

Implications of Labour Welfare Measures on Quality of Work Life: A Study on Industries at SIPCOT Industrial Estate, Hosur, Dharmapuri District, Tamil Nadu, India



Management

KEYWORDS :Welfare Measure, Quality of Work Life, SIPCOT Industrial Complex

* Dr.R.Madhesh

Senior Inspector, Metallurgical Services, Salem Steel Plant, Salem-636 013, Tamil Nadu. * Corresponding Author.

ABSTRACT

The SIPCOT (State Industries Promotion Corporation of Tamil Nadu Ltd.) industrial complex was established in the year 1971 to develop industrial growth in Tamil Nadu. These industrial parks are important for the country in earning Foreign Exchange and providing employment to lakhs of workers. Being highly labour intensive industries, it needs more concentration in the area of employee welfare to increase productivity. In this study, the industries located in SIPCOT industrial complex, Hosur, Dharmapuri District has been selected. This study identifies various welfare measures and effectiveness of those methods. Welfare measures plays important role in employee satisfaction which results in improved quality of work life. This study throws light on the impact of welfare measures on QWL among the employees of SIPCOT industrial area in Dharmapuri district.

1. Introduction

The term welfare suggests the state of well being and implies wholeness of the human being. It is a desirable state of existence involving the mental, physical, moral and emotional factor of a person. Adequate levels of earnings, safe and humane conditions of work and access to some minimum social security benefits are the major qualitative dimensions of employment which enhance quality of life of workers and their productivity.

Institutional mechanisms exist for ensuring these to workers in the organized sector of the economy. These are being strengthened or expanded to the extent possible. However, workers in this sector are to be studied periodically, whether they are satisfied with the welfare provided by the companies, as welfare schemes are directly dependant on the economy of the companies. Steps need to be taken on a larger scale than before to improve the quality of working life of the workers, including women employees. Classical economics and all microeconomics of labour is one of four factors of production, the others being land, capital and enterprise. It is a measure of the work done by human beings.

There are macroeconomic system theories which have created a concept called human capital (referring to the skills that workers possess, not necessarily their actual work), although there are also counterpoising macroeconomic system theories that think human capital is a contradiction in terms. Labour welfare is a key to improve employer-employee relations. In order to increase labour welfare, employers offer extra incentives, health benefits, medical benefits and other schemes to make workers to accept mechanization.

2. Literature Review

Walton (1973) stated that the quality of work life is a phrase that contains vast meaning. It is not merely the limiting working hours in a week, or labour law that protects child labour and equitable pay, but also the inclusion of the needs and wishes of the employees for a better life of the people within the organization.

Conventions and Recommendations of ILO (1949) sets forth a fundamental principle at its 26th conference held in Philadelphia recommended some of the measures in the area of welfare measures which includes adequate protection for life and health of workers in all occupations, provision for child welfare and maternity protection, provision of adequate nutrition, housing and facilities for recreation and culture, the assurance of equality of educational and vocational opportunity etc.

Report of National Commission on Labour (2002), Government of India, made recommendations in the area of labour welfare measures which include social security, extending the application of the Provident Fund, gratuity and unemployment insurance etc.

Madhesh.R (2011), in his study on "Quality of Work Life of Select Steel Plant Employees in Tamil Nadu" states that QWL is a complex subject resulting from number of factors and depends upon their numerous dimensions. The most common 11 factors that influence the quality of work life of employees are nature of job, compensation, working conditions, opportunity for growth and development, social integration of work, constitutionalism in the work organization, work and total life space, occupational stress, workers' participation in management, grievance handling, and social relevance of work. One might view a low Quality of Work Life as one in which there is predominantly negative features in the working environment.

3. Scope of the study

The scope of labour welfare and quality of work life can be interpreted in different ways by different countries with varying stages of economic developments, political outlook and social philosophy. The scope therefore cannot be limited to facilities within or near the undertaking, nor cannot be so comprehensive as to embrace the whole range of social welfare or social service. It follows all intramural and extramural welfare activities as well as statutory and non-statutory welfare measures undertaken by the employers, the government, trade unions or voluntary organization falls within the scope of the labour welfare. This research starts with the objective of studying the various welfare measures provided by the industries in SIPCOT complex and its impact on quality of work life among the employees in Dharmapuri district, Tamil Nadu.

4. Research design

This study describes the factor that leads to welfare measures for workers of industries in SIPCOT complex in Dharmapuri district, Tamil Nadu. Here the descriptive research was conducted to find out the information about the factor and to spotlight the areas that need the management's attention.

In this study the sampling unit is from industries in SIPCOT complex, Hosur of Dharmapuri district, Tamil Nadu. The sample includes 10 industries in SIPCOT with 25 participants from each unit. Thus the total number of respondents is 250. Analysis involved in estimating the value of unknown parameters of the population and testing of hypothesis for drawing inferences. Interpretation refers to the task of drawing inferences from the collected facts from an analytical study.

Interpretation is essential because the usefulness and utility of research finding lies in the proper interpretation. Statistical data have been represented either in univariate or in bivariate forms to provide a clear depiction of the responses in the most suitable form, besides charts have also been provided to highlight the same. The statistical tools like chi-square, ANOVA and percentage analyses are also used.

Table 1: Distribution of the respondents' opinion about Welfare Measures

S No.	Factor	Frequency	Percent
1	Highly Satisfied	37	15
2	Satisfied	55	22
3	Neither Satisfied nor Dissatisfied	98	39
4	Dissatisfied	20	8
5	Highly Dissatisfied	40	16
Total		250	100

It is evident from the table that 15 Percent of the employees are highly satisfied with their welfare measures, 22 Percent of the employees are satisfied with their welfare measures, 39 Percent of the employees are Neither Satisfied nor Dissatisfied with their welfare measures, 8 Percent of the employees are dissatisfied with their welfare measures and 16 Percent of the employees are highly dissatisfied with their welfare measures.

Table 2: Distribution of the respondents' opinion about Trade Union activities

S No.	Factor	Frequency	Percent
1	Highly Satisfied	40	16
2	Satisfied	59	24
3	Neither Satisfied nor Dissatisfied	83	33
4	Dissatisfied	36	14
5	Highly Dissatisfied	32	13
Total		250	100

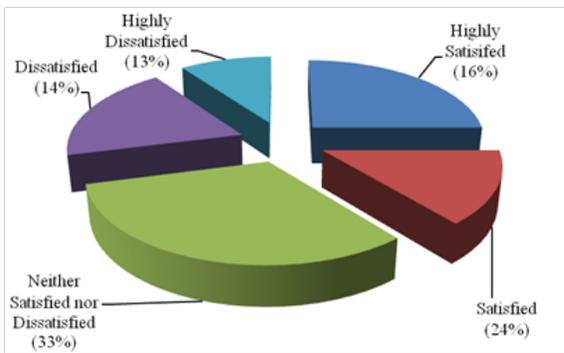


Figure 1: Distribution of the respondents' opinion about Trade Union activities

It is evident from the table that 16 Percent of the employees are highly satisfied with the trade union activities, 24 Percent of the employees are satisfied with the trade union activities, 33 Percent of the employees are Neither Satisfied nor Dissatisfied with the trade union activities, 14 Percent of the employees are dissatisfied with the trade union activities and 13 Percent of the employees are highly dissatisfied with the trade union activities.

Table 3: Distribution of the respondents' opinion about Safety Measures

S No.	Factor	Frequency	Percent
1	Highly Satisfied	98	39
2	Satisfied	77	31
3	Neither Satisfied nor Dissatisfied	35	14
4	Dissatisfied	26	10
5	Highly Dissatisfied	14	6
Total		250	100

It is clear from the above table, that 39 Percent of the employees are highly satisfied with safety measures provided by the companies, 31 Percent of the employees are satisfied with safety measures provided by the companies, 14 Percent of the employees are Neither Satisfied nor Dissatisfied with safety measures provided by the companies, 10 Percent of the employees are dissatisfied with safety measures provided by the companies and 6 Percent of the employees are highly dissatisfied with safety measures provided by

the companies.

Table 4: Distribution of the respondents' opinion about Work Atmosphere.

S No.	Factor	Frequency	Percent
1	Highly Satisfied	46	18
2	Satisfied	88	36
3	Neither Satisfied nor Dissatisfied	63	25
4	Dissatisfied	33	13
5	Highly Dissatisfied	20	8
Total		250	100

This table implies that

- 18 Percent of the employees are highly satisfied with work atmosphere.
- 36 Percent of the employees are satisfied with work atmosphere.
- 25 Percent of the employees are neither satisfied nor dissatisfied with work atmosphere.
- 13 Percent of the employees are dissatisfied with work atmosphere.
- 8 Percent of the employees are highly dissatisfied with work atmosphere.

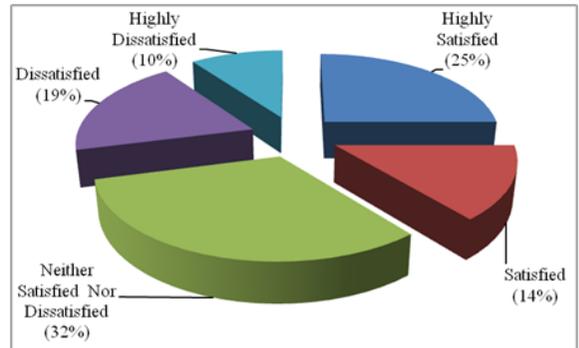


Figure 2: Distribution of the respondents' opinion about Grievances handling procedure

The above chart shows that 25 Percent of the employees are highly satisfied with employee's grievances handling procedure, 14 Percent of the employees are satisfied with it, 32 Percent of the employees are neither satisfied nor dissatisfied opinion with it, 19 Percent of the employees are dissatisfied with it and 10 Percent of the employees are highly dissatisfied with it.

Table 5: Distribution of the respondents' opinion about Promotion

S No.	Factor	Frequency	Percent
1	Highly Satisfied	51	20
2	Satisfied	53	22
3	Neither Satisfied nor Dissatisfied	53	21
4	Dissatisfied	48	19
5	Highly Dissatisfied	45	18
Total		250	100

The distribution of the respondents based on their opinion about promotions. The results show that 20 Percent of the employees are highly satisfied with promotional facilities, 22 Percent of the employees are satisfied with promotional facilities, 21 Percent of the employees are neither satisfied nor dissatisfied with promotional facilities, 19 Percent of the employees are dissatisfied with promotional facilities and 18 Percent of the employees are highly dissatisfied with promotional facilities.

Table 6: Respondents' opinion about Welfare Measures and Recreation Facilities

		Welfare Measures	Recreation Facilities
Welfare Measures	Pearson correlation	1.000	0.917**
	Sig.(2 tailed)	.	.000
	N	250	250
Recreation Facilities	Pearson correlation	.917**	1.000
	Sig.(2 tailed)	.	.000
	N	250	250

From the above table,

Variable, X = welfare measures.

Variable, Y = recreation facilities.

This correlation table shows there is a significant positive relationship between welfare measures and recreation facilities. The inferred value is 0.917

Table 7: Respondents' opinion about Welfare Measures and Medical Facilities

Factor	Number of respondents	
	Welfare Measures	Medical Facilities
Highly Satisfied	37	76
Satisfied	55	18
Neither Satisfied nor Dissatisfied	98	80
Dissatisfied	20	26
Highly Dissatisfied	40	50
Total	250	250

Figure 3: Respondents' opinion about Welfare Measures and Medical Facilities

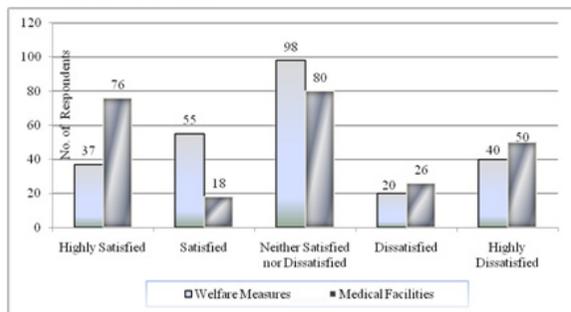


Table 8: Correlation between Welfare Measures and Medical Facilities

		Welfare Measures	Medical Facilities
Welfare Measures	Pearson correlation	1.000	0.943**
	Sig.(2 tailed)	.	.000
	N	250	250
Medical facilities	Pearson correlation	.943**	1.000
	Sig.(2 tailed)	.	.000
	N	250	250

The above correlation table shows that there is a significant Positive relationship between Welfare Measures and Medical Facilities. The inferred value is 0.943.

Table 9: Respondents' opinion about Welfare Measures and Work Satisfaction

Factor	Number of respondents	
	Welfare Measures	Work Satisfaction
Highly Satisfied	37	57
Satisfied	55	64
Neither Satisfied nor Dissatisfied	98	85
Dissatisfied	20	20
Highly Dissatisfied	40	24
Total	250	250

This correlation table shows there is a significant Positive relationship between Welfare Measures and Level of Work Satisfaction. The inferred value is 0.926.

Ho: There exists no significant relationship between Level of Work Satisfaction and trade union activities.

H1: There exists significant relationship between Level of Work Satisfaction and trade union activities.

Level of Work Satisfaction

Table 11: Level of Work Satisfaction(Trade Union Activities)

Factor	Observed N	Expected N	Residual
Highly Satisfied	24	50.0	-26.0
Satisfied	20	50.0	-30.0
Neither Satisfied nor Dissatisfied	85	50.0	35.0
Dissatisfied	64	50.0	14.0
Highly Dissatisfied	57	50.0	7.0
Total	250		

Table 12: Level of Work Satisfaction (Due to Trade Union Activities)

Factor	Observed N	Expected N	Residual
Highly Satisfied	32	50.0	-18.0
Satisfied	36	50.0	-14.0
Neither Satisfied nor Dissatisfied	83	50.0	33.0
Dissatisfied	59	50.0	9.0
Highly Dissatisfied	40	50.0	-10.0
Total	250		

Table 13: Test Statistics

	Level of Work Satisfaction	Trade Union Activities
Chi-Square	60.920	35.800
Df	4	4
Asymp.Sig.	.000	.000

Since the Chi-Square values are significant at 0.0 Percent and 0.0 Percent. We reject the null hypothesis and conclude that there exists significant relationship between Level of Work Satisfaction and Trade Union activities.

6. Findings

1. Most of the employees are highly satisfied and benefited with the welfare measures provided by their companies.
2. The employees show positive attitude towards the provision of the welfare measures.
3. On the whole, majority of the employees are highly satisfied with the welfare measures provided by the companies in SIPCOT Industrial area.
4. Employees having 5 - 10 years of experience are highly satisfied with the safety measures, working conditions, etc.

7. Suggestions

1. Improvements or modifications are required in the field of recreation facilities leave facilities, safety equipments, overtime payments, compensatory arrangements on medical grounds and promotion,.
2. Modifications shall be initiated in the field of grievance handling, rest room facilities, uniform and footwear, service awards and other motivational factors.
3. Betterment is required in the work of welfare inspector, placement for dependents on compassionate grounds, transfer policies, disciplinary and appeal rule proceedings.
4. The trade unions have to change their work as more transparent and easily viable to all the employees.
5. Industries can think of formation of a problem solving committee with representation from workmen and management for improving the welfare activities. This committee can conduct hearings from the employees or conduct surprise visits to the work spot, for understanding and solving problems.

8. Conclusion

Generally, welfare measures are recreational, medical, educational, housing, sanitation and so on. Every organization pro-

vides the statutory welfare measures. But few organizations provide more welfare facilities to the employees so that they retain the employees by increasing their quality of work life. By the result of improved quality of work life among the employees their involvement in job enhances, which results in increased productivity of the organization. Thus the organizations maintain smooth relationship between workers and management, which leads to better industrial relations and attain the goals of the organization. This study infers that the employees of SIPCOT industrial area in Hosur, Dharmapuri district are satisfied with the welfare measures provided by their organization.

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