

# A STUDY ON EMPLOYEE WELFARE MEASURES IN BHARAT HEAVY ELECTRICALS LIMITED

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**Abstract - The study was conducted to determine the impact of employee welfare facilities on the satisfaction of employees. Welfare is the pre-requisite of a minimal level of well-being and social support for all citizens. Organization provides welfare facilities to their employees to maintain their motivation levels high. The main objective is to determine the satisfaction levels of workers with regards to welfare services and to propose some measures for improving welfare measures in the organization. Researcher was supported by stratified random sampling of 70 employees from various departments. Structured questionnaire was used for collecting the data. The data was analyzed through the percentage analysis and cross tabulation method by using SPSS 20.0.1. The main findings of the study are many employees are satisfied by the employee welfare schemes done by the management. By this the employees will get motivated and work with more interest.**

**Index Terms – Employee welfare schemes, Organization, Welfare services.**

## INTRODUCTION

This project was done for a period of 5 weeks in BHEL-EPD. This project tells the importance of the “EMPLOYEE WELFARE MEASURES”. The aim is to satisfy the employees with this employee welfare measures and motivate them to work with more interest and enthusiasm. The economic prosperity as well as the country's wellbeing depends on the productivity and contribution of the workforce to the wealth of the society.

This study covers statutory and non-statutory provisions pertaining to labor welfare which includes leave facilities, medical facility, training, transport facility, housing facilities, canteen, recreation, uniform facilities, and safety measure given by the company.

Employee welfare schemes are to improve the conditions under which workers are employed. In other words, labour welfare services include all

extramural and intramural welfare work, statutory and non-statutory welfare facilities undertaken by the employers, government trade unions or voluntary agencies. Employee welfare entails everything from services, facilities and benefits that are provided or done by an employer for the advantage or comfort of an employee. Other forms of employee welfare include housing, health insurance, stipends and provision of food.

Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health. Industrial relations and insurance against disease, accident and unemployment for the workers and their families.

## BHEL ORGANIZATION

BHEL is the largest engineering and manufacturing enterprise in India in energy related infrastructure sector today. BHEL was established 50 years ago when its first plant was set up in Bhopal. BHEL has 14 manufacturing divisions, 4 power sector regional centres, 8 service centers, 18 regional offices and a large number of Project Sites spread over India and abroad. Its product spans areas like Power Generation, Transmission & Distribution, Transportation, Oil & Gas and Renewable Energy sectors. Leading the power equipment manufacturing sector in the country, BHEL achieved sales Turnover of Rs.18702 Cr in 2006-07.

The company has planned to undertake a major initiative in automating its Design & Engineering functions and also changeover from 2-D to 3-D platform and integrate its design & drawing practices from Concept to Manufacturing. There are nearly 160 products identified for design automation projects. These projects will be taken up in a phased manner by the respective units in a period of 3 to 5 years.

## OPERATION

BHEL is engaged in the design, engineering, manufacturing, construction, testing, commissioning, and servicing of a wide range of products, system and services for the core sectors of the economy, viz. power, transmission, industry, transportation, renewable energy, oil & gas, and defense.

It has a network of 17 manufacturing units, 4 regional offices, 8 service centers, 8 overseas offices, 15 regional centers, 7 joint ventures, and infrastructure allowing it to execute more than 150 projects at sites across India and abroad. The company has established the capability to deliver 20,000 MW P.a. of power equipment to address the growing demand for power generation equipment.

BHEL has retained its market leadership position during 2015-2016 with 74% market share in the power sector. An improved focus on project execution enabled BHEL record its highest ever commissioning/synchronization of 15000 MW in a single year FY2015-16, BHEL has exceeded 170 GW installed base of power generating equipments.

It also has been exporting its power and industry segment products and services for over 40 years. BHEL's global reference are spread across over 76 countries across all the six continents of the world. The cumulative overseas installed capacity of BHEL manufactured power plants exceeds 9000 MW across 21 countries including Malaysia, Oman, Iraq, UAE, Bhutan, Egypt, and New Zealand. Their physical exports range from turnkey projects to after sales services.

## INITIATIVES

BHEL's investment in R&D is the corporate sector in India.

During the year 2012-13, the company invested about 1,252 Core on R&D efforts, which corresponds to nearly 2.5% of the company, focusing on new product and system developments and improvements in existing products. The IPR (Intellectual Property Rights) capital of BHEL grew by 21.5% in the year, taking the total to 2170.

The Corporate R&D division at Hyderabad leads BHEL's research effort in a number of areas of importance to BHEL's product range. Research & product development (RPD) Groups for each product

at the manufacturing divisions play a complementary role. BHEL has established Centers of Excellence for Simulators, Computational Fluid Dynamics, Permanent Magnet Machines, Surface Engineering, Machine Dynamics, Center for intelligent Machines and Robotics, Compressors & Pumps, Centre for Nano technology, Ultra High Voltage Laboratory at Corporate R&D, Centre of Excellence for Hydro Machines at Bhopal; Power Electronics and IGBT & Controller Technology at Electronics Division, Bengaluru, and Advance Fabrication Technology and Coal Research Centre at Tiruchirappalli.

BHEL has established four specialized institutes, viz., Welding Research Institute (wri) at Tiruchirappalli, Ceramic Technological Institute (CTI) at Bangalore, Centre for Electric Traction (CET) at Bhopal and Pollution Control Research Institute (PCRI) at Haridwar, Amorphous silicon Solar Cell plant at Gurgaon pursues R&D in Photo Voltaic application.

## LITERATURE REVIEW

Meenakshi Yadav (2013), in his paper 'welfare measures'-A study on analysis of workers reveals the welfare measures in the corporate sector. The factor analysis model has various issues for labor welfare into eight factors. These are: loans and compensation facilities, education, housing, subsidized food, better working environment, stability of work force and provision of cooperative societies. In order to maintain good industrial relations in the organization, these types of welfare facilities can maintain a long way efficiency in the organizations. The corporate should maintain a good provision of welfare measures for the workers.

Swapna (2011), in his paper, 'labor welfare measures'-A study on social responsibility in light of labor welfare with special reference to Singareni Collieries Company Limited. The linkages involved in employee welfare have been addressed with implications for labor welfare. The concept of social responsibility has been compared with economic welfare. Conceptually and operationally, labor welfare can achieve through social responsibility, which in turn is closely linked to the concept of social welfare. Hence in this process, it is understood the importance of social responsibility towards labor welfare.

Vijaya Bhanu and Ashifa(2011),in his paper, 'labor welfare measures'-A study on labor welfare measures thus the various dimensions of matter was received from the labors. It highlights the perception and levels of satisfaction in various labors welfare measures and these methods to improve the welfare schemes in Public Sector Transport Corporation.

#### OBJECTIVES OF THE STUDY

1. To study the welfare measures at BHEL.
2. To measure level of satisfaction of employees with regard to welfare facilities and to suggest some measures for improving welfare measures in the organization.

#### Strength:

1. BHEL's strength is that it has high experienced and dedicated employees.
2. Strong engineering base and stable industrial relationship has been making continuous profits.
3. BHEL is targeting for its quality products of disk insulator and certain.
4. Capability to deliver high superiority products at a cutthroat price.
5. More than 190 products and 30 pluskey products group.

#### Weakness:

1. The procurement process in the company is complex and is subjected to auditing.
2. Low dependence on the needs and dynamics of the distribution sector.
3. Clarity regarding the equipment supplier role.
4. Private objectives leading to the strongest growth and employment growth.

#### Opportunity:

1. Demand for electricity is high and as a result, the demand for plant requirement is executed to develop.
2. The Private sectors power plants to offer expanded market as utilities suffer from resource crunch.
3. Growth of existing products and markets, volume growth, increased profits, increased market share for hollow insulators.
4. To make the public sector more efficient, the government has decided to give the profitable public company mare autonomy and power.

#### Benefits of the employee welfare:

- it improves the physical and psychological health of employees &therefore promotes the better working conditions.
- Facilities such as housing programs, medical services, education &recreational facilities for employee's families to facilitate them in improving the standards of living.
- Welfare measures motivate the employees to pay extra interest to their work so that productivity rises.
- Company obtain constant work force through welfare services.

#### Employee welfare in India are..

1. Statutory Welfare Measures.
2. Non-statutory Welfare Measures.

#### Statutory welfare measures:

These measures are obligated which are necessary to provide by industry without which the sector has no right to exist .They must specify despite of the industry. Its measures include the following.

1. Water facilities: A healthy and hygienic water supply for drinking should be provided at the work place.
2. Sitting facilities: proper arrangements for sitting at workplace.
3. Restrooms: A sufficient numbers of restrooms should be provided and maintained at workplace.
4. First aid box: it should be made available to each worker's, in case minor accident, the preliminary treatment can be given to employees.
5. Canteen facilities: Employees should be provided with hygienic food.
6. Spittoons: In each workplace, as in supply centers, authority buildings, spittoons should be kept at proper place and it must be maintained in sterilized condition.
7. Lighting: Adequate and appropriate lighting must be provided at workplace so that employees can work safely and comfortably.

#### Non-statutory welfare measures:

These welfare measures are not compliance by law and they are voluntary in nature .These measures vary from one business to another &from one another industry .It includes the following.

1. Regular medical examinations: several companies offer complete medical examinations.
2. Flexi-time: The major purpose of flexible schedule is that employees can work in flexible hours. Flexible working time are put in place for employees which is approved by higher authority to fulfill companies commitments ,meanwhile supporting worker’s personal life requirements.
3. Employee assistance programs: Various assistance provided as external consulting services so that

employees or their family members will be counseled on different issues.

4. Harassment Policy: The policy helps to protect the employees from any kind harassment in the organization.

#### DATA ANALYSIS

1. Statutory welfare measures
2. Non-statutory welfare measures
3. Social security measures
1. Statutory welfare measures:

Table: Table showing cross tabulation of age, gender and satisfaction level towards canteen facility.

Rate the canteen facility provided by the company	Age	No. of respondents(n)	Gender		Total
			Male	Female	
Excellent	20-29yrs	n	1(2%)	0(0%)	1(1%)
	30-39yrs	n	1(2%)	1(9%)	2(3%)
	40-49yrs	n	2(3%)	0(0%)	2(3%)
	50yrs-abve	n	17(29%)	2(18%)	19(27%)
Very good	30-39yrs	n	5(8%)	2(18%)	7(10%)
	40-49yrs	n	2(3%)	3(27%)	5(7%)
	50yrs-above	n	18(31%)	0(0%)	18(25%)
Good	20-29yrs	n	3(5%)	0(0%)	3(4%)
	30-39yrs	n	2(3%)	2(18%)	4(6%)
	40-49yrs	n	1(2%)	0(0%)	1(1%)
	50yrs-above	n	5(8%)	0(0%)	5(7%)
Poor	20-29yrs	n	1(2%)	0(0%)	1(1%)
Average	30-39yrs	n	0(0%)	1(9%)	1(1%)
	50yrs-above	n	1(2%)	0(0%)	1(1%)
	Total	n	59	11	70

#### Analysis:

From the above table no. 4.1.1, the employees who say excellent about the canteen facility provided by the company are 1% with the age group of 20-29yrs,3%with the age group of 30- 39yrs,3%with the age group of 40-49yrs and 27% employees with age group of 50yrs and above. The employees who say very good about the canteen facility are 10% with the age group 30-39yrs, 7% with age group 40-49yrs, 25% with age group 50yrs-above . The employees who feel

good about the canteen facility are 4% with age group 20-39yrs, 6% with 28 age group 30-39yrs, 1% with age group 40-49yrs, 7%with age group of 50yrs&above. The employees who say average about the canteen facility are 1% with age group of 30-39yrs, 1% with age group 50yrs & above. One employee feels poor about the canteen facilities .The employees who say poor about the canteen facility are 1% with age group of 20-29yr

Table: Table showing cross tabulation of gender, age, and satisfaction level towards drinking water facility.

Are you satisfied with drinking water facility provided by the company	Age	No .of respondents	gender		Total
			Male	Female	
Highly satisfied	20-29yrs	n	2(3%)	0(0%)	2(3%)
	30-39yrs	n	2(3%)	1(9%)	3(4%)
	40-49yrs	n	2(3%)	2(18%)	4(36%)
	50yrs-above	n	21(31%)	1(9%)	22(31%)
Satisfied	20-29yrs	n	3(5%)	0(0%)	3(4%)
	30-39yrs	n	5(8%)	3(27%)	8(11%)
	40-49yrs	n	3(5%)	1(9%)	4(36%)
	50yrs-above	n	19(32%)	1(9%)	20(29%)
Neutral	30-39yrs	n	0(0%)	1(9%)	1(1%)
	50yrs-above	n	1(2%)	0(0%)	1(1%)
Dissatisfied	30-39yrs	n	1(2%)	1(9%)	2(3%)
	Total	n	59	11	70

Analysis:

From the above, the employees who are highly satisfied with drinking water facilities are 3% with age group 20-29yrs, 4% with age group 30-39yrs, 36% with age group 40-49yrs, 22% with age group 50yrs and above. The employees who are satisfied are 4% with age group 20- 29yrs, 11% with age group 30-

39yrs, 36% with age group 40-49yrs, 29% with age group 50yrs and above. The employees with neutral satisfaction are 1% with age group 30-39yrs, 1% with age group 50yrs and above. The employees who are dissatisfied are 3% with age group 30-39yrs.

2. Non statutory welfare measures:

Table: Table showing cross tabulation of gender ,age and medical facility.

Are you satisfied with the medical facility provided by the company	Age	No. of respondents (n)	Gender		Total
			Male	Female	
Highly satisfied	20-29yrs	n	4(7%)	0(0%)	4(6%)
	30-39yrs	n	4(7%)	4(36%)	8(11%)
	40-49yrs	n	4(7%)	3(27%)	7(10%)
	50yrs-above	n	23(39%)	2(18%)	25(36%)
Satisfied	20-29yrs	n	1(2%)	0(0%)	1(2%)
	30-39yrs	n	4(7%)	2(18%)	6(9%)
	40-49yrs	n	1(2%)	0(0%)	1(2%)
	50yrs-above	n	18(31%)	0(0%)	18(26%)
	Total	n	59	11	70

Analysis:

From the above-mentioned table no. 4.2.1, the employees who are highly satisfied with medical facility are 4% with age group 20-29yrs, 11% with age group 30-39yrs, 10% with age group 40-49yrs, 36%

with age group 50yrs & above. The employees who are satisfied are 2% with age group 20-29yrs, 9% with age group of 30-39yrs, 2% with age group of 40-49yrs, 26% with age group 50yrs&above.

Table: Table showing cross tabulation of gender, age and transportation facility.

Are you provided by transportation facilities?	Age	No. of respondents(n)	Gender		Total
			Male	Female	
Yes	20-29yrs	n	3(5%)	0(0%)	3(4%)
	30-39yrs	n	1(2%)	0(0%)	1(1%)
	40-49yrs	n	1(2%)	0(0%)	1(1%)
	50yrs-above	n	13(22%)	2(18%)	15(21%)
No	20-29yrs	n	2(3%)	0(0%)	2(3%)
	30-39yrs	n	6(10%)	6(55%)	12(17%)
	40-49yrs	n	4(7%)	3(27%)	7(10%)
	50yrs-above	n	27(46%)	0(0%)	27(39%)
Don't know	30-39yrs	n	1(2%)	0(0%)	1(1%)
	50yrs-above	n	1(2%)	0(0%)	1(1%)
	Overall total	n	59	11	70

Analysis:

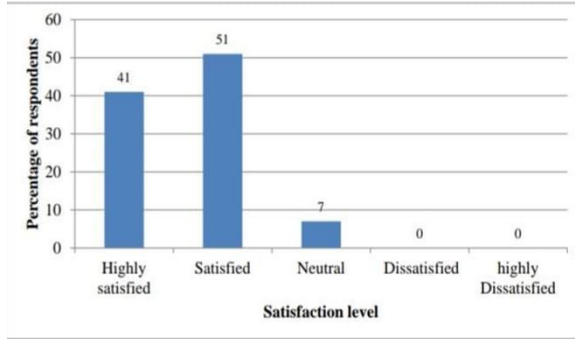
From the above-mentioned table no. 4.2.2, the employees who say that company provides transportation facility are 4% with age group 20-29yrs, 1% with age group 30-39yrs, 1% with age group 40-49yrs, 21% with age group 50yrs& above. The employees who say that company does not provide transportation facility are 3% with age group 20-29yrs, 17% with age group 30-39yrs, 10% with age group 40-49yrs, 39% with age group 50yrs& above. The employees who say that they don't know about the transportation facility are 1% with age group 30-39yrs, 1% with age group 50yrs& above.

3. Social security measures:

Table: Table showing the satisfaction level towards the gratuity benefits provided by the company.

Satisfaction level	No. of respondents	Percentage
Highly satisfied	29	41
Satisfied	36	51
Neutral	5	7
Dissatisfied	0	0
Highly Dissatisfied	0	0
Total	70	100

Graph: Table showing the satisfaction level towards the gratuity benefits provided by the company



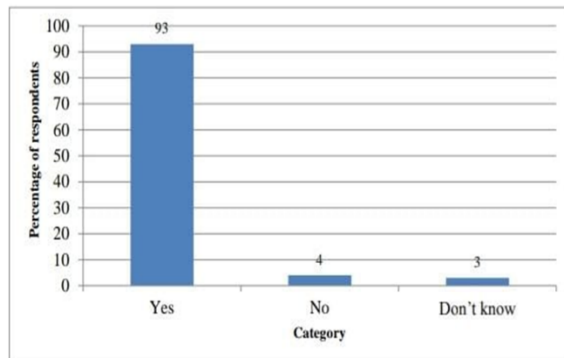
Analysis:

From the above, 41% of employees says that they are highly satisfied with the gratuity benefits provided by the company. 51% of employees say that they are satisfied, 7% of the employees are neutral about the gratuity benefits provided by the company.

Table: Table showing weather the company adopt safety measures for employee safety.

Category	No. of respondents	percentage
Yes	65	93
No	3	4
Don't know	2	3
Total	70	100

Graph: Graph showing whether the company adopt safety measures for employee safety.



Analysis:

From the above, 93% of employees says that company adopt safety measures for employee safety. 4% of employees say that company adopt safety measures for employee safety and 3% of the employees don't know whether company adopt safety measures for employee safety.

### QUESTIONNAIRE

Q1.From how many years you are working with this organisation?

- a. 0-5 years

- b. 5-10years
- c. 10-15yeas
- d. More than 15years

Q2.How do you rate the Working Environment of the Organization?

- a. Highly satisfactory
- b. Averagely Satisfactory
- c. Dissatisfactory
- d. Highly Dissatisfactory

Q3. How do you rate the medical benefits provided by the Organization for the employees &their families?

- a. Highly satisfactory
- b. Averagely Satisfactory
- c. Dissatisfactory
- d. Highly Dissatisfactory

Q4.How do you rate the working Hours of the Organization?

- a. Highly satisfactory
- b. Averagely Satisfactory
- c. Dissatisfactory
- d. Highly Dissatisfactory

Q5.Does the company take care of the employees working in the night shift?

- a. Yes
- b. No

Q6. Rate the restroom and lunchroom facility to the employees?

- a. Highly satisfactory
- b. Averagely Satisfactory
- c. Dissatisfactory
- d. Highly Dissatisfactory

Q7. Rate the canteen services provided by the Organization?

- a. Highly satisfactory
- b. Averagely Satisfactory
- c. Dissatisfactory
- d. Highly Dissatisfactory

Q8.Does the company take safety measures for employee safety?

- a. Yes
- b. No

Q9.Do you think employee welfare activities of the Organization give a feeling of safety and improve your performance?

- a. Yes
- B. No

Q10.Do you get regular increments?

- a. Yes
- b. No

#### FINDINGS

1. Majority of the respondents highly satisfied about canteen facility provided by the company.
2. Majority of the respondents were satisfied towards the lunchroom and rest room facility.
3. Majority of the respondents were highly satisfied with the first aid and dispensary facilities provided in the organization.
4. Respondents say that transportation facility is not provided.

#### CONCLUSION

The study of employee welfare measures and its impact on employee satisfaction at BHEL appears good. The management required to provide good facilities to all employees in such way that employees become satisfied about employee welfare facilities. Where it leads to improve favourable effects of profitability and products of the Organization. At last it can be conclude that the employee welfare facilities provided by the company to employees are satisfied and it is commendable, but still of scope is there for further improvement.

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