

The Employee Welfare Policies and Working Condition Measures in Rajasthan State Warehousing Corporation

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Abstract

Employees welfare has two aspects which are both negative and positive. On the negative side, employee welfare is concerned with counteracting the baneful effects of the large-scale industrial system of production especially capitalistic, so far as India is concerned, on the personal/family, and social life of the worker. On its positive side, it deals with the provision of opportunities of the worker and his/her family for a good life as understood in its most comprehensive sense. The basic objective of employee welfare is to enable workers to live a richer and more satisfactory life. Employee welfare is in the interest of the labour, employer and the society.

Meaning and Definition of Employee Welfare

Welfare means faring or doing well. It is a comprehensive term which refers to the physical, mental, moral and emotional well-being of an individual. Further, the term welfare is a relative concept, relative in time and space. It therefore varies from time to time, from region to region and from country to country.

Employee welfare, also referred to as betterment work of employees, relates to taking care of the well-being of workers by employers, trade unions, and government and non-government agencies. Labor welfare has two aspects which are both negative and positive. On the negative side, employee welfare is concerned with counteracting the baneful effects of the large-scale industrial system of production especially capitalistic, so far as India is concerned, on the personal/family, and social life of the worker. On its positive side, it deals with the provision of opportunities of the worker and his/her family for a good life as understood in its most comprehensive sense.

Significance of Employee Welfare

The basic objective of employee welfare is to enable workers to live a richer and more satisfactory life. Employee welfare is in the interest of the labour, employer and the society.

Benefit to the Workers

- (i) Welfare facilities provide better physical and mental health to the workers.

- (ii) Welfare facilities like housing, benefits, education and recreation facilities for worker's families help to create contented workers.
- (iii) Improvement in material, intellectual and conditions of life protects workers from social evils like drinking, gambling etc.

Benefits to the Employer

- (i) Labour welfare facilities help to increase employee productivity.
- (ii) Welfare measure helps to improve the goodwill and public image of the enterprises.
- (iii) Welfare services serve to maintain some peace with the employee's unions.
- (iv) Employee turnover can be reduced due to the provision of welfare facilities.
- (v) Employers secure the benefits of high efficiency, cordial industrial relations and low labour absenteeism and turnover.

Type of Welfare Activities

A comprehensive list of welfare activities is given by Moorthy in his monumental work on labour welfare. He divides welfare measure into two broad groups, namely.

1. Welfare measure inside the work place and
2. Welfare measures outside the work place.

Welfare Measure inside the Work Place

(i) Conditions of the Work Environment

- (a) Neighborhood, safety and cleanliness; attention to approaches
- (b) Housekeeping; up keeping of premises-compound wall, lawns, garden and so forth, egress and ingress, passages and door, white-washing of walls and floor maintenance.

- (c) Workshop sanitation and cleanliness; temperature, humidity, ventilation, lighting, elimination of dust, smoke fumes, gases.
- (d) Control of effluents.
- (e) Convenience and comfort during work what is operatives posture, seating arrangements.
- (f) Distribution of work hours and provision for rest hours and meal times
- (g) Workmen's safety measures, that is, maintenance of machines and tool, fencing of machines, providing guards, helmets, aprons and first aid etc.
- (h) Supply of necessary beverages, and pills and tablets, that is, salt tablets, milk and soda.
- (i) Notice boards; posters, pictures, slogans; information or communication.

(ii) Conveniences

- (a) Urinals and lavatories, washbasins, bathroom, provision for spittoons; waste disposal.
- (b) Provision of drinking water and water coolers.
- (c) Canteen services: Full meal, mobile canteen.
- (d) Management of workers clock rooms, reading room and library

(iii) Worker's Health Services

Factory health centre, dispensary, ambulance, emergency aid, medical examination for workers, health research, family planning services.

(iv) Women and Child Welfare

Antenatal and postnatal care maternity aid, crèche and child care, women's general education, separate service for women workers, that are lunch rooms, urinals, rest rooms, women's recreation, and family planning services.

(v) Worker's Recreation

Indoor games, strenuous games to be avoided during intervals of work.

(vi) Employment Follow up

Progress of the operative in his/her work, his/her adjustment problems with regard to machines and workload, supervisors and colleagues, industrial counseling.

(vii) Economic Services

Co-operative loans, financial grants, thrift and saving schemes, budget knowledge, unemployment insurance, health insurance, employment bureau, profit-sharing and bonus schemes, transport services, provident fund, gratuity

and pension, rewards and incentives, workmen's compensation for injury assistance in time of need.

Dimensions of Quality of Work Life

Quality of working life is a multi-dimensions aspect. The workers expect the following needs to be fulfilled by the organizations.

1. Compensation: The reward for work should be above a minimum standard for life and should also be equitable. There should be just an equitable balance between the effort and the reward.
2. Health and Safety: The working environment should be free from all hazards detrimental to the health and safety of the employees. The main elements of a good physical environment for work should be reasonable hours of work, cleanliness, pollution free atmosphere, risk free etc.
3. Job Security: The organisation should offer security of employment. Employees should not have to work under a constant concern for their future stability of work and income.
4. Job Design: The design of job should be such which is capable of meeting the needs of the organisation for production and the individual for satisfying and interesting work. Quality of work life can be improved if the job allows sufficient autonomy and control, provides timely need feedback on performance and uses a wide range of skills.
5. Social Integration: The workers should be able to feel a sense of identity with the organisation and develop a feeling of self esteem. This includes the elimination of discrimination and individualism, encouraging teams and social groups to form.
6. Social Relevance of Work: Work should not only be a source of material and psychological satisfaction, but also a means of social welfare. An organisation that has greater concern for social causes can improve the quality of work life.
7. Scope for Better Career Opportunities: The management should provide facilities to the employees for improving and utilizing human resources for expansion and development of the organization.

Methods to Improve QWL

The concept of quality of work life aims at identifying and implementing alternative programs to improve the quality of professional as well as personal life of an organization's employees. These programs motivate people by satisfying not only their economic needs but also their social and physiological needs. There is an addition to all those programs already being implemented by various organizations. Organizations have come up with a lot of innovative program to improve the quality of work life of their employees. Flexible time, job enrichment, job rotation, crèches and child-care centers, employee's recreations centers etc.

The implementation of these programs results in improved productivity, satisfaction, morale etc. as the employees enjoy a conducive work environment and find it easier to balance their personal and professional lives.

Challenges in Implementing QWL Programs

When implementing QWL programs, organisation faces a number of challenges that arise as a result of various factors that are internal as well as external to the organisation. An example of internal factors is lack of cooperation from the top management in implementing the QWL programs. An example of external factors is the undesirable changes in the economy that have an impact on the firm.

- (i) There should be change in the management's attitude. Management should realize that for employee to work effectively and feel motivated, they should realize that for employee to work effectively and feel motivated, they should be provided with a good quality of work life. It brings the corporation benefits in the form of increased productivity and improvement in work quality.
- (ii) If employees are made to realize the benefits they can reap by adopting QWL programs, their cooperation in implementing the programs can be assured. For instance, the management might face union resistance in implementing part-time employment as unions perceive it as a threat to full time employees during times of high employments.

During the research we put up the questionnaires to the executive and non executives

employees of the RSWC and the answers that come out are

Are you satisfied with the quality of working life in RSWC?

No of Respondents	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied	Can't Say
190	8	23	56	83	20
%	4.28	12.35	29.56	43.65	10.16



It is clear from the above graph that more than seventy percent of workers do not like quality of working life in RSWC. It includes employees of every group. During our visit to SSA, training centers and Circle officers we notice that quality of work life was not up to the mark. Officers of RSCW still appear like a government offices of old time. Employees of RSWC did not appear to be committed for their organisation. Nothing appeared us in a professional way except their designations displayed outside their rooms. Being a leading public sector enterprise in warehouse sector it has not changed its way of working and thinking. RSWC should improve the quality of working life by following number of techniques available for the same.

Evaluation and Appraisal of Quality of Working Life in RSWC

1. In RSWC there is a full fledged Quality Assurance Circle: This circle is wholly devoted towards the maintenance of quality in warehouse corporations, products, services and infrastructure. There is no attention of quality of working environment where the biggest assets of corporation called human resources are working.

There is a need to give full attention towards quality of human resources.

2. Working environment of Corporation is still non-professional. Officers of RSWC where general public come, still give a traditional look. It should be improved so that it gives corporate professional look.
3. RSWC is giving fair compensation to all of its employees. RSWC has adopted and announced the IDA pay scales as per recommendations of 6th pay commission. But corporation does not have package system which other companies are adopting. Corporation should start paying compensation in pay package system.
4. Majority of the staff in RSWC is working on permanent basis. A few staff among Group D that is non-executive is recruited through contractor of labour. This type of staff should be dealt properly and be given fair compensations.
5. RSWC is not providing hygienic environment to its employees. Civil and electrical engineering department undertakes care of working environment. They do not give same importance to offices in which employees work and general public come, whereas due care is taken of Warehouse Corporation.
6. RSWC provides good safety measures to its employees. It provides helmet, clothing and shoes to technical employees who work outside campus. It provides fire alarm and fire extinguishing services in Warehouse Corporation and offices.
7. RSWC provides equal career growth opportunities to its employees. It provides growth to its employees on the basis of seniority cum merit basis. Employees should be promoted on the basis of individual performance cum merit basis also.
8. RSWC provides training to present employees for their Up gradation in knowledge and skills. This training is given at corporation cost and at corporation's own training centers. Most of the employees refuse trainings by giving fake medical certificate which should be stopped. All trainings should be made mandatory.
9. RSWC has not made good work life balance in employees. If provides relaxation time during working hours, leave facility, and leave travel

concession, restricted holidays and adjustment in transfer of employees. It does strain employee's personal and social life by forcing untimely transfers on them.

10. RSWC has not adopted the concept of fun at workplace. It provides indoor games like chess and carom during break between working hours at separate locations. It also conducts sports meets and tournaments of badminton and cricket at circle level. Fun at workplace should be started so that employees enjoy their work by mixing it with fun.
11. In RSWC inspection Quarters/Bungalow which have been made specifically for the internal and external auditors of corporation who remain on visit to different offices. But full misuse of these quarters has been seen. Officers who are in charge of these quarters offer it to their relatives for stay who are on tour travel visit. It has been seen in especially of those cities which are of tourist importance. This practice should be controlled by regular check-up of these buildings.

Types of Employee Fringe Benefit Schemes in RSWC.

Meaning and Definition

Employee benefits and services include and benefits that the employee receives in addition to direct remuneration. Employee benefits and services are alternatively known as fringes, service programmers, employee benefits or hidden payroll.

Fringe benefits are indirect non-financial and financial payments which employees receive for continuing their employment with the company. These are an important part of just about everyone's compensation.

Objective of Fringe Benefits

1. To recruit and retain the best employees.
2. To project employees against certain hazards e.g. life insurance old age pension etc.
3. To improve motivation and morals of the employees by satisfying some unsatisfied needs.
4. To improve work environment and industrial relations.
5. To ensure health, safety and welfare of employees.

Memorandum of Understanding (MOU) with the representatives of Federation of WC Employees Unions, Delhi (recognized) on 22.10.2012 with regard to the revision of fringe benefits in respect of group C & D employees w.e.f. 01.01.2012. The MOU was subject to approval of the Board of Directors/Govt. of India, which has been now approved by the Board of Directors/Govt. of India and Memorandum of Settlement (MOS) has been signed between the management and federation of WC Employees Unions, Delhi on 17.06.2013. Consequently it has been decided to implement the same as contained in the MOU/MOs. The Salient features of the revised fringe benefits are given below:

1. Coverage:

The revised fringe benefits cover all regular Group C & D employees and shall not apply to those employed on contract/daily rated basis and as apprentice/trainees.

2. Duration of Settlement:

The revised fringe benefits are effective from 01.01.2012 to 31.12.2016. However, the same shall continue beyond 31.12.2016 until further revision.

3. Terms and Conditions:

The fringe benefits with cafeteria approach within the ceiling of 40% of basic pay will be allowed to each C & D category from the list of perquisites and allowances. The employee concerned shall exercise the option in the prescribed format and declaration (copy enclosed) wherever required for selecting the items under cafeteria approach. If an employee wants to change the items, he/she can submit new option in the next financial year latest by 10th of April, otherwise option exercised earlier will continue.

Welfare Activities of Trade Unions

Welfare Facilities by the Trade Unions

With a view to making it mandatory for employers, to provide certain welfare facilities for their employees, the government of India has enacted several laws from time to time. These laws are the Factories Act, 1948 and the Contractor Labor (regulation and abolition) Act, 1970 etc. Another significant step taken by the central government has been to constitute welfare funds for the benefit of the employees. These funds have been established in coal, mica, iron-ore, limestone, and dolomite mines.

The welfare activities covered by these funds include housing, medical, educational and recreational facilities for employees and dependents.

Welfare Activities by the Trade Unions

Labour unions have contributed their share for the betterment of the employees. Mention may be made here of Textile Labour Association of Ahmedabad and the Railways men's Unions and the Mazdoor Sabha of Kanpur, which have rendered invaluable services in the field of Labour welfare.

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