

Impact of Welfare Measures on Quality of Work Life in Neyveli Lignite Corporation India Limited Employees, Cuddalore District

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Abstract: This study examined the impact of welfare measures (WM) on the quality of work life (QWL) of NLCIL employees. The present study is based on primary data collected from 80 respondents at NLCIL India Limited, Neyveli, Cuddalore district. Also, secondary data was collected from various company websites. It covers the introduction of NLCIL, key characteristics of work-life quality, requirements, effects, various factors, and different strategies for QWL. The researchers used various statistical tools such as descriptive statistics (DS), weighted average (WA), chi-square test (CST), and Kruskal-Wallis test (KWT) for demographic variables. The present study found that overall WM of NLCIL have a significant positive effect. Furthermore, the study found that workers working in mining units are more affected by the lack of health and safety measures. There are fewer recreational facilities for female employees.

Keywords: NLCIL, welfare measures, welfare facilities, performance, work life,
JEL: H75, I3, I31, P16

INTRODUCTION

Most lignite production and a sizeable portion of thermal and renewable energy generation are contributed by NLC India Limited, a pioneer among PSUs in the energy sector. NLC India Limited founded the business on November 14, 1956. Under the administrative direction of the Ministry of Coal, NLCIL is a Navaratna government company. Assam, Tamil Nadu, Rajasthan, Uttar Pradesh, Odisha, Jharkhand, Gujarat, and the Andaman and Nicobar Islands are among the states in which the company has developed its presence today.

A leader in the energy sector among PSUs, NLCIL runs three open-pit lignite mines in Neyveli with a combined installed capacity of 28 million tonnes per annum (MTPA). Talabira, Odisha, is home to a coal

mine with an installed capacity of 20 MTPA. The company has four lignite-based pit-head thermal power plants in Neyveli with a combined capacity of 3390 MW and one lignite-based thermal power plant in Parsingsar, Rajasthan, with a capacity of 250 MW. NLC Tamil Nadu Power Limited, a subsidiary of NLCIL and TANGEDCO (shareholding in the ratio of 89:11), operates a 1000 MW coal-based thermal power plant in Thoothukudi, Tamil Nadu.

Additionally, on December 12, 2024, NLCIL achieved Unit #1 COD in a joint venture with Uttar Pradesh Rajya Vidyut Utpathan Nigam Limited (UPRVUNL) to establish a 3x660 MW coal-based thermal power plant in Kadampur, U.P. NLCIL has also ventured into the field of renewable energy. The company now operates a 51 MW wind power plant in the Tirunelveli district of Tamil Nadu, as well as 1380 MW of solar power plants spread over several districts of Tamil Nadu and the Andaman & Nicobar Islands. The nation's first CBSE to surpass 1 GW of solar power capacity is NLCIL. The business is now an International Solar Alliance (ISA) member. By 2030, NLCIL wants to reach 10,110 MW of total renewable energy capacity.

“QWL involves management and staff working together, making decisions together, and developing mutual respect”- D.S. Cohan

In HRM, QWL refers to a number of elements of the workplace that support efficient human resource development. Thus, one of the HR department's key responsibilities is to ensure that employees have a good quality of work life. Employees are encouraged by QWL to become knowledgeable about their present and future positions. A person's perception of their work experience is known as

their QWL. The actual meaning of work life is different for each person because perceptions differ. Co-determination, another name for industrial democracy, entails high levels of employee involvement in the decision-making practice. Others, primarily managers and executives, use the phrase to describe enhancements made to the psychological aspects of work in order to increase productivity.

Healthier working conditions, job stability, and a more equitable distribution of earnings are what unions and employees see it as. Some believe that it enhances social relationships in the workplace by fostering independent work groups. Last but not least, some adopt a more comprehensive perspective, aiming to change the entire organization and human resource development landscape by personalizing organizations, humanizing work, and altering structure and management processes.

QWL is both a feeling and a process. For employees, QWL comprises their total work-related feelings about their firm. This viewpoint encompasses all aspects of their employment, including the people they collaborate with and the meaning they attach to their jobs, as well as monetary compensation, perks, security, and working conditions.

Important attributes of QWL:

- Attitude of the employee
- Secure employment and equitable pay
- Opportunities for career and personal growth
- Maintaining equilibrium between personal and professional lives
- Job nature
- Degree of stress
- Risk and gain
- Active leadership style
- Opportunities for careers
- Enjoying yourself at work
- Alternative methods for organizing the workplace

Employee needs:

- Safer working environments
- Fair and equal compensation
- Contentment at work
- Workplace stability
- Independence and command

Effects on QWL:

- Workplace participation
- Feeling of proficiency
- Work pleasure
- Efficiency

The QWL is influenced by several factors:

- Perception
- Surroundings
- Growth and development
- Potential Opportunities
- Work nature
- Opportunities for careers
- The benefit and the risk

Techniques to improve the QWL balance:

- Recognize your staff
- Adjustable work schedules
- Periodic evaluation of production
- Show them how to manage their time.
- Concentrate on staff development
- Maintain a secure atmosphere

Benefits of raising work-life balance:

- Contentment among employees
- Productivity of the organization
- Competitive advantage
- Well-being of employees
- Being socially responsible

REVIEWS

Ellis and Pompli (2002) many factors were found to contribute to job dissatisfaction and poor QWL in their study of nurses. These factors include a poor work environment, resident aggression, workload, incapability to bring expected quality, work-family stability, shift effort, lack of attachment in decision-making, expert inclusion, lack of identification of work, unhealthy interaction with supervisors and colleagues, role variance, and lack of opportunities to learn innovative skills. Bearfield (2003) took a completely different tack when analysing the QWL using 16 questions. The results were unexpected when he noted that the reasons why professionals, intermediate secretaries, salespeople, and service workers are unhappy differ depending on the group and that different issues may need to be addressed according to different criteria.

Mohan and Ashok (2011) examined the significant impact that QWL has on workers' productivity in

textile and weaving plants. Numerous benefits stem from the QWL. They looked at factors that affect the QWL balance, including fair and sufficient compensation, physical condition and well-being, job protection, work pleasure, possibilities for advancement, interpersonal relationships, work and non-work life stability. The article comes to the conclusion that welfare measures have a significant impact on people's performance and that QWL is difficult for both individuals and companies. Khetavath (2015) conducted a study on the elements influencing work-life balance among employees in the Indian private sector. The outcome of the study showed that prospective and organizational and interpersonal associations, job conditions and complexity, employee engagement and loyalty, growth sentiments, and prospects all significantly affect employees' work-life balance.

Shweta and Khan (2016) According to the results of their study, companies that provide a better overall employee experience have a higher chance of hiring and keeping staff. The association between QWL, worker performance, and opportunities for profession advancement is supported by the research. Rao (2019) describe a WM as a process that acknowledges the employees special place in the public and works to benefit them, in addition to retain and motivate staff members, and enhance the firm's standing in the community.

OBJECTIVES

- To measure the quality of work life of NLCIL employees.

- To identify the quality of work life among NLCIL employees.
- To find out the relationship between job satisfaction level and job performance attributes.
- To examine the impact of employee welfare measures on the quality of work life of NLCIL employees.

HYPOTHESES

H0₁: "there is no association between gender and overall employee satisfaction level on welfare measures"

H0₂: "there is no significant difference between the mean ranks of the monthly income of respondents concerning welfare measures on quality of work life"

METHODOLOGY

- In this study, the survey research approach is used.
- In this study, a questionnaire is used to collect primary data through snowball sampling.
- The total sample size taken for the study was 80 respondents.
- This study employed a variety of statistical techniques, including the descriptive statistics, weighted average, chi-square test and Kruskal-Wallis test.

RESULTS AND DISCUSSION

Table -1: Descriptive Statistics

| Demographic variables | Category | Respondents | Percentages % |
|-----------------------|-------------------|-------------|---------------|
| Gender | Male | 55 | 68.7 |
| | Female | 25 | 31.3 |
| | Total | 80 | 100 |
| Age | 18-30 yrs | 20 | 25 |
| | 31-40 yrs | 25 | 31.3 |
| | Above 41 yrs | 35 | 43.7 |
| | Total | 80 | 100 |
| Marital status | Unmarried | 29 | 36.2 |
| | Married | 41 | 51.3 |
| | Widow | 10 | 12.5 |
| | Total | 80 | 100 |
| Monthly income | Up to Rs. 20000 | 20 | 25 |
| | Rs. 21000 - 30000 | 29 | 36.3 |
| | Above Rs. 31000 | 31 | 38.7 |
| | Total | 80 | 100 |

The descriptive statistics of WM on NLCIL's work-life quality by gender, age, marital status, and monthly income are displayed in Table 1. Males over 41 make up the majority of the workforce. The

number of married respondents is based on the statistics. The majority of employees who earn more than Rs. 20,000 are content with their internal work-life balance.

Figure A: Descriptive Statistic

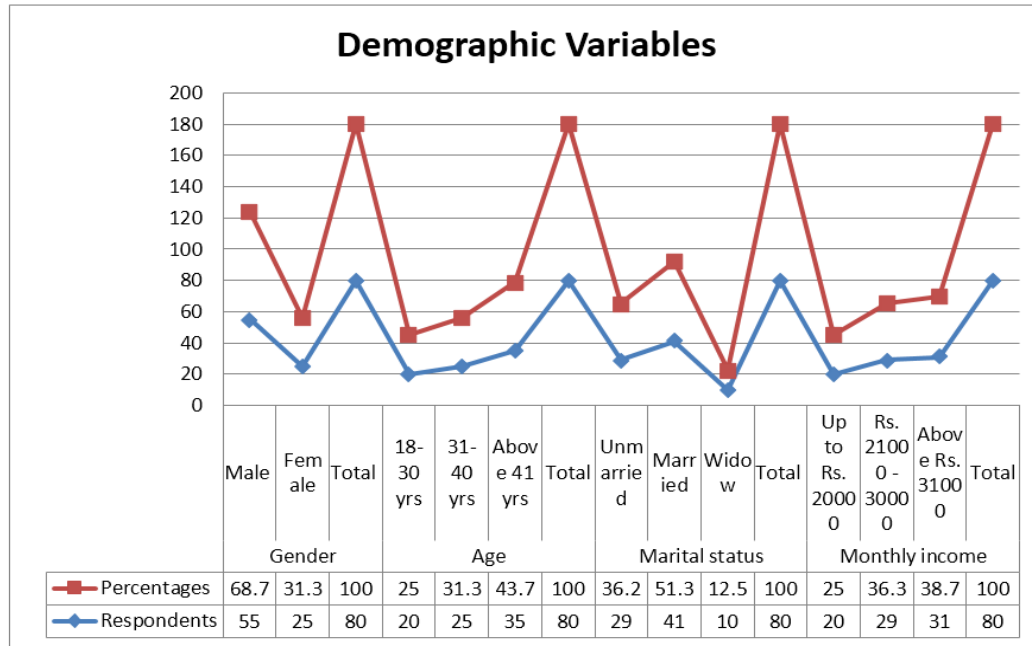


Table – 2: Weighted average results

| Satisfaction level | Weighted Average | Rank |
|--|------------------|------|
| Satisfaction level of NLCIL employees with welfare activities | 3.55 | 3 |
| Employee status of QWL | 3.58 | 2 |
| Employee satisfaction with NLCIL employee welfare activities and safety measures | 3.65 | 1 |
| Satisfaction with flexibility towards working hours | 3.22 | 4 |
| Appreciation for your contribution to the work. | 3.15 | 5 |

According to Table 1 above, the majority of workers are happy with NLCIL's safety and welfare

initiatives, but they are not as happy with their contributions to the workplace.

Figure B

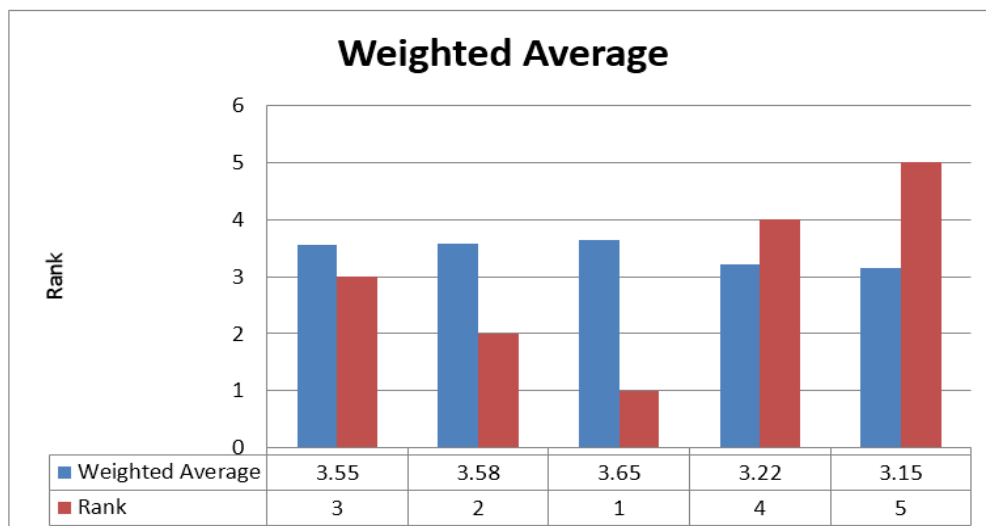


Table – 3: Chi-Square Tests

| Gender of respondents | | | | Chi-Square | P Value |
|-----------------------|----------------------------------|----------|------|------------|---------|
| Gender | Overall satisfaction level (OSL) | | | 52.400 | .000** |
| | Low | Moderate | High | | |
| Male | 20 | 35 | 0 | | |
| | 36.4% | 63.6% | 0% | | |
| | 100% | 81.3% | 0 | | |
| Female | 0 | 5 | 20 | | |
| | 0 | 20 | 80 | | |
| | 0 | 18.7 | 100 | | |
| Total | 20 | 40 | 20 | | |
| | 25% | 50% | 25% | | |
| | 100% | 100% | 100% | | |

Table 3 indicates that the p-value is less than .000, indicating that the null hypothesis is rejected at the level of significance regarding the internal quality of work life and gender of NLCIL employees, as well as the firm's perks and advantages and factors attributed to the firm. Accordingly, male employees

are quite content with NLCIL staff, whereas female employees are not very satisfied with NLCIL's welfare amenities. Therefore, " H_{01} : there is no association between gender and overall employee satisfaction level on welfare measures".

Table – 4: Kruskal-Wallis Test

| Welfare measures on QWL | Monthly income of respondents | | | Chi-square value | P-value |
|--|-------------------------------|--------------------|-----------------|------------------|---------|
| | Up to Rs. 20000 | Rs. 20001 to 30000 | Above Rs. 30001 | | |
| Internal quality of NLCIL employees | 8.00 | 38.00 | 66.45 | 53.533 | .000** |
| Perks benefits offered by firm | 8.25 | 38.32 | 65.00 | 50.535 | .000** |
| Factors that determine the attribution level of the firm | 8.03 | 38.32 | 66.22 | 52.533 | .000** |
| OSL | 8.00 | 38.00 | 66.45 | 52.744 | .000** |

Table 4 shows that the p-value is then 0.01; the null hypothesis is rejected. Therefore, " H_{02} : there is a significant difference between the mean ranks of the monthly income of respondents concerning welfare measures on the quality of work life." Employees of NLCIL who make more than Rs 30,001 are extremely happy with the company's perks and advantages, and those who make more than Rs 30,001 are also very happy with the internal quality of NLCIL.

CONCLUSION

This study focuses on the WM for the QWL of NLCIL employees in the Cuddalore district of Tamil Nadu. The study was conducted based on primary data collected through a questionnaire from 80 respondents. Most of the data came from male respondents. Based on the data, many of the respondents were married. Welfare facilities provide better working and living environments to their workers, which increases morale and commitment to the objectives of the organizations. The present

study found that overall WM in NLCIL have a significant positive effect. Furthermore, the study found that workers working in mining units are more affected by a lack of health and safety measures. Recreational facilities are less available for female employees.

Limitations and Scopes:

- ❖ In the present study, the final sample size is 80 respondents due to time and cost constraints, and only employees working in NLCIL in Cuddalore District of Tamil Nadu.
- ❖ Based on primary data from 2024.
- ❖ The current study used various statistical tools such as DS, WA, CST, and KWT; hence, feature researchers can be used for advanced models.

Abbreviations:

WM – Welfare Measures

QWL – Quality of Work Life

NLCIL - Neyveli Lignite Corporation India Limited
MTPA - Million Tonnes Per Annum
UPRVUNL - Uttar Pradesh Rajya Vidyut Utpathan
Nigam Limited
ISA - International Solar Alliance
OSL – Overall Satisfaction Level
DS – Descriptive Statistics
WA – Weighted Averages
CST – Chi-Square Test
KWT – Kuruskal-Wallis Test

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