, Voltas, Bajaj,

Birlas, Sandoz, Philips, HMT, LIC, BHEL, Air India, Hindustan Zinc, Hindustan Copper, RCF etc... have undertaken workers' welfare programs. TISCO owns and operates a fine hospital in Jamshedpur, which is supported by various residential areas through health centers and dispensaries.

#### **D. Trade Unions:**

The contribution of trade unions to labor welfare programs in India is not significant. Poor economies, multiple unions, often do not interfere in labor welfare work. There are some exceptions - the Ahmedabad Textile Labor Association, the Mazdoor Sabha of Kanpur, the Railway Men's Union and the Indian Federation of Labor.

#### **E. Other Agencies:**

Seva Sadan Societies of the Bombay Social Service League, Bombay Women's Institute in West Bengal, Assam Seva Samithi, YMCA. Etc. In addition to social service organizations, they provide services to the working class on a voluntary basis. The overall picture of labor welfare work in India is of some concern.

#### **F. Statutory and non-statutory welfare schemes:**

Companies provide welfare facilities to their employees, maximizing their motivation levels. Employee welfare schemes can be classified as Legal and Non-Legal Welfare Schemes. Legal schemes are schemes offered by an organization in accordance with the laws governing employee health and safety.

#### **The Need And Importance Of The Study**

The employee is considered a key part in the productivity of the company. The efficiency of a company in terms of productivity and market share depends largely on its staff. Effective management of employees plays a key role in achieving the desired goals of the organization. Employees, especially in transportation services, not only set the goals of the organization, but also play a key role in providing safety and security services to customers. APS RTC, one of the most important service sectors under the Government of Andhra Pradesh, has been providing services for many years. The ability to consistently produce reliable services depends primarily on employee performance.

Employees of the organization need constant encouragement not only in the form of monetary benefits but also through welfare measures. Welfare measures have a great impact on employees' commitment to company goals. Welfare measures, including legal and non-legal measures, have a definite impact on growth in output. Therefore, with this in mind, the current research study focuses on APSRTC's study on employee welfare management and policies in public sector organizations.

#### **Review of Literature:**

A survey conducted for the literature available in that branch re-insured those who had been neglected for a long time in the area. In the early days of the industrial and business environment, no one considered the people in the company to be an important factor to consider. Research scholars say it is irrelevant to study this topic. But in the early 1980s the department faced concern from proprietary experts and research scholars. HRM has become a topic of rapidly growing research and teaching interest.

**Swapna (2011)** specifically mentions the social responsibility of the Department of Labor Welfare in relation to Singareni Calorities Company Limited. Linkages and ethical considerations related to labor welfare address the potential for employee welfare. The concept of social responsibility in narrow sanctions is equivalent to economic welfare. Labor welfare can be achieved through social responsibility. In this

way the importance of social responsibility for labor welfare can be understood.

**Vijaya Banu and Ashifa (2011)** sheds light on the welfare measures being followed in the public sector transport sector. This study explores the concepts of different types of labor welfare activities related to labor. It highlights the level of awareness and satisfaction of workers related to various welfare programs and the improvement of welfare schemes in the Public Sector Transport Corporation.

**Jeff Dominitz and Charles F. Manski (2006)** studied the impact of public and private pension schemes on individual decision making. They review national surveys that attempt to calculate pension benefit estimates over time and describe attempts to calculate Social Security benefit estimates by interpreting potential estimates of well-defined outcomes in the U.S. They document the long-term existence of the social security system and the level of benefits and beliefs and heterogeneity with which that system exists.

**Paul Harris (2006)** said in his paper that unlike the way DuPont has signed the largest outsourcing agreement in 13 years, Paul Harris (2006) described HR Utility Management as a trial blazing effort to improve employee service to reduce costs and increase productivity. Convergys uses DuPont's SAP Enterprise software program to integrate HR services with other systems, including performance management and employee development. The move will help DuPont reach strategic business goals such as talent recruitment and legacy planning.

**Jorge Soares (2005)** studied the bias of target actions commonly used to assess the impact of the social security system on the well-being of individuals. He researched how the magnitude of this bias is affected by the different features of the pay-you-go social security system. Social security has an impact on the life expectancy of individuals in ways other than direct. It affects labor and tough decisions, so aspect prices have a re-impact on workers' income and savings.

**Karl Aiginger (2005)** re-evaluates the relative impact of labor market control on economic performance. Labor markets combined with high welfare costs are often thought to be the main reason for the low growth in Europe. The main result is that control has an impact on growth, but the effect of control change is not so easy to demonstrate. The effectiveness of macroeconomic policy can already be demonstrated in the U.S. by some European countries' success in bringing private and government spending in line with subsequent growth-oriented monetary policy and productivity and tax revenues.

In her article entitled "Gender Discontinued Careers and Low Activity Rates in the Long Life Society", **Hedva Sarfati (2004)** argues that long-term society poses a threat to healthy, better and longer life, higher pensions and current welfare systems, especially. There is a need to reduce or reduce the dependence on the labor market, welfare systems, population. In terms of demand, it will end by highlighting policies that increase women's activity and employment rates.

**Robert Strathdee (2004)** focuses on New Zealand's welfare-to-work policy and draws on interview data to explore the impact of "outsourcing" on tutors working with young, unemployed. Independent service providers, or outsourcing, have become the standard practice in business and are playing a major role in social policy in many Western countries. He argued that outsourcing should be used to control the policies of those working with the unemployed in New Zealand.

**Grover Chris (2003)** explores the goal of the new Labor

Welfare Reform Program, the reorganization of the Reserve Labor Force to fulfill its role in maintaining economic stability. Its aim is to use labor as cheaply as possible to invest through various direct and indirect wage subsidies and to use more benefit-oriented groups to compete for wage employment.

**Elangovan (2001)** studied the human resource management practices of Tamil Nadu Newsprint and Paper Limited and Seshasai Paper and Boards Limited. Basic data for this study were collected from the schedule from workers and officers. He noted that there was a significant relationship between welfare facilities and job satisfaction of employees in selected paper mills.

**Venkatraman (1997)** has focused on human resource development practice in his study since the 1900s. He has been at the forefront of providing employees with facilities such as health care, education, housing, retirement benefits, and canteen facilities.

**Pawan (1996)** attempted to study human resource management practices in six different manufacturing industries in Britain. Basic information was collected from employees. The questionnaire focused on human resource management, human resource management, recruitment and selection, pay and benefits, training and development, performance appraisal, employee relationships, the impact of competitive pressures, organizational factors, human culture and business sector.

In his article, **Huth Stephen (1995)** entitled "How Will You Nip At This At This At The Benefits Outsourced." Is a specialized organization that influences the day-to-day business interests. With electronic dazzling pleasant entertainment and a large amount of employee responsibility, the Outside Employee Service Center offers a whole new way to do business. This technology allows a service representative in a rural area of the country to access hundreds of details of benefit plans and analyze every detail for the employee.

**Rajwant Singh (1987)** stated that all difficulties in the implementation of labor welfare measures before the new century should be overcome. People need to explore ways to meet their minimum needs.

**Bhatia (1986)** in his study on the administration of the Workers' Compensation Act found that the gravitational impact of an accident was more frequent than training required. Clients are required to provide free legal aid and advice under the Labor Compensation Act. He said the amount of compensation determined by law does not appear to be designed for the future. Compensation needs to be increased in this age of inflation.

**Deepak Bhatnagar (1985)** evaluated the effectiveness of the Employees State Insurance Scheme in his study on Labor Welfare and Social Security Act in India. He said the employees were inconvenienced in giving their share to the scheme. Most employees are not fully aware of the different types of benefit schemes under this Act. Insured medical certificates are available immediately. He suggested that steps be taken to curb the trend of tax certification.

**Srivastava (1984)** states that work is very important in human life. Whatever the reason for working, one thing is for sure, the man is constantly working. The desire to work seems to be going very deep. Work is considered as a tool for gaining financial satisfaction. Working for one person has many other functions. A person's well-being, any valuable work, purpose in life, seems to be related to work.

**Monga (1980)** conducted a study on the implementation and

understanding of labor laws in Haryana. Focuses primarily on the mechanism by which labor laws are enforced. The level of oversight of returns under various laws reveals a certain picture that the number of staff used to enforce labor laws is inadequate, the methods are ridiculous and discreet, and the fines and imprisonment imposed by law in the state are very rare. He emphasized that the lack of awareness of the law and the lack of proper enforcement of the law was the main reason. The above reviews show that more studies have been conducted on welfare programs in public and private institutions. These studies did not cover the overall measures of labor welfare measures. The limitations of these studies are the lack of study of the relationship between employee selection and demographic variables for labor welfare measures. APS RTC has so far not conducted any study to analyze the attitude of employees on labor welfare measures. So careful study is very necessary. In this context, the present study is an attempt to fill the research gap in these areas. The study employed 330 employees at 3 depots in Nalgonda, Anantapur and Guntur.

### Objectives Of The Study:

It is an empirical study to analyze key areas such as promotions, career development, valuable housing, transport, health, child education, safety and employee safety. An attempt will be made by APSRTC to touch on the key concepts of HRM and its applications. The specific objectives of the study are outlined below.

1. To study the various welfares measure designed by the Government for public sector undertakings within the precincts of the establishment and outside the establishment.
2. To examine the suitability of the organizational structure of the APSRTC for implementing the employee welfare management practices.
3. To evaluate the role of trade unions in implementing the employee welfare programmes.
4. To find out the loopholes in statutory regulations and labour laws of the government.
5. To suggest the measures needed for implementing the employee welfare programmes in APSRTC.

### Findings Of The Study

#### Statuary welfare

- **Drinking Water:** There is no suitable seating arrangement.
- **First aid appliances:** There is no first aid appliance.
- **Latrines and Urinals:** There is no sufficient number of latrines and urinals.
- **Canteen facilities:** There is no cafeteria or canteens.
- **Spittoons:** There is no ware house, store places, in the dock area and office premises.
- **Lighting:** There is no proper and sufficient light.
- **Washing places:** There is no adequate washing places, such as bathrooms, wash basins with tap and tap on the stand pipe.
- **Changing Rooms:** There is no adequate changing room.
- **Rest Rooms:** There is no adequate numbers of restrooms.
- **Maternity & Adoption Leave** – There is no maternity or adoption leaves.
- **Medi-claim Insurance Scheme:** There is no adequate insurance coverage of employees for expenses related to hospitalization due to illness, disease or injury or pregnancy.
- **Sexual Harassment Policy:** There is no protection an employee from harassment of any kind.

#### Non-Statutory Benefits

- **Personal Health Care (Regular medical check-ups):** There is no Personal Health Care.
- **Flexi-time:** There is no flexitime policy.
- **Employee Assistance Programs:** There is no assistant programs are arranged like external counseling service.

- **Employee Referral Scheme:** There is no employee referral scheme is implemented to encourage employees to refer friends and relatives for employment in the corporation.

### Recommendations Of The Study

#### Statutory Benefits

- **Drinking water:** Safe and hygienic drinking water should be provided in all work places.
- **Seating facilities:** Adequate seating arrangements should be made in every corporation, especially in factories.
- **First Aid Tools:** First aid kits should be provided and evaluated immediately in order to provide basic medical care to the employee in need in the event of any minor accident.
- **Toilets, Bathrooms:** There should be adequate toilets and latrines in the office and factory premises.
- **Canteen facilities:** Cafeterias or canteens should be set up by the employer to provide clean, nutritious food to employees.
- **Spit:** Spit tones should be set up and kept clean in every work area, warehouse, store area, dock area and office premises.
- **Lighting:** Provide adequate and adequate lighting for employees to work safely on night shifts.
- **Washing areas:** Suitable washing areas such as bathrooms, faucet wash basins and faucets on stand pipes are provided in the port area close to work areas.
- **Changing rooms like this:** Rooms should be set up in the factory area and office premises so that workers can change their clothes. Workers are also provided with the necessary lockers and keep their clothing and belongings.
- **Restrooms:** Adequate number of restrooms for workers with water supply, wash basins, toilets, bathrooms, etc.
- **Maternity and Adoption Leave:** Employees receive maternity or adoption leave. Paternity leave policies have also been introduced by various corporations.
- **Medical Insurance Plan:** This insurance covers the cost of hospitalization due to illness, disease or injury or pregnancy.
- **Sexual Harassment Policy:** Guidelines are given to protect the employee from any form of harassment, to take appropriate action and to protect the affected employee. For more information- Sexual Harassment of Women in the Workplace (Prevention, Prohibition and Prevention) Act, 2013

#### Non-Statutory Benefits

- **Personal health care (Regular medical checkups):** Some companies offer a wide range of health checkups.
- **Flexi-time:** The main objective of Flexi-time Policy is to enable employees to work with flexible working schedules. Simple work schedules are initiated by the employee and approved by the employer to fulfill false business promises that support the employee's personal life needs.
- **Employee Support Programs:** Different types of support programs are set up as an external counseling service so that employees or their immediate family members can receive counseling on a variety of topics.
- **Employee Referral Scheme:** An employee referral scheme is implemented in the corporation to encourage employees to refer friends and relatives for employment in the corporation.

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