

A Comparative Study of Effectiveness of Statutory Employee Welfare Measures - With Special Reference to Canteen Facility in Sugar Mills in Krishna District of Andhra Pradesh

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Abstract-

The existing research is created an effort to recognize the worker well being actions implemented in Sugar Miles industry. Employee well being indicates anything done for comfortableness and enhancement of the employees over and above the salaries compensated which is not a requirement of the profession. The standard objective of employee well being is to enhance the lifestyle of workers and keep them satisfied. Employees invest at least half their time at your workplace or getting to it, or making it. They know that they play a role to the organization when they are reasonably exempt from fear and they experience that when they are in trouble/ problems, they are due to get something returning from the company. Individuals are qualified for be treated as complete humans with individual needs, desires and stresses.

Key words: *welfare, wages, organization, improvement.*

I. INTRODUCTION

Among all the inputs that go into an economic activity, Men or Human Resources are the most powerful one as they can contribute more than their 100 percent potential and can make other physical inputs also to yield their full potential. At the same time, they are equally powerful to contribute less than their 100 percent of their potential and also can make other physical inputs to yield less than their potential. If the available physical resources should be used to their maximum potential, we must manage the human resources in a better way. Therefore, the men or people or Human Resources should be managed efficiently and their welfare should be taken care of to make them think twice and thrice before they leave the organization. The Employee welfare schemes implemented in an organization play an important role in achieving this objective.

II. REVIEW OF LITERATURE ON LABOUR WELFARE

Prayag Metha (1985) undertook a case Study of Central Welfare Organizations which are meant for the purpose of administering welfare funds created in India to provide employee welfare facilities with a view to improve the quality of organized and scattered employees like those in mica, iron and manganese ore mines and beedi industry. The study was undertaken to assess the effectiveness of the programmes for improving living standards and quality of life of the concerned employees, to find out the extent and needs at the various employee welfare programmes and to identify organizational and management problems related to the functioning of various welfare activities. The study identified the need for developing and integrated community health approach in various activities like family planning, nutrition and the need for appropriate programmes for employee welfare personnel including medical personnel. According to this study, the housing and educational programmes indicated very little coverage and as such need for more vigorous and innovative program was felt necessary. In regard to the employee welfare organization, this studied concluded that they needed urgent reorientation and reorganization with proper administration, organizational structure and management.

A study conducted by *Saiyadin (1989)* examined the purpose and the cost of non- statutory employee welfare activities for the organizations. Five public and six private sector organizations were selected for the

study. The study brought of an important conclusion that the most pre-dominant theme in the minds of organization, when they think of the voluntary employee welfare measures were not output and efficiency, but increasing loyalty and morale. In respect of the study revealed that the public sector organizations spend more on employee welfare activates, as compared to private sector organizations. While public sectors spent more on transportation and recreation, private sector was found to be spending more on housing according to this study.

Bhattacharya (1978) made a comparative analysis of the different phases of social security measures in India and in other developed countries. He concluded that the social security measures introduced in India suffer from glaring gap and the efforts of the government and the other employers were not coordinated. The study found that the Government had taken up the question of protecting the interests of labour and had enacted a number of labour legislations in the post independence era, a big gap did exist between the policy and its implementation. He suggested that the Government of India should set up a research centre for an analytical study of the social security measures for millions of employees in the country on the field, in the factories and in the mines.

Zeheeruddin (1985) covered the various problems faced by the beedi and cigar employees/employees and the legislative and administrative steps taken to ensure a better life to toiling employees. Relevant statutes, their interpretation by the court and the actual effect of them on the life of beedi employees constituted the main part of the study. In regard to employee welfare measures the study concluded that there were great variations in the employee welfare measures and the activities of employee welfare organizations form stat to state and from industry to industry and the inspection and supervision of such activities are not very satisfactory. He suggested some measure of uniformity in such actives and a definite standard of minimum welfare should be laid down besides the effective machinery supervising the welfare activities.

Vishwan had studied the problems of sugar mill industry in Mumbai in respect of health, safety and working conditions. **Verma Promod (1973)** conducted a study on employees' needs and welfare in Ahmadabad, an important textile city in India. The study concluded that, the housing conditions were bad and that the felt need of the employees/employees was particularly related to such facilities as sanitation, primary schools, co-operative housing society and vocational education.

According to a study conducted by **Koshal (1975)** despite statutory provisions and enforcing agencies in India, the employee welfare facilities were absent and cement industry was the only industry where provisions were adequately enforced. The study suggested the need for overhauling and tightening the machinery of inspection. Appointment of welfare inspectors for different factories, distinguishing the duties of factory inspectors from those of welfare inspectors and the duties of employee welfare officers from those of welfare inspectors, requiring the employee welfare inspectors to submit annual and quarterly reports and empowering the employee welfare inspector to fine, in case of default, were some of the steps suggested in the study.

The study of **Hrishikesh (1974)** was concerned with the development and social security in the context of economic backwardness and the elements of economic development. Special attention was paid to the problem of Uttar Pradesh.

A study on participation of employees/employees in welfare work by **Murthy and Narayana**, examined the extent of participation of employees/employees in employee welfare policy formulation, programme formulation and implementation, level of assuming responsibility for administering the programmes and participation at the levels of assessment of results. The study was confined to the employees/employees in various factories in Visakhapatnam District of Andhra Pradesh.

A study on labour welfare work in Jamshedpur was undertaken by **Verma (1971)** which observed that various agencies of labour employee welfare had made attempts, on a partial scale, to improve the recreation, working and living conditions for the employees/ employees engaged in the various industrial organizations.

The research work of **Misra (1971)** aimed at sociological analysis of the labour welfare problems of sugar industry. The analysis was based on the first hand data collected from the sugar factories of Eastern Uttar Pradesh. The study concluded that the conditions of work in sugar factories of UP were not very satisfactory, particularly in respect of safety measures, cleanliness, sanitation, latrine facilities, drinking water, rest shelters etc. It also pointed out that provisions for leaves and holidays, lighting, housing, medical care and education were far from satisfactory.

The study of **Zachariah (1954)** based on the sample survey of manufacturing undertaking in Mumbai, covered employee welfare services and working conditions while surveying the factories effecting industrial

relations. The study observed that, better working conditions and adequate provision of employee welfare services would contribute much for harmonious industrial relations.

The *Survey conducted by the Labour Bureau 1961*, showed a good awareness on the part of the employers in the jute industry in improving employee welfare amenities to the employees and their children in the education. The survey revealed that the facilities extended by them are over and above the obligation last on employers under various firms.

The article published by *Loen (2009)* said that it is the responsibility of an employer to improve compliance and due diligence. Apart from operational risk the employer have legal and financial justification for monitoring welfare. To measure welfare conditions the employer need to adopt a structured approach through benchmarking standards. As the employer you are held liable for employee welfare.

In an article by *Shareen Aguilar (2007)* about restaurant management and restaurant operations techniques said how to handle employees through owning and managing a restaurant for business isn't all about how operating it flawlessly should be done. As the highest person in-charge of establishment, the employer need to consider all areas of how employer establishment could work efficiently. Having said this, employees' welfare already counts greatly as one of the areas of consideration the employer should never overlook or take for granted. Managers aren't exempted. The things applied to employees are still the same things that managers need and in giving those perks or rewards, go for something that they'd really be looking forward.

The article of *S.Shiny Nair (2009)* about 'employee welfare' says that employee welfare as "efforts to make life worth living for workmen." These efforts have their origin either in some statute formed by the state or in sum local custom or in collective agreement or in the employer's own initiative.

The importance of Employee welfare measures needs no emphasis as they are essentials to motivate the work force to discharge their duties effectively. Providing adequate employee-welfare measures involves continuous improvement of employees, and their capabilities and the quality of their life. Labour welfare measures are also undertaken with a view to building up better relations with employees. Labour welfare has become a very wider subject; both comprehensive and controversial, whether in private or public sector. Unfortunately, the welfare measures undertaken today by the manufacturing organization were looked upon as charity for the poor in earlier days. However, every organization wants to make its labour force effective by providing statutory and non-statutory employee welfare measures. Implementation of Employee welfare measures vary from industry to industry, or geographical area to geographical area and from time to time.

In this research paper an attempt is being made to evaluate the effectiveness of canteen facilities provided as an employee welfare measure in the sample Sugar mills in Krishna District of Andhra Pradesh.

III. THE OBJECTIVES OF THE STUDY

The main objectives of the present study are:

1. To study the canteen facilities provided by the sample sugar mills in Krishna District of Andhra Pradesh;
2. To critically evaluate the effectiveness of the canteen facilities provided by the sample sugar mills by measuring the satisfaction levels of the sample employee respondents;
3. To offer suggestions in the light of findings for improvement of the canteen facilities in the sample sugar mills.

IV. METHODOLOGY

Survey method of research was adopted. The required data was collected from, both, primary and secondary sources. The primary sources of data included interviewing the employees including both officers and employees, working in the sample sugar mills and also administering separate structured schedules of questions on them. The secondary sources of data included referring to different published data like, Reports of Planning Commission, Labour Welfare Committee, Hand Book of R.B.I., Hand Book of Statistics- Krishna: 2015-16, articles, standard text books, journals, magazines and various related websites.

Hypotheses

The present research paper is based on the following hypothesis

- *Null Hypothesis (H₀): There is no significant association between age of the sample employee respondents and the levels of their satisfaction regarding canteen facilities in the sample sugar mills in Krishna District of Andhra Pradesh.*

- **Alternative Hypothesis (H₁):** *There is a significant association between age of the sample employee respondents and the levels of their satisfaction regarding canteen facilities in the sample Sugar Mills in Krishna District of Andhra Pradesh.*

Rationale in selection of Krishna District

The Krishna District is one of the major sugarcane producing areas in Andhra Pradesh. Nearly 260 villages participate in producing the sugarcane. **K.C.P Sugar and Industries Corporation Limited**, Vuyyuru, **K.C.P Sugar and Industries Corporation Limited**, Lakshmipuram, and **Delta Sugars Limited (Formerly known as Sree Hanuman Co-operative sugars Limited)** are major sugar producing mills in Krishna District of Andhra Pradesh. Therefore, the present research paper is an attempt in evaluating the adequacy, implementation, satisfaction levels of the sample employee respondents regarding the canteen facilities provided by the sample sugar mills in Krishna District of Andhra Pradesh.

Sampling

The present research paper covers all the above three major manufacturers of sugar in Krishna District of Andhra Pradesh. The employee respondents include, both officer and worker, were selected on random basis with stratified multi-stage sample technique. In each mill, one-fourth of total employees were selected on random basis for collecting the required data. Therefore, out of total employees of 1,624 in all the three mills, a sample of 406 employees taken as the sample respondents.

Tools for Collection of the data

Separate structured schedules of questions were prepared and administered over the sample officer and worker respondents of the select sugar mills to gather the information regarding implementation and effectiveness of the canteen facilities.

Tools for Analysis of Data

Appropriate mathematical and statistical tools, like, percentages, averages, etc., were used for analyzing the data collected. Chi-square test was also used for testing the association between the Age of the sample employee respondents and their satisfaction levels with regards to canteen facilities in the sample sugar mills in Krishna District of Andhra Pradesh.

Limitations of the Study

The present research work suffered from the following important limitations:

1. The 'TIME' was major constraint as the Sample Employee Respondents could not spare sufficient time to answer the schedules of questions;
2. The 'BIAS' of the sample employee respondents in answering the questions was another important limitation.
3. The matter of "CONFIDENTIALITY" on certain issues restricted information sharing by the Sample Employee Respondents.
4. An Analysis of the satisfaction of the Sample Employee Respondents regarding the Canteen Facilities at the sample Sugar Mills in Krishna District

Some of the welfare measures are essential for every worker in an industrial area. Those essential welfare activities must be implemented in the organization by the employer. Canteen is one of the essential for every organization to provide food for employees at concessional rates compared to market rates.

The Labour Investigation Committee of 1946 has emphasized the role of canteen in providing benefits to employees from the point of view of health efficiency and well-being. The canteen provided by employers, can provide nutritious food to the employees at lower prices and help the employees maintain and improve their efficiency. As such "Canteen movement must be accepted by the state as a definite change and the running of canteen must be accepted by the employers as national investment. Recognizing the importance of the canteen in India, the Government of India has made it a legal binding on the employers to provide the canteen facility in any specified factory wherein more than 250 employees are ordinarily employed.

The labour Investigation Committee was very clear in stating the objectives that must be pursued by a canteen of the industrial establishment. There were “to introduce an element of nutritional balance in to otherwise deficient unbalanced dietary of the employees, to provide cheap and clean food and an opportunity to relax in comfort near the place of work, to same time and trouble to employees on account of exhausting journey to and from work after long hours in the factory”.

The sugar mills in Krishna District under the present study, provide good canteen facilities for their employees by offering the best quality food items, in justified quantity at the cheapest rates compared to the market rates. The price list at which the food items are served to the employees in the sugar mills of Krishna District of Andhra Pradesh are shown in Table 1.1 in comparison to outside hotels. The managements of KCP Vuyyuru, KCP Lakshmiapuram. and Delta Sugars Limited have provided the canteen on subsidiary rates for their employees. The canteen is run by a supervisor under the employee relations manager. The canteen management committee consists of two representatives from employees and two members from management. Employee relation manger is the chairman of the canteen management committee. The rates of food items offered have been fixed by the management in consultation with the representatives of the employees. The canteen facility is provided at the place of work during working hours of the mills.

Table - 1.1 Statement showing the Price List of canteen Items served at Sugar Mills in Krishna District of Andhra Pradesh

S. No	Description of the Item	Quantity	Price Rs.	Price in open Market	Difference In Rs.	Remarks
1.	Special Tea	100 MI	2.00	6.00	4.00	Day and night every day.
2.	Bru Coffee	100 MI	4.00	10.00	6.00	Day time only
3.	Butter Milk	200 MI	3.00	7.00	4.00	March to June
4.	Cool Drinks	200 MI	10.00	12.00	2.00	March to June
5.	Idly & Chutney (2 Nos.)	100 Gms	5.00	10.00	5.00	Morning session daily
6.	Idly & Sambar (2 Nos)	100 Gms	7.00	14.00	7.00	Morning session daily
7.	Upma	100 Gms	5.00	10.00	5.00	Daily
8.	Gari (vada)	50 Gms	8.00	12.00	4.00	Thursday only
9.	Ravva Dosa	50 Gms	8.00	12.00	4.00	Tuesday, Saturday & Sunday
10.	Plain Dosa	50 Gms	6.00	10.00	4.00	Monday & Tuesday
11.	Pesara Dosa	50 Gms	8.00	12.00	4.00	Wednesday & Friday
12.	Puri (2 Nos)	60 Gms	8.00	12.00	4.00	Saturday only
13.	Chapathi (1 No)	60 Gms	10.00	15.00	5.00	Daily evening
14.	Laddu (1 No)	50 Gms	1.00	3.00	2.00	Twice in a month
15.	Mysorepak(1No)	50 Gms	1.00	3.00	2.00	Once in a week
16.	Jangree (1No)	50 Gms	1.00	3.00	2.00	Once in a week
17.	Khaja (1No)	50 Gms	1.00	3.00	2.00	Once in a week
18.	Badusha (1No)	50 Gms	1.00	2.00	1.00	Once in a week
19.	Biscuits	3 Nos	2.00	3.00	1.00	Daily
20.	Punugu (3 Nos)	100 Gms	6.00	10.00	4.00	Every Monday
21.	Banana Bajji(3 Nos)	100 Gms	10.00	18.00	8.00	Every Tuesday
22.	Mysore Bajji	100 Gms	6.00	12.00	6.00	Every Wednesday
23.	Masala Vada (2 No)	100 Gms	6.00	12.00	6.00	Every Friday
24.	Pakodi	50 Gms	8.00	15.00	7.00	Every Saturday
25.	Curd Bath	100 Gms	8.00	12.00	4.00	Occasionally
26.	Meals	Full	15.00	40.00	25.00	Day time only

Table -1.2 Statement showing the Opinions of the sample Employee Respondents regarding the
 Canteen Facilities Provided by the Sample Sugar Mills

(N=406)

When Chi-square test is applied to test the association between Age of Sample Employee Respondents and Level of Satisfaction regarding the canteen facilities provided by Delta Sugars Limited, we find that the p value is greater than 0.05 at all levels of satisfaction. Therefore, null hypothesis would be accepted indicating that there is no relationship between Age of the Sample Employee Respondents and their level of satisfaction.

All Levels of Satisfaction – Mill-wise Analysis

Pearson's Chi-square test – association between Age of the sample employee respondents and over-all Satisfaction regarding Canteen Facilities at KCP Sugars and Industrial Corporation Limited, Vuyyuru

data: company.data2

X-squared = 18, df = 15, p-value = 0.2627

Pearson's Chi-square test – association between Age of the sample employee respondents and over-all Satisfaction regarding Canteen Facilities at KCP Sugars and Industrial Corporation Limited, Lakshmipuram

data: company.data3

X-squared = 30, df = 25, p-value = 0.2243

Pearson's Chi-square test – association between Age of the sample employee respondents and over-all Satisfaction regarding Canteen Facilities at Delta Sugar Mills

data: company.data4

X-squared = 30, df = 25, p-value = 0.2243

SUMMARIZED TABLE – Age and Canteen Facilities

Age Vs Canteen Facilities			
Chi-square	KCPV	KCPL	DELTA
Excellent	0.2627	0.2627	0.2627
Good	0.2243	0.2424	0.2243
Average	0.2243	0.2627	0.2243
Satisfactory	0.2424	0.2424	0.2243
Not-Satisfactory	0.3062	0.2851	0.3062
Combined	0.2627	0.2243	0.2243

When we observe the association between Age of Sample Employee Respondents and Level of Satisfaction regarding the Canteen Facilities provided by each of the select Sugars Mill by using Chi-square test, we find that the p value is greater than 0.05 in all the cases and therefore null hypothesis would be accepted indicating that there is no relationship between Age of the Sample Employee Respondents and their level satisfaction regarding Canteen facilities provided by the Mills under the study.

V. CONCLUSION

After performing the main research it was discovered that 63% of the example are pleased with the well being system in MCL, still 27% aren't pleased by the attempt made by MCL toward well being features. The Within work place cleanliness and up maintaining of property should be enhanced and taken care of seems large of the workers. Educational features are the most important area of interest which around 40% of the participants feel and one of the major results of the research. Workers are pleased with the real estate service drinking water & hygiene, community growth programs and health & medical services at MCL. The primary aim and purpose of MCL behind well being actions is to encourage the workers seems 60% of the employee. Welfare actions play a role to the efficiency and efficiency of the company, seems 87.5% of the respondents.

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