A STUDY OF EMPLOYEES WELFARE SCHEMES WITH A SPECIAL REFERENCE TO IOCL EMPLOYEE

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ABSTRACT

Employee welfare facilities enable workers to live a richer and more satisfactory life. After employees have been hired, trained and remunerated they need to be retained and maintained to serve the organization better. Welfare facilities are designed to take care of the wellbeing of the employees, they do not generally result in any monetary benefits to the employees nor are these facilities provided by employers alone, government and non-governmental agencies and trade unions too contribute towards employee’s benefits. This study determines the factors influencing the employee satisfaction in an organization and hence investigates the influence of welfare schemes on an employee. Survey based questionnaire design with empirical test was carried out. The results have supported the hypothesis.

Keywords: Monetary benefits, welfare schemes, employee satisfaction, trade unions.

INTRODUCTION

Every individual has certain needs and motives which he/she wants to fulfill. Any job which fulfills their needs and motives give him satisfaction. There are some situational factors responsible for job satisfaction. The important causes of job satisfaction are wage incentive systems, the work environment, length of working hours, behavior of the supervisor, security, scope for promotion and recognition of merit. Besides proper evaluation of work, impartial behavior and social relationship with co-workers etc; are also contributory factors. The term welfare suggests many ideas, meanings and connotations, such as the state of well-being, health, happiness, prosperity and the development of human resources.

As a total concept of welfare, it is a desirable state of existence involving physical, mental, moral and emotional well-being. The social concept of welfare implies the welfare of man, his family, and his community. Welfare is called a relative concept, for it is related to time and space. Changes in it have an impact on the system of welfare as well. Welfare is also a positive concept. In order to establish a minimum level of welfare, it demands certain minimum acceptable conditions of existence, biologically and socially.

The employee welfare schemes can be classified into two categories viz. statutory and non-statutory welfare schemes. The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety.
These include provisions provided in industrial acts like Factories Act 1948, Dock Workers Act (safety, health and welfare) 1986, Mines Act 1962. The non-statutory schemes differ from organization to organization and from industry to industry. It is a comprehensive term including various services, benefits and facilities offered to employees by the employer. Through such generous fringe benefits, the employer makes life worth living for employees. The welfare amenities are extended by in addition to normal wages and other economic rewards available to the employees as per legal provisions. The significance of welfare measures were accepted as early as 1931 when the Royal Commission on Labor stated, the benefits are of great importance to the worker which he is unable to secure by himself. The schemes of labor welfare may be regarded as a wise investment because these would bring a profitable return in form of greater efficiency. The working environment in a factory adversely affects the health of the employees. This has to be contained through preventive steps aimed at improving the lot of workers.

TYPES OF WELFARE ACTIVITIES

Employee Welfare services may be classified into 2 broad categories:

**INTRA-MURAL:** These services are provided within the establishment. These includes urinals, latrines, washing & bathing facilities, crèches, rest & shelter rooms, canteens, uniform, medical, recreation facilities etc.

**EXTRA-MURAL:** These services are provided outside the establishment. These consist of housing accommodation transport, maternity benefits, children’s education, family planning & childwelfare, holiday homes, leave travelfacilities, interest free loans etc.

About IOCL

In order to ensure greater efficiency and smoother working in the petroleum sector, Government of India decided to merge the refineries and the distribution activities. The Indian Refineries and Indian Oil Company were combined to form the giant Indian Oil Corporation (IOCL) on 1st September 1964, with its registered office at Bombay. In 1967, the pipeline division of the corporation was merged with the refineries division. Research &Development of Indian Oil came into Existence in 1972. In October 1981 Assam Oil Company was nationalized and has been amalgamated with IOCL as Assam Oil Division (AOD)

OBJECTIVES OF STUDY

1. To know employees welfare strategies for IOCL Mathura.
2. To know the welfare facilities provided by the IOCL.
3. To know awareness about the concept of “EMPLOYEE WELFARE.”
4. To check whether employees are satisfied with other facilities provided by IOCL, Mathura Refinery.
5. To find out if employees are satisfied with their jobs.
6. To check whether employees are satisfied with the monthly remuneration, they are getting.
7. To check whether employees enjoy the food provided by the canteen.
8. To check whether employees are getting good medical facilities.
9. To check whether the employees enjoy degree of autonomy

IMPORTANCE OF STUDY
1. It enables employees to have a richer and more satisfying life.
2. It helps to boost up employee morale.
3. To promote employees welfare measures like recreation Facilities.
4. To helps to improve the goodwill & public image of Company
5. It helps to improve recruitment. As the job becomes more attractive, more efficient employees can recruited.
6. It improves the morale and loyalty of workers by making them happy and satisfied.
7. It reduces labour turnover and absenteeism, thereby building a stable workforce.
8. Welfare measures helps to improve the goodwill & public image of the enterprise.
9. Voluntary efforts for the welfare of workers reduce the threat of further govt. intervention.
10. Improvement in material, intellectual & cultural conditions of life protects the workers from social evils like drinking, gambling, prostitution etc.

LIMITATIONS OF STUDY
1) The information is collected by 100 employees only.
2) The study is limited only IOCL Mathura.

SCOPE OF THE STUDY
1. Employee Welfare is an essential part of social welfare.
2. Employee Welfare is to improve the working class

ELEMENTS OR FACTORS TO BE TESTED
(1) Residential Accommodation
(2) Health & Medical care
(3) Canteen
(4) Education Facilities to Employees Children
(5) Transport Facility
(6) Loans and Advances
(7) L.T.C. Facility
(8) Provision of Furniture / Household items (furniture hire & loan schemes)
(9) Financial Assistance to Clubs (Staff Institutes/employees club & Officers Club)
(10) Awards (for employees & their children as meritorious students)
(11) Uniform policy
(12) Leaves
(13) Facilities to CISF, MR Unit
(14) Insurance Schemes, Gratuity, Provident Fund & other Benefits (Hobby classes...)

RESEARCH METHODOLOGY
Research methodology is the systematic & objective identification, collection, analysis, dissemination & use of information for the purpose of assisting management in decision making relating to the identification & solution of the problem & opportunity.

RESEARCH OBJECTIVE
Study on “To know various employee welfare schemes”

Sample
Size of the sample: 100
Sample Area: IOCL, Mathura

Collection of data: Data was collected through personal experience of employee, were collected through a questionnaire. Which was primary data? Beside for explanation several issues, articles, internet data and books etc were consulted.

Data analysis: Some statistical tools like Mean, S.D, C.V, has been calculated to compare the various results and to get the desired results.

Interpretation of data: After the completion of entire analysis interpretation were made on the basis of bar graph figure pie chart.

Analysis And Interpretation Of Welfare Facilities In IOCL, Mathura
IOCL carried out many welfare facilities for the betterment of the employees and for Community Development. IOCL continued to follow & upgrade its efforts at promoting welfare of employees. In this direction various welfare activities are done with addition to basic pay.

How long have you been using e banking in IOCL
1 Year = 20 = 20 %
Less than 5 year = 53 = 53 %
More than 5 year = 27 = 27 %
WELFARE FACTORS EXISTING IN CANTEEN OF IOCL AND RESPONSE FROM EMPLOYEE PERSPECTIVE
FINDINGS

During the research done by me on this topic I asked the employees about the welfare facilities they are provided by IOCL and found that most of them are satisfied by the welfare facilities provided by IOCL but very few employees found eager for more facilities. My findings are:-
CANTEEN: In this most of the employees are satisfied but there are some employees who are in the opinion for modernization of canteen & its infrastructure for further improvement in catering services, quality and cooking of food. (Like roti maker machine etc.)

MEDICAL: In this facility, most of the employees are satisfied but some are dissatisfied regarding non-availability of medicines sometimes, in the Mathura Refinery Hospital.

RESIDENTIAL FACILITIES: In this employees are satisfied with the rate of electricity & water, but in some facilities like maintenance of Quarters, they need some improvement.

RECREATIONAL FACILITIES: In this some employees are satisfied like in indoor facilities and cultural games & programmes.

TRANSPORT: In this most of the employees are semi-satisfied. They want some more improvement in number and schedule of buses.

EDUCATION: In this we can say that facilities provided for employees children, according to them, are satisfactory, but still some employees are there who want some more facilities to be added like internet facilities and provision for books

LTC: In this most of the employees are satisfied.

HOBBY CLASSES: Most of the people can’t say about this.

CONVEYANCE: Many employees are satisfied with this facility.

FURNITURE LOAN AND ADVANCE: Employees are semi-satisfied.

WORKING CONDITIONS: Most of the employees can’t say about this & some are semi-satisfied by the office equipment’s, tools and check and change room.

IOC CULTURE: In this most of the employees are satisfied.

MONTHLY REMUNERATION: Most of the employees are satisfied with this facility also.

LATEST TECHNOLOGY: In this most of the employees are semi-satisfied because of not using the advanced technologies and also lack of training in the same, as felt by them.

CONCLUSION

On the basis of survey conducted In IOCL, Mathura Refinery, entitled on employees welfare, we conclude that Mathura Refinery is providing good welfare facilities for the employees but some of the employee who are still shown their dissatisfaction may be councelled and their grievances must be redressed to achieve 100% satisfaction level. So it is concluded that MR is providing most of the Welfare facilities to its employees in a satisfactory manner, which helps in motivating the employees and getting good work done by the employees.

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