

# Perception of Employees on Labour Welfare Measures and its Impact on Job Performance at Christy Friedgram Industry, Tiruchengode

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**Abstract:** *Welfare comprises of anything that is done for the comfort and improvement of employees and is provided over and above wages. Welfare measures consists of intra mural welfare, extra mural welfare, social security schemes and work environment. The purpose of providing labour welfare measures is to keep the employees comfortable work life. Labour welfare can be used as a strategy to improve job performance. This is a study which tries to establish the impact of welfare measures on the job performance of the employees of the organization, which is involved in manufacturing of food products. Further the different welfare facilities provided in the organization were analysed. It also studied the perception of employees on labour welfare measures. This descriptive study used the survey technique by which responses of two hundred employees were obtained and analysed using percentage analysis, descriptive statistics and chi square analysis. It was found that the respondents were satisfied with the welfare facilities. Welfare measures have an impact on job performance as evident in this firm which is situated in Tiruchengodu, Tamil Nadu, India.*

**Keywords:** welfare measures – job performance –intra mural –extra mural – social security –working environment

## 1. Introduction

Welfare comprises of anything that is made for the comfort and development of employees and is given over and above the salary. Welfare contributes in maintaining the morale and motivation of the human resources high so as to retain them over a period of time. The Welfare measures may be monetary or non-monetary of any kind. The concept of employee welfare has been used by many organizations as a strategy for improving employee productivity where work related issues can result in poor quality of life for workers and decline in work performance. Performance is a crucial criterion for a firm's progress and achievement of goals. John P. Campbell describes job performance as an individual-level variable, or something a single person does. Christy Friedgram Industry is a food manufacturing unit situated in Tiruchengode, Tamil Nadu, India. This firm manufactures and supplies nutritious food products for various ICDS scheme for different state governments including Tamil Nadu, Uttar Pradesh, Bihar and Karnataka. This study is about the Perception of employees on Labour Welfare Measures and its impact on job performance with special reference to "Christy Friedgram Industry, Tiruchengode".

## 2. Review of Literature

**The International Labour Organization(ILO)** segregates welfare services into two; Intra-mural facilities which are provided within the factory such as latrines, and urinals, drinking water, washing and bathing facilities, crèches, rest shelters and canteen, arrangements for prevention of fatigue, health services including occupational safety, uniform and protective clothing and shift allowances.

(Tiwari, 2014) focused on employee welfare facilities and its impact on employees' efficiency at Vindha Telelinks Limited, Rewa in India. The study established that the employee welfare facilities provided by the company to employees are satisfied and it is commendable. But still there is scope for further improvement so that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals. Health, safety and welfare are the measures of promoting the efficiency of employee. The various welfare measures provided by the employer will have immediate impact on the health, physical and mental efficiency, alertness, morale and overall efficiency of the worker and thereby contributing to the higher productivity.

(Resma and Basavraj, 2013) stated the employee welfare is a comprehensive term including various services, benefits and facilities offered to employees of the organization. This study enlightens the concept of welfare measures; it also highlights the employee's perception regarding the various statutory welfare measures provided by the Donimalai Iron Ore Mine, Bellary.

(Logasakthi and Rajagopal, 2013) revealed the employees enjoy not only the satisfaction of their jobs but also various facilities given by the firms. The labours extend their maximum support for the improvement of the company. The personnel department takes care of the total human resources in the company. The management provides all the health safety and welfares to the employees that will help to produce better performance in the work and working environment.

(Sindhu, 2012) stated the employee welfare measures increase the productivity of organization and promote

healthy industrial relations there by maintaining industrial peace. Organizations provide welfare facilities to their employees to keep their motivation levels high. Business houses provide many such statutory and non-statutory things policies to maintain satisfactory level of their employee. When they get better canteen facilities, good water to drink, clean restrooms, clean and hygiene wash rooms and bathrooms, regular medical checkups, health insurances, Employee assistance programme, grievance handling department.

### 3. Theory

#### 3.1 Labour Welfare

According to Dr. Panandikar Labour Welfare is defined as, "Workers improving the health, safety and general well-being and the industrial efficiency of the workers beyond the minimum standard laid down by labour legislation."

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.

#### 3.2 Types of Labour Welfare

Welfare facilities are of two types (a) Intra-mural welfare and (b) Extra-mural welfare.

**3.2.1 Intra-mural welfare:** It consists of facilities provided within the factory and includes medical, compensation for accidents, supply of drinking water, washing and bathing, provision of safety measures and work environment.

**3.2.2 Extra-mural welfare:** cover the services and facilities provided outside the factory such as housing, accommodation, indoor and outdoor recreational measures, amusement and sports, educational facilities for adult and children etc.

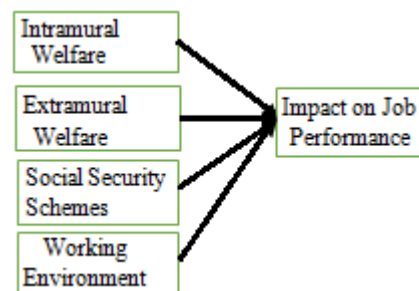
#### 3.3 Job Performance

According to Carl, Job performance is the way employees perform their work. An employee's performance is determined during job performance reviews

According to Steve M. Jex, Job Performance can be defined simply as "all of the behaviors employees engage in while at work."

The very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labour force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living. The organization believes that by providing labour welfare measures, the job performance of employees will improve.

### 4. Conceptual Model



### 5. Objectives of the Study

- 1) To study whether the welfare measures have an impact on the job performance of the employees in the organization.
- 2) To analyze the different welfare facilities provided in the organization.
- 3) To study the perception level of employees on labour welfare measures.

### 6. Research Methodology

#### 6.1 Research Design

In this study Descriptive type of research design is used. Descriptive research is used to obtain information concerning the current status of the phenomena and to describe "what exists" with respect to variables or conditions in a situation

#### 6.2 Sampling Unit

Sampling unit are the population or target unit available for selection during sampling process. My sampling unit is Employees of Christy Friedgram Industry, Tiruchengode.

#### 6.3 Sample Size

1512 employees work in this firm. The sample size for this study is 200 employees.

#### 6.4 Sampling Method

Simple Random Sampling under Probability Sampling Method was used for the study. Every unit in a population has equal chances for being selected as a sample unit.

#### 6.5 Data Collection Method

For this study data was collected through primary and secondary sources.

##### 6.5.1 (a) Primary Data Collection

Primary data are information collected or generated by the researcher for the purpose of project immediately at hand. In this study, primary data have been used for analysis and it has been collected through Survey method. A Survey is research technique in which data are systematically collected directly from the people being studied by the questionnaire and informal discussions with employees.

**6.5.1 (b) Tools Used For Data Collection:** Structured Questionnaire consisting of closed and open ended questions was constructed and used. The Questionnaire was prepared after gathering preliminary information about the employees welfare.

**6.5.2 Secondary Data Collection:** Secondary data was collected from the Articles, Journals, Company Records and Websites. Secondary data means data that are already available, i.e. they refer to the data which have already been collected and analyzed by someone else.

**6.6 Tools Used For Data Analysis:**

The data collected was analyzed with statistical tools and appropriate techniques. The techniques used for analysis are Descriptive Analysis and Chi-Square Test.

**7. Results**

The final result is shown after conducting the research in Christy Friedgram Industry, Tiruchengode. The data is collected with 200 respondents of the organization. The data was analyzed using SPSS 17.0. After analyzing the data using statistical tools the results are presented below:

**7.1 Descriptive Statistics**

**7.1.1 Profile of Respondents**

The Table 1 depicts that 78 respondents were in the age group of 26-40 years. Further it can be inferred from the table that 102 respondents were female and 98 were male. It is also observed from the table that 128 respondents were married and the rest of 72 respondents were unmarried. As regards educational qualification, it is observed that 68 respondents have completed Higher Secondary School Education. The table 1 further depicts that 127 respondents fall in the income group of Rs.12000 – Rs.30000 per month.

**Table 1: Profile of Respondents**

Attribute	Description	Frequency	Percentage
Age	18-25yrs	63	31.5
	26-40yrs	78	39.0
	41-55yrs	39	19.5
	56-60yrs	20	10.0
Gender	Male	98	49.0
	Female	102	51.0
Marital Status	Married	128	64.0
	Single	72	36.0
Education Qualification	H.Sc.	68	34.0
	Diploma	26	13.0
	Degree	49	24.5
	Others	57	28.5
Experience in years	< 5 years	77	38.5
	6-15yrs	89	44.5
	16-25yrs	18	9.0
Monthly Income in Rupees	26-40yrs	16	8.0
	<Rs.5000	14	7.0
	6000-11000	54	27.0
	12000- 30000	127	63.5
	> Rs 30000	5	2.5

The Table No. 1 also depicts 89 respondents have experience between 6 years and 15 years. 127 respondents were in the monthly income group of Rs. 12,000 to Rs. 30,000.

**7.1.2 Satisfaction Level in respect of variables studied**

**Table 2: Satisfaction on the welfare facilities provided**

S. No	Compute variables	Mean	Standard deviation
1	Intramural Welfare Facility	3.27	.497
2	Extramural Welfare Facility	3.25	.599
3	Social Security Scheme	3.34	.566
4	Working Environment	3.25	.474

From Table No. 2, it is evident that the employees are satisfied with the intra mural welfare facility, extra mural welfare facility, social security scheme and the working environment. The level of satisfaction remains same for all the studied variables.

**7.1.3 Impact of Labour Welfare Measures on Job Performance**

**Table 3: Impact of Labour Welfare Measures on Job Performance**

S. No	Compute Variables	Mean	Standard deviation
1	Counseling service enhances job performance	3.36	1.295
2	First aid and care facilities enhances job performance	3.96	1.140
3	Welfare facility motivates for better job performance	3.54	1.097
4	Work environment enhances job performance	3.28	1.139
5	Resources provided enhances job performance	3.30	1.1411

Table No.3 shows that the respondents have given a positive feedback on the welfare measures implemented in the organization. They agree that the labour welfare measures have an impact on job performance.

**7.2 Chi Square Analysis**

**Chi Square Test between demographics factors and impact on job performance**

Hypothesis ( $H_0$ ): There is no association between demographic factors of respondents and the impact on job performance.

Hypothesis ( $H_1$ ): There is association between demographic factors of respondents and the impact on job performance

**Table 4: Relationship between demographic variables and the impact on job performance**

S. No.	Factors	X <sup>2</sup> value	Significance	Result
1	Age	39.480	0.000**	Accepted
2	Gender	.080	0.777	Rejected
3	Marital Status	15.680	0.000**	Accepted
4	Education	19.000	0.000**	Accepted
5	Experience	88.600	0.000**	Accepted
6	Monthly Income	185.320	0.000**	Accepted

(\*\* $H_1$  is accepted at 5% significance level)

Table No: 4, reveals that, since ( $p < 0.05$ ), the null hypothesis is rejected in respect of the factors Age, Marital Status, Educational Qualification, Experience Level and Monthly Income. Hence it is concluded that there is association between the above demographic variables and impact on job performance. Further, it is observed that ( $p > 0.05$ ) in the case of Gender and hence the null hypothesis is accepted. Therefore it is concluded that there is no association between Gender and Impact on job performance.

## 8. Conclusion

The study concludes that the welfare measures provided by the organization are good. Most of the respondents are satisfied to these measures. It is also found that the provision of labour welfare measures have an impact on job performance. The employees are assets of the organization. The management has the duty to safeguard and maintain these assets. The management should not only comply with the statutory welfare obligations but should go beyond what has been provided in the statute.

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## Author Profile



**Dr. S. Sethuram**, has to his credit BBA, MBA, M.Phil, and Ph.D. degrees in Management. He received his doctoral degree from Anna University, Chennai in 2015. Further he holds an LL.B. degree. He has rich Industrial Experience of 16 years in woven and apparel industry in the fields of HR, Legal and Corporate Governance. He has been teaching MBA students for five years. He is presently with SRIT Business School, Sri Ramakrishna Institute of Technology, Coimbatore, Tamil Nadu, India, as an Assistant Professor.

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