



“Human Resource Management: A Tool to uplift the morale of employees through welfare programmes (A case study of IDS ARGUS HEALTH SERVICES LIMITED, Punjab)”

KEYWORDS

Employee Turnover, Efficiency, Hygienic Environment, Performance.

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ABSTRACT

Employees are one of the important assets in the organization, as the achievement of the vision and mission of the organization is dependent on its workforce. In medium and large scale companies there is a separate Human Resource Department to look after the employees from the stage of selection to retirement with the motive to attract, retain and motivate the employees to facilitate improvement in the productivity and efficiency. In this paper a study of IDS ARGUS HEALTH SERVICES LIMITED located in Mohali, Punjab was undertaken to find out the effectiveness of various welfare programmes for the employees at different levels of management. For the purpose of this study questionnaire was administered to the employees of the organization. The study reveals that employees are of the opinion that staff welfare programmes are contributing towards the improvement in their performance.

INTRODUCTION

Employee's welfare, one of the most important functions of Human Resource Management, is a comprehensive term, including various services, benefits and facilities offered to employees by the employer. The welfare measures need not be monetary but in any kind/form. This includes items such as allowances, housing, transportation, medical insurance and food. It also includes monitoring of working conditions, creation of industry harmony through infrastructure for health, industrial and insurance against disease, accident and unemployment for the workers. Through such generous benefits the employer makes life worth living for employees.

The Oxford Dictionary defines employee welfare as “Efforts to make life worth living for workmen”.

The Encyclopedia of social science defines employee welfare as “The voluntary efforts of the employers to establish, within the existing industrial system, working and sometime, living and cultural conditions of the employees beyond what is required by the law, the custom of the country and the conditions of the market”.

Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of employees high so as to retain the employees for longer duration. Employee welfare entails all those activities of employer that is directed towards providing the employees with certain facilities and services in addition to wages and salaries. The logic behind is to create efficient, healthy, loyal and satisfied workforce for the organization. It helps in raising their standards of livings.

Employee welfare includes services, facilities and amenities provided to employees for improving their health, efficiency, economics betterment and social status. Welfare measures are in addition to regular wages and other economic benefits available to employee due to legal provisions and collective bargaining. Employee welfare is flexible and ever changing new welfare measures are added to existing ones from time to time. Welfare measures may be introduced by the Employers, Government, and Employees or by any social or charitable agency.

The purpose of the employee welfare is to bring about the development of the whole personality of the worker to make him a good worker and good citizen. Employee welfare aspects can be considered as negative as well as positive. In the negative side, employee welfare is concerned with counteracting the harmful effects of large scale industrialization on their personal, family and social life. In its positive side, it deals with the provision of opportunities for the worker and his family for a socially and personally good

life. Employee welfare measures help an organization to achieve their goals and objectives effectively and efficiently. In this paper a study was undertaken on the welfare programmes and its impact on the life of the employees of IDS - ARGUS HEALTHCARE SERVICES PRIVATE LIMITED IDS - ARGUS HEALTHCARE SERVICES PRIVATE LIMITED was incorporated on 3 April 2012. It is a joint venture between IDS INFOTECH LIMITED (INDIA) and ARGUS HOLDING COMPANY LLC (USA). The headquarter of IDS-Argus is located in MOHALI, with its second office located in New Delhi (NOIDA) India. The company has over 100 professionals involved in physician management services, litigation services, Software development, Provider Credentialing, Accounting, HCFA, UB claims etc. It is classified as Indian non government company and is registered at registrar of companies, Chandigarh.

REVIEW OF LITERATURE

1. It has been observed by Chukwunenye Iheanacho Okereke and Amgbare Daniel in their paper titled “Staff welfare and productivity in Patani local government council, Delta State Nigeria” published in the Journal of Economics and International Finance Vol. 2(12), pp. 313-320, December 2010 that pragmatic efforts should be made to enhance employee's job capabilities through training; to improve working conditions of the employees and their general welfare in order to elicit job satisfaction and motivation for increased productivity.

2. It has been concluded by Hassan, Moshood in their paper titled “Employee Welfare Programmes: Panacea Towards Improving Labour Productivity in the Service Sector In Nigeria” published in the Mediterranean Journal of Social Sciences, 2014 that the activities undertaken for the welfare of employees are helpful in the retaining, motivating, improving morale and enhancing labour productivity.

3. In a study published in the Asia Pacific Journal of Research by Dr. K. VIJAYARANI Professor and Head, Commerce Wing, DDE, Annamalai University, Annamalai nagar and G. SURESH Ph.D., Research Scholar, Department of Commerce, Annamalai University, Annamalai nagar on EMPLOYEES WELFARE MEASURES TOWARDS PRODUCTIVITY OF NEYVELI LIGNITE CORPORATION LIMITED, observed that, welfare measures are having positive and significant effect on productivity at the Nyeveli Lignite Corporation. The intramural welfare facilities will directly influence employee productivity.

4. Positive incentive and welfare packages are very helpful in enhancing workers' productivity and impact hugely on the return on investment made by the employers and stakeholders. Denying welfare benefits will create tensions in the workplace. It has been concluded in a study published in the Mediterranean Journal of Social Sciences July 2014 by Olufunmilayo F. Odeku and Kola O.

Odeku in the paper titled "In Pursuit of the Employees' Welfare in the Workplace: Issues in Perspectives".

OBJECTIVES OF THE STUDY

1. To determine the awareness and satisfaction level of the employees towards the welfare facilities, services and benefits provided by the organisation to the employees.
2. To know the employees opinion about the present welfare facilities.
3. To study the satisfaction level of workers towards the present welfare facilities.

METHODOLOGY OF STUDY

Research methodology is a systematic way to conduct a research. For this study secondary data was collected from web sites, reports of company, and the primary data was collected through questionnaire in order to evaluate the various staff welfare programmes undertaken by the organisation. There were around 100 employees working with the company and for the purpose of this study 50 employees from middle and lower level management were selected on random basis.

SIGNIFICANCE OF STUDY

The present study is restricted to the employees of IDS-ARGUS. This is an opportunity for the employees to give their feedback which will assist the management to think of some alternative programmes in future. The result of this study will help the management in knowing their weaknesses in managing the employees and that also encourages them to take action to reduce those shortcomings in future in the interest of the Company.

FINDINGS OF STUDY

Although the main function of the Human Resources Department is not only restricted to the selection, recruitment and training of the workforce but also to look after the various other activities to promote welfare programmes, in order to motivate them to boost up the morale. The results of the study have been shown below with the help of tables.

I Structure of Respondents (Table 1)

	20-30yrs	30-50yrs	Above 50yrs	M	F	Degree/Diploma	Post Graduate	0-5yrs	5-10yrs	10-20yrs	10000-15000	15000-30000	30000-45000	45000 and above
Age Group	7%	64%	29%											
Gender				79%	21%									
Education						75%	25%							
Length of Service								57%	22%	21%				
Monthly Income											25%	64%	8%	3%

III Employees feedback on welfare vs. performance (Table 3)

	YES	NO	1-2 weeks	2-3 weeks	3-4 weeks	4-5 weeks	Always	Some times	Never	Can't say
Welfare programmes improved Performance	92%	8%								
Special care of employees working in night shifts	92%	8%								

The table number one states the structure of respondents on the basis of their age, gender, education, length of service and monthly income from the middle and lower level management of the morning as well as night shift.

	Highly Satisfactory	Satisfactory	Average	Dissatisfactory	Highly Dissatisfactory
Working Environment	15%	60%	25%	-	-
Leave Policy	11%	68%	18%	3%	-
Conveyance Allowance	15%	46%	32%	7%	-
Cleanliness	11%	74%	11%	4%	-
Seating Arrangement	18%	64%	18%		-
Medical facilities	21%	25%	50%	4%	-
Canteen facilities	4%	43%	32%	8%	13%
Rest rooms	4%	35%	43%	10%	8%
Over all view about welfare activities	8%	60%	28%		4%

In the table number two satisfaction levels of employees with regard to the welfare programmes of the management in the form of working environment, cleanliness, leave policy, conveyance, seating arrangements, medical facilities, canteen facilities, rest rooms is shown. The satisfactory level as reported by the respondents is high with regard to the working environment, cleanliness; leave policy, conveyance facility and seating arrangements. As far as the medical facility, canteen facility and restrooms are concerned, employees are not much satisfied. Effective canteen facility and rest rooms are necessarily required in any organisation so that the employees can refresh themselves which in return results in improvement in performance. Whereas the study shows that the few employees are dissatisfied and highly satisfied with these two services.

			43%	28%	18%	11%				
Time taken to sanction special welfare facilities										
Attitude of problem solving							46%	36%	4%	14%

The table number three highlights that 92% employees have accepted the fact that welfare programmes undertaken by the company is playing a very important role in improving their performance. And only 43% of the respondents have accepted that the special welfare facilities are sanctioned within a reasonable period of time. The delay in sanction brings down the intensity of satisfaction that can be availed out of the welfare programmes.

SUGGESTIONS

1. In order to enhance the satisfaction level of employees and to keep a check on the employee turnover the Company can plan to provide housing facilities to their employees.
2. The quality of food provided in the canteen must be improved further, as it is a well known fact that healthy mind lives in healthy body by providing hygienic environment conditions for employees, productivity will also improve.
3. Adequate numbers of first aid appliances have to be provided at proper place in the company.
4. Seating arrangement in plant and canteen can be improved by providing clean and airy space for all the level of employees.
5. Rest rooms provided within the company should be sufficient in number.
6. Transportation facilities should also be provided to day shift employees who will be helpful in improving the performance level.

CONCLUSION

Human resource plays an important role in any organization and to look after the welfare of employees is the main concern to this department, if employees are happy with welfare facilities then only the productivity of that organization can be improved. Based on the study of employee's welfare in IDS ARGUS HEALTH SERVICES LIMITED, MOHALI PUNJAB, it has been observed that the employees of this organization are satisfied with the various welfare facilities, services and benefits provided to them and it helps in increasing their performance. But still there are some areas where the organization can undertake measures to improve the welfare facilities for the human resources, the real asset to any organisation.

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