

A Study on Employee's Welfare Schemes at Bhilai Steel Plant: A Sustainable Growth of an Organization

Dr. Ranjeeta Tiwari Mishra¹, Piyush Kumar²

¹Associate Professor & Head, Department of Management, RCST

²MBA IV Sem, Department of Management, RSRRCEB Bhilai, Chhattisgarh, India

Abstract: Employee welfare schemes play a crucial role in enhancing job satisfaction, productivity, and overall organizational sustainability. Bhilai Steel Plant (BSP), a unit of the Steel Authority of India Limited (SAIL), is one of India's leading steel production plants. The welfare of its employees is critical not only for the personal well-being of the workforce but also for ensuring the long-term success of the organization. Employee welfare schemes aim to improve employees' quality of life, increase productivity, and promote sustainable growth within the company. This study explores the employee welfare initiatives at BSP and assesses their role in contributing to the sustainable growth of the plant and also their impact on employees' well-being and organizational growth. The research highlights the significance of welfare measures such as health and safety programs, education and training, housing facilities, recreational activities, and financial assistance. By analyzing employee perceptions and organizational policies, the study aims to establish a link between employee welfare and sustainable organizational development. The findings suggest that comprehensive welfare initiatives contribute to a motivated workforce, reduced attrition, and long-term growth.

Keywords: Employee Welfare, Bhilai Steel Plant, Organizational Sustainability, Job Satisfaction, Workforce Motivation, Industrial Growth, Employee Benefits

1. Introduction

Employee welfare is a crucial aspect of human resource management that directly impacts productivity, job satisfaction, and overall organizational efficiency. In the context of India's rapidly growing industrial sector, employee welfare has gained significant importance, particularly in large-scale enterprises such as the Steel Authority of India Limited (SAIL). This research focuses on the welfare facilities provided to employees at Bhilai Steel Plant (BSP), a major unit of SAIL, and evaluates their effectiveness in enhancing employee morale, retention, and performance.

1.1 Employee Welfare Schemes

Employee welfare encompasses a wide range of services, benefits, and facilities designed to improve working conditions and promote overall well-being. These include economic, health and safety, recreational, educational, social, and legal welfare measures. Effective welfare initiatives not only enhance job satisfaction but also contribute to reduced absenteeism, lower turnover rates, and a harmonious work environment, ultimately leading to increased productivity and organizational growth.

Employee wellbeing, which attempts to improve workers' general well-being, job satisfaction, and productivity, is a crucial component of human resource management. It encompasses all of the amenities, services, and benefits that businesses provide to ensure a safe, healthy, and supportive work environment. With a focus on the Bhilai Steel Plant (BSP), a division of the Steel Authority of India Limited (SAIL), this study investigates several employee welfare program types and their effects on worker engagement and organizational success.

1.2 Economic Welfare Measures

Economic welfare programs provide financial stability and security to workers, which reduce stress and increases motivation.

- **Fair Wages & Salaries:** Competitive pay plans, incentives, and bonuses based on performance. Provident funds (PF) and gratuities are long-term financial security schemes that ensure retirement payouts.
- **Insurance coverage:** workers' and their dependents' health, life, and accident insurance.
- **Pension Plans:** Financial support after retirement.
- **Loans & Advances:** Affordable loans for education, homes, and vehicles.
- **Profit Sharing & Stock Options:** Employees receive a share of the business's profits as a reward. Safety and Health Welfare Measures The company's efficacy depends on maintaining the mental and physical well-being of its workers.
- **Medical Facilities:** Free or significantly reduced healthcare, dispensaries, and hospitals. Safety gear, emergency response training, and hazard control are all part of occupational safety.
- **Sanitation and Hygiene:** proper sanitation, clean drinking water, and hygienic working environments. Maternity and paternity benefits include paid time off and medical support for employees who have children.
- Counseling services, employee assistance programs, and stress management programs are all examples of mental health support.

1.3 Recreational Welfare Measures

Recreational programs enhance teamwork, employee morale, and work-life balance. Sports and fitness centers include

things like yoga studios, gyms, and sports clubs. Cultural programs include dancing, music, art, and yearly gatherings. Holiday and vacation perks include paid time off, company-sponsored travel, and vacation allowances.

a) Clubs and Neighborhood Events

Initiatives to promote togetherness and cooperation Welfare Measures in Education Enhancing employees' skills and knowledge benefit both the business and the individuals. Examples of training and skill development include workshops, expert seminars, and certifications.

b) Workers Scholarships for Children

Financial aids for higher education. Technical and vocational training are specialized classes for job advancement. Library and learning resources include things like online learning environments, books, and journals.

1.4 Social Welfare Measures

Improving employees' quality of life outside of work is the aim of these programs.

- 1) **Housing Facilities:** Company-sponsored or subsidized housing.
- 2) **Transport Facilities:** Provisions for pick-up and drop-off services or transportation. Free food and beverages are part of the canteen offerings.
- 3) **Daycare & Daycare Facilities:** Support for working parents.
- 4) **Policies for Equal Opportunity:** inclusion of women and support for marginalized communities.

1.5 Legal and Statutory Welfare Measures

Employers are required to abide with labor rules and government-mandated welfare programs.

- 1) **Hours of Work and Leave Regulations:** adherence to labor laws concerning working hours and days off.
- 2) **A grievance Redressal Mechanism:** Grievances and concerns can be voiced by employees in forums.
- 3) **Anti-Harassment Policies:** Protection from workplace abuse, harassment, and discrimination. Retirement benefits include superannuation money and post-retirement help.

Employee wellbeing is a crucial aspect of human resource management that significantly impacts an organization's performance. Employee engagement and productivity have increased as a result of businesses like BSP under SAIL realizing the benefits of welfare programs. Businesses may ensure long-term viability and worker well-being by consistently improving their welfare programs.

2. Company Profile – Bhilai Steel Plant (BSP)

Bhilai Steel Plant (BSP), one of India's premier steel manufacturing plants, operates under SAIL, which is recognized as one of the Maharatna Public Sector Enterprises. The plant plays a pivotal role in the production of high-quality steel products catering to various industries, including railways, defense, construction, and infrastructure. Given the extensive workforce engaged in physically demanding and highly skilled labor, BSP has implemented numerous welfare

measures to ensure the well-being and satisfaction of its employees.

Bhilai Steel Plant (BSP) is the flagship unit of Steel Authority of India Limited (SAIL), located in Bhilai, Chhattisgarh. It is renowned for being the sole producer and supplier of world-class rails for the Indian Railways, including 260-meter-long rail tracks. In addition to rail tracks, the plant is a major manufacturer of wide and heavy steel plates, structural steel, wire rods, and merchant products. Established in 1955 with the assistance of the Soviet Union, Bhilai Steel Plant was aimed at strengthening India's steel production capacity. The plant commenced its production in 1959 and has since played a crucial role in the growth and development of the steel industry in the country.

BSP has an impressive annual saleable steel production capacity of 3.153 million tonnes. As the exclusive producer of 260-meter-long rail tracks for Indian Railways, it holds a significant position in the industry. The plant also manufactures a range of other steel products, including: Wide and heavy steel plates Structural steel Wire rods, Merchant products. Bhilai Steel Plant has been recognized multiple times for its excellence in production and quality. It has won the "Prime Minister Trophy" 11 times, a prestigious award given to the best integrated steel plant in India. This recognition reflects BSP's commitment to innovation, quality, and operational efficiency. Beyond steel production, BSP has made a significant impact on the local economy, education, and cultural development. Following the establishment of the plant, several educational institutions were set up in the region, transforming Bhilai into a major educational hub. The plant continues to contribute to the social and economic development of the community.

Bhilai Steel Plant stands as a leader in the steel industry while actively participating in national progress and community development, making it an integral part of India's industrial landscape.

3. Employee Welfare Schemes at Bhilai Steel Plant

A variety of employee welfare programs have been put in place at Bhilai Steel Plant (BSP), a division of the Steel Authority of India Limited (SAIL), with the goal of improving the productivity, job happiness, and general well-being of its employees. These programs cover a wide range of employee welfare topics, such as financial incentives, safety and health precautions, leisure pursuits, educational assistance, social welfare, and compliance with legal and regulatory obligations.

The extensive welfare programs at Bhilai Steel Plant demonstrate the company's commitment to fostering an atmosphere that is encouraging and rewarding for its workers, which benefits both their general well-being and the success of the business. Bhilai Steel Plant (BSP) Case Study Welfare of Employees BSP, a major SAIL subsidiary, has implemented several welfare programs to enhance employee well-being and productivity. Among the significant initiatives are: All-inclusive Medical Facilities: Staff personnel and their families have access to fully equipped medical facilities and

dispensaries. Strict safety laws, the provision of protective equipment, and regular workplace safety training are examples of safety initiatives. Educational Programs: Skill-building workshops and financial aid for employees' children. Cultural and Recreational Activities: Organizing athletic competitions, festivals, and cultural events. Financial Support: Pension plans, housing subsidies, and transit subsidies provide long-term financial security.

4. The Impact of Programs for Employee Welfare

- **Employee wellness** initiatives that are successful benefit both employers and workers. Enhanced Job Satisfaction: Employees are motivated and feel valued.

Reduced Absenteeism and Turnover: Improving job stability and work-life balance reduces attrition.

- **Increased Productivity:** Contented and healthy workers put in more effort. Positive Work Culture: In a supportive workplace, loyalty and teamwork are encouraged. Compliance and Reputation: The public views companies who abide with welfare rules positively.

This research aims to examine the impact of welfare facilities on employee performance and satisfaction at BSP. By identifying strengths and areas for improvement in existing welfare programs, this study seeks to provide insights into sustaining and enhancing welfare measures for the long-term benefit of both employees and the organization. The findings will contribute to a deeper understanding of how welfare policies can be optimized to support a motivated and efficient workforce, ensuring continued success for SAIL and its employees.

5. Objectives of the Study

- To identify and analyze the various employee welfare schemes implemented at Bhilai Steel Plant.
- To evaluate the impact of these welfare schemes on employee productivity, satisfaction, and retention.
- To explore the connection between employee welfare schemes and sustainable growth at BSP.
- To suggest recommendations for enhancing the existing welfare schemes to ensure better organizational performance.

6. Research Methodology

Table 1: Research Methodology

Research design	Descriptive
Research Instrument	Questionnaire
Sample Area	BSP" BHILAI STEE PLANT" Bhilai City
Sample elements	Employees of BSP (All Level)
Sample size	50 Employees of BSP (Executive& non-executive)
Data Collection used	Primary& Secondary data
Sampling method	Simple random

Research Methodology is played an important role in all the areas. The above table includes procedure for gathering data and information in order validate the hypothesis and objective

of the study. Both current and historical data may be included in the methodology, which may include involve publishing research, interviews, surveys, and other research methods." Questionnaire" is the method that employed to collect data. A questionnaire is a research tool used to collect data from respondents that consists of a list of questions along with other prompts. sample size of this research is 50 respondents.

7. Data Processing & Analysis

The results show that employees at Bhilai Steel Plant (BSP) have an average tenure of 23.91 years, or almost 24 years. This implies a low percentage of employee turnover, indicating stability within the company and excellent job satisfaction a high rate of employee retention, which shows long-term dedication to the company. The success of employee welfare initiatives, which support a productive workplace. These results highlight how crucial it is to keep welfare policies updated in order to preserve employee satisfaction and boost organizational effectiveness.

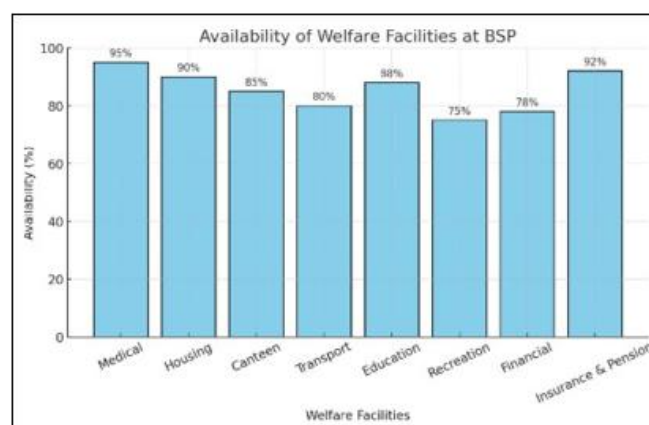
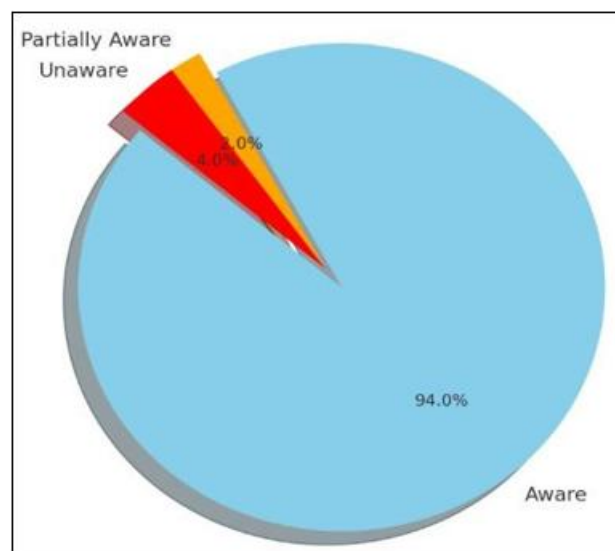


Figure 1: Awareness of Welfare Services and Availability of Welfare Facilities at BSP

From the above set of instructions, it is evident that, 94% (the majority) of the population is aware of the welfare services, while only 4% may not be fully aware of them. They may understand when they use the facilities because they are fresh to the organization.

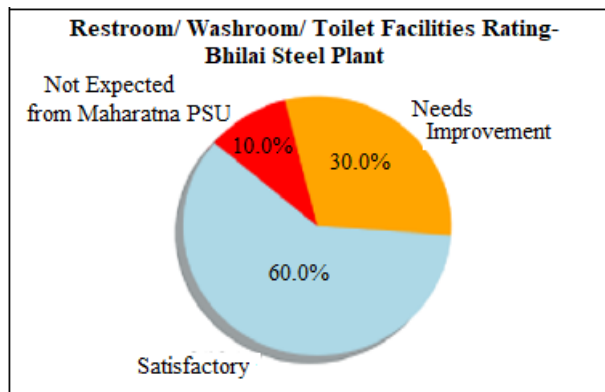
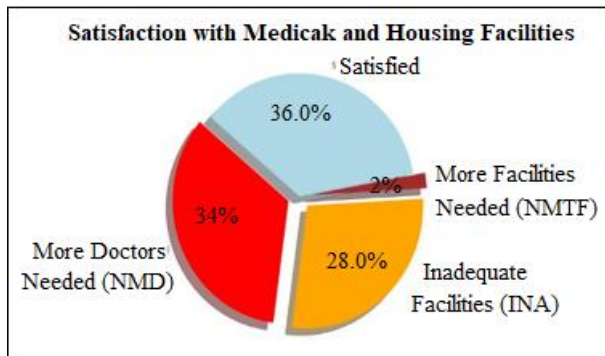


Figure 2: Satisfaction with Medical, Housing, and Sanitation Facilities at BSP

This question includes both housing and medical facilities. According to the pie chart, 34% of people believe that the medical center needs more doctors. Additionally, 28% believe that the facilities offered are insufficient. Just 2% of respondents believe the business needs additional testing facilities.

Given that BSP is a research-prioritized organization, it is now known that there are 190 medical officers employed there, with an additional 25 doctors in various phases of recruitment.

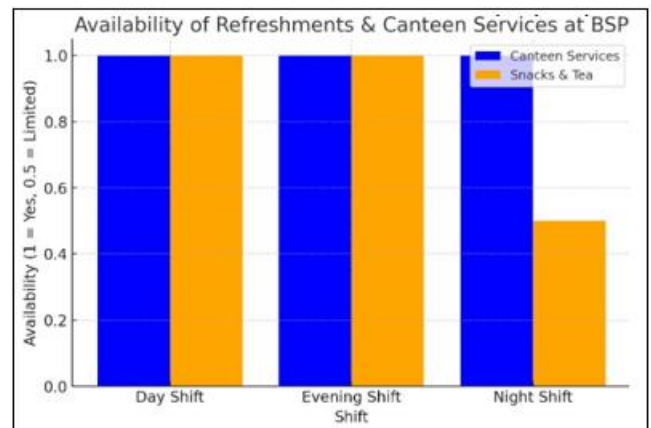
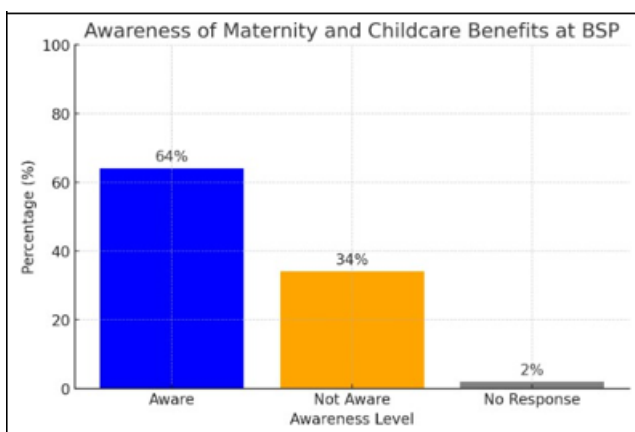


Figure 3: Awareness of Maternity and Childcare Benefits, and Availability of Canteen Services at BSP

In conclusion, feedback suggests that improvements in specific areas could further increase overall employee happiness, even if many BSP employees seem content with the benefits now offered. The facilities at the LTC are adequate. We can ascertain the percentage of people who are satisfied with different levels of satisfaction with the aid of the pie chart.

These non-executive personnel now have two choices: they can either en-cash the same or embark on the LTC journey. Once a year, employees can use the online approach to submit their duties and en-cash their earned leave. As a result, more people are content.

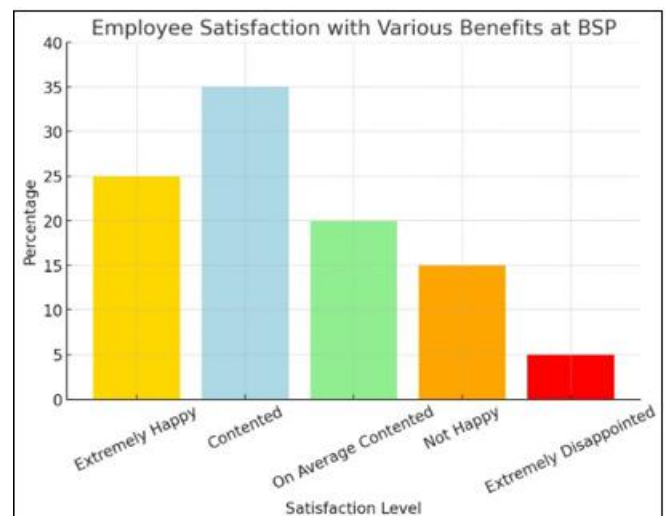


Figure 4: Employee Satisfaction with Various Benefits at BSP

Many individuals are aware of the CPF/gratuity facilities. This is a key factor in BSP's ability to retain its workforce. Additionally, the employees are aware of this facility when they join the company and begin working there. The last day of their employment at the plant is often when the final payments are made. People are clearly satisfied with this setup.

- Being a "Maharatna" enterprise, BSP (SAIL) outperforms the other SAIL divisions. BSP is the sole organization that offers the Employee Family Benefit Scheme. The EFBS that BSP offers is unique and greatly helps the employee and his or her family in every manner imaginable. It is

intended for the family of the worker who is unable to return to work due to death or permanent medical unfitness (PMU). Additionally, qualified family members of the deceased are given access to compassionate employment.

- The BSP boasts some of the greatest educational facilities in the state, and its Pandit Jawaharlal Nehru Hospital and Research Center is the largest in Chhattisgarh. All of these facilities are free for both current and former employees.
- When it comes to revenue and profit, BSP outperforms all other SAIL plants. Bhilai Steel Plant itself made over 90% of the profit. The majority of this money is spent on the amenities offered to staff members. Every BSP employee receives a variety of incentives, all of which are in line with the industry's HR market. It looks after its workers.
- Out of all the SAIL plant canteens, the plant's is the best. The food is on par with any hotel in the nation, yet it's quite affordable. Those who wish to use this facility are eligible for travel concessions.
- With appealing retirement schemes, BSP provides excellent care for both its current and retired employees.

8. Conclusion

Bhilai Steel Plant is a Maharatna company and a PSU. Its culture and history are extensive. The welfare programs are being run and adjusted in accordance with business decisions, as well as existing guidelines and previous practices. According to the survey, the welfare amenities are being offered in accordance with the specifications. Nonetheless, several staff groups are calling for its improvement. Children of employees frequently compare their welfare benefits to those of their parents after landing positions in the software or multinational industries. As a result, workers seek for more creative and improved welfare initiatives. These cutting-edge facilities cannot be expanded in a factory the size of BSP. Where the strength is roughly 1000, these advances can be tried. The business should make an effort to inform its staff about the welfare facilities offered as part of information sharing while also sharing information from other PSUs, etc. In order to foster a positive atmosphere and a positive perception of welfare institutions, the communication channels should be widely used.

9. Recommendations/ Suggestions

Bhilai Steel Plant's pay structure is comparable to that of the other public sectors, as was previously stated in the response-wise analysis. As a result, some recently hired executives and executives with six to seven years of experience are getting lower compensation than some senior non-executives. Nonetheless, there is a strong belief that this component is not fully prorogated. They should also be informed about the salary scale at other PSUs. As previously said, it could be worthwhile to include a segment on this topic in the regular Shop Communication Forum. The employee's other recommendation to shorten the time it takes to arrive at a revised salary structure is a good one. However, SAIL's wage negotiations are a tripartite process that involves national trade unions, each of which has its own demands and goals. This method has an inherent delay.

In addition to serving tea at the shop floor canteens, boxed products might be added during the night shift. In addition to the Canteen Allowance, which is Rs. 32 per day of attendance, the canteen amenities are offered.

It is discovered throughout conversations that there is a manpower shortage. However, no respectable management will tolerate a lack of personnel in critical roles. As a result, employees can perceive a staffing deficit in comparison to prior years. PSUs were no longer focused on creating jobs, but rather on turning a profit. As a result, managers will supply people in a logical manner and in accordance with demand. The company's communication efforts may highlight this element. Enhancing the cleanliness of the restrooms, canteens, and shop floor should receive more focus. When a recession strikes, managers everywhere have a propensity to cut back on social programs. Steel is a commodity and a cyclical industry. As a result, demand and slumps occur on a regular basis. Therefore, when there is a large demand for the commodity, management should raise funding for welfare programs. This will give workers the right impression that the industry is sharing its wealth during prosperous times.

References

- [1] Steel Authority of India Limited. (2023). *Annual report 2022–23*. <https://www.sail.co.in>
- [2] Bhilai Steel Plant. (2023). *Employee welfare programs and HR policies*. Steel Authority of India Limited. <https://www.sail.co.in/bhilai-steel-plant>
- [3] National Joint Committee for Steel. (2021). *Wage revision agreement for steel public sector undertakings*. Government of India Press.
- [4] Government of India. (2022). *Public sector policy guidelines for Maharatna companies*. Ministry of Heavy Industries and Public Enterprises. <https://dhi.nic.in>
- [5] Singh, R. K., & Verma, A. (2020). *Strategic HRM in Indian public sector undertakings*. New Delhi: Prentice-Hall of India.
- [6] Ministry of Steel. (2023). *Annual report on Indian steel sector workforce trends*. Government of India. <https://steel.gov.in>
- [7] CRISIL. (2022). *Indian steel industry outlook and HR benchmarking report*. <https://www.crisil.com>
- [8] ICRA. (2022). *Workforce and capacity analysis in the Indian steel sector*. <https://www.icra.in>
- [9] Bhilai Steel Plant Employees. (2024). *Employee interviews and survey feedback on welfare facilities* [Unpublished raw data].
- [10] Steel Authority of India Limited. (2023). *Corporate Social Responsibility (CSR) initiatives: Education, health, and community welfare*. <https://www.sail.co.in/csr>
- [11] Sharma, A. (2023, July 14). Bhilai Steel Plant boosts housing and medical benefits. *The Economic Times*. <https://economictimes.indiatimes.com>
- [12] Rao, S., & Chatterjee, M. (2021). HR practices and worker engagement in steel PSUs: A case study of Bhilai Steel Plant. *Indian Journal of Industrial Relations*, 57(1), 89–102.