

Employee Welfare Policies and Working Conditions Measures in Rajasthan State Warehousing Corporation

Rajeta (research scholar),
Supervisor - **Dr. Anjora Belcha**,
Department of Business Administration,
University of Rajasthan, Jaipur, Raj.
(302004), India.
Email - rimssaharan@gmail.com

Abstract-

Employees are undeniably crucial stakeholders who influence the effectiveness of the organization by stabilizing the tremors caused by the corporate environment. Every organization has an inexplicable role to play in providing welfare structures to stakeholders not only monetary but also non-monetary, which go beyond the money whose employees are the ones who cut it a priority. A satisfied employee is the key ingredient to the progress of any organization and the concept of employee well-being has been and will always be part of organizational efficiency. These structures can be provided voluntarily by progressive and enlightened employers as they please as a social responsibility to employees, or laws may oblige them to provide these structures by government and trade unions. Employees have always been an integral part of an organization and this research paper seeks to study the employee welfare policies and working condition measures in Rajasthan State Warehousing Corporation.

KEYWORDS- Employees, Employer, Welfare, Working conditions, Performance, Labour welfare, Quality work-life, Health, Safety, Welfare activities, Job

Introduction-

Meaning and definition of employee welfare

Wellness means getting by or doing well. It is a comprehensive term that refers to the physical, mental, moral, and emotional well-being of an individual. Furthermore, the term well-being is a relative concept, relative in time and space. Therefore, it varies from time to time, from region to region, and from country to country.

Employee welfare, also known as employee improvement work, refers to the care of employees' welfare by employers, trade unions, and government and non-governmental agencies. Work well-being has two aspects which are both negative and positive. On the negative side, employee welfare deals with countering the harmful effects of the large-scale industrial production system, especially capitalist, as far as India is concerned, on the personal / family and social life of the worker. On the positive side, it deals with the provision of opportunities for the worker and his family for a good life, understood in its most complete sense.

Importance of employee well-being

The fundamental goal of employee welfare is to enable workers to live richer and more satisfying lives. Employee well-being is in the interest of the job, the employer, and society.

Advantages for workers-

- (i) Care facilities provide better physical and mental health for workers.
- (ii) Welfare facilities such as housing, benefits, education, and recreational facilities for workers' families help create disputer workers.
- (iii) The improvement of material, intellectual, and living conditions protects workers from social evils such as drinking, gambling, etc.

Advantages for the employer-

- (i) Labour welfare structures help increase employee productivity.
- (ii) Welfare measures help improve the goodwill and public image of companies.
- (iii) Welfare services serve to keep some peace with employee unions.
- (iv) Employee turnover can be reduced by providing care facilities.

- (v) Employers secure the benefits of high efficiency, friendly industrial relations, and low absenteeism and job turnover.

Type of welfare activities-

A comprehensive list of welfare activities is provided by Moorthy in his monumental work on the welfare of workers. He divides the measure of well-being into two large groups, viz.

1. Measurement of well-being in the workplace
2. Welfare measures outside the workplace.

Measurement of well-being in the workplace-

(i) Conditions of the working environment

- (a) Neighbourhood, security, and cleanliness; pay attention to approaches
- (b) cleaning; maintenance of the premises - compound wall, lawns, garden and so on, exit and entrance, corridors and doors, the whitewashing of walls and maintenance of floors.
- (c) hygiene and cleanliness of the workshop; temperature, humidity, ventilation, lighting, dust suppression, fumes, and gases.
- (d) Control of effluents.
- (e) Convenience and comfort during work, what is the posture of the operators, and the seating arrangement.
- (f) Breakdown of working hours and arrangement of hours of rest and meals
- (g) Worker safety measures, i.e.maintenance of machines and tools, fencing of machines, provision of guards, helmets, aprons, first aid, etc.
- (h) Provision of the necessary drinks, pills, and tablets, that is, tablets of salt, milk, and soda.
- (i) bulletin boards; posters, images, slogans; information or communication.

(ii) Convenience

- (a) urinals and sinks, washbasins, bathroom, preparation for spittoons; waste disposal.
- (b) Supply of drinking water and water coolers.
- (c) Canteen services: full meal, mobile canteen.
- (d) Management of the cloakrooms, reading room, and workers' library

(iii) Health services for workers

Factory health center, dispensary, ambulance, emergency room, worker medical examination, health research, and family planning services.

(iv) Well-being of women and children

Antenatal and postnatal care Maternity care, day-care and childcare, general women's education, separate service for female workers, i.e. canteens, urinals, restrooms, recreational activities for women, and family planning services.

(v) Recreation of workers : Indoor games, strenuous games to avoid during work intervals.

(vi) Follow-up of employment

The operator's progress in his work, his adaptation problems concerning machines and workload, supervisors and colleagues, and industrial consultancy.

(vii) Economic services

Cooperative loans, financial grants, savings and savings schemes, budget knowledge, unemployment insurance, health insurance, employment agency, profit sharing, bonus schemes, transportation services, retirement fund, gratuity and pension, premiums and incentives, compensation for workers' accidents assistance in times of need.

Company Profile

Warehousing Corporation was founded under the Warehousing Corporation Act of 1962 (Central Act No. 58 of 1962) in December 1957 and began operating on March 24, 1958. Warehousing Corporations' operational area is the State of Rajasthan and in the latter 60 years old, the Corporation has been actively serving farmers, the business community, and industrialists in the state.

The company has a mandate to create scientific storage facilities with the best technology in the world. Warehousing Corporation currently has a total storage capacity of 7.63 MT. distributed over 89 warehouses in Rajasthan.

Rajasthan State Warehousing Corporation - (RSWC)

Central and state warehousing corporations were established in the country after the Indian government enacted "The Agricultural Produce (Development & Warehousing) Corporations Act, 1956". These companies were re-established in 1962

by repeating the previous law and enacting "The Warehousing Corporation Act, 1962" to provide for the incorporation and regulation of companies for the storage of agricultural products and certain other products and related matters.

In Rajasthan, the Rajasthan State Warehousing Corporation (RSWC) was established on December 30, 1957, and started operating w.e.f. March 24, 1958.

The Corporation has been operating in the state for 50 years.

Functions of the Company

As provided in Section 24 of the Warehousing Corporations Act, 1962, (Central Act 58 of 1962) the RSWC.

- (a) may acquire and build assets and warehouses in locations within the state at its discretion, after consultation with the determined Central Warehousing Corporation.
- (b) can operate warehouses in the state for the storage of agricultural products, seeds, fertilizers, agricultural tools, and notified goods;
- (c) may provide facilities for the transport of agricultural products, seeds, fertilizers, agricultural tools, and notified goods to and from the warehouse;
- (d) may act as an agent of the Central Warehousing Corporation, or the government in the purchase, sale, storage, and distribution of agricultural products, seeds, fertilizers, fertilizers, agricultural tools, and notified goods;
- (e) to enter into, with the approval of the State Government, joint ventures with the central depository company; And
- (f) can perform other functions that may be prescribed-

1. DISINFESTATION SERVICE
2. AGENT SERVICE
3. GOODS STORAGE
4. PLANNED STORAGE
5. EXTENDED STORAGE: seasonal demand, fruit ripening, take advantage of discounts, meet anticipated higher demand, etc.
6. GOODS HANDLING
7. INFORMATION MANAGEMENT

8. PROTECTION OF GOODS
9. RISK
10. FINANCING
11. PROCESSING
12. CLASSIFICATION AND BRAND

Objectives of the Study:

- i. Study the existing care facilities offered to the employee
- ii. Know the opinion of employees on current welfare structures
- iii. Studying the impact of welfare on employee performance.
- iv. Improve their intellect and raise their standard of living by measuring their perception requirement of welfare activities we can provide a better life, better health and make more workers satisfied with their work relieving fatigue.

Review of the Literature (2002-2017):

Ms. Ayesha M. (2017) conducted a study on the role of welfare measures and their impact on employee productivity to discover the role of welfare measures and their impact by applying t-test, and f-test. As for the sample is concerned, 1650 out of 2100 employees were selected. For the interpretation of the data they used t-try, try f. Female employees are less satisfied with recreational facilities than men1.

Mendis M (2016) studied welfare structures and job satisfaction to examine welfare facilities and their impact on operational level job satisfaction of employees in Shri Lanka through interviews with 100 employees. You also concluded that increasing the organization of care facilities can improve work satisfaction.

Dr. Venkata Rao P. et al (2015) 3 conducted an employee welfare survey is a key: an idea after the interviewing 60 respondents and found that welfare measures were considered a critical indicator that can influence the employee performance.

Dr. Lalitha K. (2014) conducted a research study on employee welfare measures who wants to study the care facilities provided to the employee and also conclude that the employee's happiness in welfare facilities will increase the productivity.

Dr. Tiwari U. (2014) conducted a study on employee welfare activities and their impact on employee efficiency at Rewa and concluded that management requires attention to the facilities provided to the employees in such a way as to increase productivity, satisfaction, performance level, the profitability of the organization.

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Rama Satyanarayana and Jayaprakash Reddy (2012) found the highest employee satisfaction The measure of well-being in the cement division of KCP Ltd. Tresearchedarch to find out the level of satisfaction and the measure of employee well-being.

Vijaya Banu and Ashifa (2011) worked on public sector transport welfare measures where they analyzed different dimensions of workplace well-being measures perceived by workers. They also emphasized the awareness of work on welfare measures, their level of satisfaction, and its improvement technique.

Swapna (2011) conducted research in Singareni Collieries Company Limited where special attention has been given to corporate social responsibility by linking work well-being and ethical consideration.

Gosliner W. et al (2010) conducted a study on the impact of an on-site wellness program on the nutrition e physical activity environment of the children's centers, the purpose of the study was to test that wellness program implementation for staff affects nutrition and physical activity.

Randhir Kumar Singh (2009) establishes that there is a relationship between the impact on labor productivity and welfare measures when he researched welfare measures and their impact on their labor productivity. According to him, if welfare measures are taken flawlessly then there is a possibility of increased profit.

Raising the minimum wage goes hand in hand with the capital tax, said Alok Kumar (2008). He also said with the help of his research analysis that the minimum wage and capital tax come with the overall balance framework.

Courtney Coile and Jonathan Gruber (2007) examined and determined that “forward-looking incentive measures for social security, they are significant determinants of retirement¹⁵”.

Alison Earle and Jody Heymann (2006) researched workers taking leave if workers themselves or their family members become ill. The study also looked at and conducted a payment analysis of leave for health reasons of the workers themselves or of an adult family member or children.

Karl Aiginger (2005) reviewed labor market regulation and its comparative effect. He concluded it the main reason for the low growth in Europe is the rigidity of the labor market, which is linked to the cost of welfare.

Goetzel R. et al (2002) researched Johnson & Johnson's long-term health and wellness impact on employee health risk programs mainly did a study because they believed that corporate health promotion and the disease prevention program can improve the employee's risk profile.

**Research Methodology-
Method of data collection-**

This section describes the various data collection methods used along with the rationale behind their choice.

1. Primary data
2. Secondary data

PRIMARY DATA: These are original observations collected by the researcher or his agents, for the first time for any research and used by them in statistical analysis while the data is collected by one and used by the others.

Primary data sources-

- Interviews
- Questionnaire method

SECONDARY DATA – Most of the data in this research will be collected in the form of secondary data. Much of the data came from the various sources available such as:

- Books-bibliography Newspaper
- Magazines - HRM review, international human value magazine, etc.
- Magazines: toilet waves, business world, etc.
- Internet and Television Websites
- Reports - WC Annual Reports
- Articles of Association of WC Corporation, etc.

Dimensions of the quality of working life (QWL)

Quality of working life is a multidimensional aspect. Workers expect the following needs to be met by organizations.

1. **Pay:** The reward for work should be above a minimum standard for life and should also be fair. There should only be a fair balance between effort and reward.
2. **Health and safety:** the work environment must be free from all risks harmful to the health and safety of employees. The main elements of a good physical environment for work should be reasonable working hours, cleanliness, pollution-free atmosphere, risk-free, etc.
3. **Work safety:** the organization should offer work safety. Employees should not work with constant concern for their future job and income stability.
4. **Job design:** Job design should be designed to meet the needs of the production organization and the individual for satisfying and interesting work. The quality of working life can be improved if the job allows for sufficient autonomy and control, provides timely feedback on performance, and uses a wide range of skills.
5. **Social integration:** Workers should be able to have a sense of identity with the organization and develop a feeling of self-worth. This includes the elimination of discrimination and individualism, encouraging the formation of teams and social groups.
6. **Social relevance of work:** work should not only be a source of material and psychological satisfaction, but also a means of social well-being. An organization that cares more about social causes can improve the quality of working life.
7. **Purpose for Better Career Opportunities:** Management should provide facilities for employees to improve and use human resources for the expansion and development of the organization.

Methods to improve the QWL

The concept of quality of working life aims to identify and implement alternative programs to improve the quality of professional and personal life of an organization's employees. These programs motivate people by meeting not only their economic needs but also their social and physiological needs.

There is an addition to all those programs already implemented by various organizations. Organizations have come up with many innovative programs to improve the quality of the working life of their employees. Flexible hours, job enrichment, job rotation, kindergartens, and day-care centers, employee recreation centers, etc.

Implementing these programs results in better productivity, satisfaction, morale, etc. as employees enjoy a conducive work environment and find it easier to reconcile their personal and professional life.

Challenges in the implementation of QWL programs-

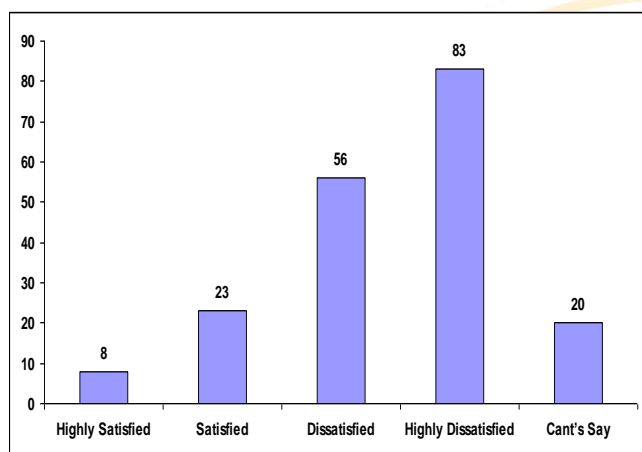
When implementing QWL programs, the organization faces several challenges that arise due to various factors internal and external to the organization. An example of internal factors is the lack of cooperation from top management in the implementation of QWL programs. An example of external factors is unwanted changes in the economy that impact the firm.

- (i) There should be a change in the attitude of the managers. Management should realize that for employees to work effectively and feel themselves motivated, they should realize that for employees to work effectively and feel motivated, they should be provided with a good quality of working life. It brings benefits to the company in the form of increased productivity and improved quality of work.
- (ii) If employees are obligated to realize the benefits they can derive from adopting QWL programs, their cooperation in implementing the programs can be ensured. For example, management may encounter resistance from unions in implementing part-time work as unions perceive it as a threat to full-time employees during periods of high employment.

During the research, we put the questionnaires to the executive and non-executive employees of the RSWC, and the answers that come out are ...

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

NO. OF RESPONDENTS	HIGHLY SATISFIED	FULLY SATISFIED	DIS-SATISFIED	HIGHLY DIS-SATISFIED	I CAN'T SAY
190	8	23	56	83	20
100%	4.28%	12.35%	29.56%	43.65%	10.16%



From the graph above it is clear that over seventy percent of workers do not appreciate the quality of working life at RSWC. It includes employees from each group. During our visit to the SSA, training centers, and club officers we noticed that the quality of working life was not up to par. RSCW officers still look like government offices they used to be. RSWC employees did not appear to be committed to their organization. Nothing looked professional to us except their designations displayed outside their rooms. As a leading public sector enterprise in the warehouse sector, it hasn't changed the way it works and thinks. RSWC should improve the quality of working life by following the number of techniques available for it.

Types of employee benefit schemes in RSWC.

Meaning and definition

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

Fringe benefits are indirect non-financial and financial payments that employees receive to continue their employment relationship with the company. These are an important part of almost everyone's compensation.

The goal of marginal benefits-

1. Recruit and retain the best employees.
2. To project employees against certain risks, eg. life insurance old-age pension, etc.
3. Improve employee motivation and morale by meeting some unmet needs.
4. Improve the working environment and industrial relations.
5. Ensure the health, safety, and well-being of employees.

Memorandum of Understanding (MOU) with the representatives of the **Federation of WC Employees Unions, Delhi (recognized)** on 22.10.2012 regarding the revision of the fringe benefits for the employees of the C&D w.e.f. 01.01.2012. The MOU was subject to board/government approval. of India, which has now been approved by the Board of Directors / Govt. of India, and the Memorandum of Settlement (MOS) was signed between the management and the federation of employee unions WC, Delhi on 17.06.2013. Consequently, it was decided to implement the contents of the MOU / MO. The salient features of the revised marginal benefits are outlined below:

1. Coverage:

The revised fringe benefits cover all regular employees of the C&D Group and do not apply to those employed on a contract / daily basis and as apprentices/trainees.

2. Duration of liquidation:

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

3. Terms and conditions:

The ancillary allowances with the canteen approach within the ceiling of 40% of the basic salary will be granted to each C&D category from the list of allowances and allowances. The employee concerned must exercise the option in the prescribed format and in the declaration (attached copy) where required for the selection of items in the canteen approach. If an

employee wishes to change the entries, she can submit a new option in the next financial year by April 10 at the latest, otherwise, the previously exercised option will continue.

Welfare activities of trade unions

Welfare structures by trade unions

To make it mandatory for employers to provide certain care facilities for their employees, the Indian government has enacted several laws from time to time. These laws are the Factories Act, 1948 and the Contractor Labour (regulation and abolition) Act, 1970, etc. Another significant step taken by the central government was to set up welfare funds for the benefit of employees. These funds were 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.

Trade Union Welfare Activities

The trade unions contributed their part to the improvement of the employees. Mention can be made here of the Textile Labour Association of Ahmedabad and the Railways men's Unions and Mazdoor Sabha of Kanpur, which has rendered invaluable services in the field of labor welfare.

Results And Suggestions-

1. At RSWC there is a full-fledged quality assurance circle: this circle is entirely dedicated to maintaining quality in warehouse companies, products, services, and infrastructure. There is no focus on the quality of the work environment in which the company's largest resources called human resources to work. Full attention must be paid to the quality of human resources.
2. The working environment of the Corporation is still unprofessional. The officers of the RSWC where the general public comes still give a traditional look. It should be improved to give it a professional corporate look.
3. RSWC is giving fair compensation to all of its employees. RSWC has adopted and announced the IDA pay scales according to the recommendations of the 6th Compensation Committee. But the company doesn't have a package system that other companies are adopting. The company should start paying

compensation in the compensation package system.

4. Most of the staff at RSWC work permanently. Some members of Group D who are not executives are hired through a labor contractor. This type of staff should be treated fairly and receive fair compensation.
5. RSWC does not provide a hygienic environment for its employees. The civil and electrical engineering department takes care of the work environment. They do not give the same importance to the offices where employees and the general public work, while due attention is given to Warehouse Corporation.
6. RSWC should provide good security measures to its employees. They can provide helmets, clothing, and shoes to technical employees who work off-campus. They can provide fire alarm and fire extinguishing services in Warehouse Corporation and offices.
7. RSWC offers equal opportunities for professional growth to its employees. Provides growth to its employees based on seniority or merit. Employees should also be promoted based on individual performance cum merit.
8. RSWC provides training to introduce employees to their upgrade in knowledge and skills. This training is given at the company's expense and company training centers. Most employees refuse training courses by providing a fake medical certificate which should be discontinued. All training courses should be made compulsory.
9. RSWC did not achieve a good work-life balance among employees. If it provides for moments of relaxation during working hours, concessions for holidays and travel permits, limited holidays, and compensation for employee transfers. It strains employees' personal and social lives by forcing them into premature relocations.
10. RSWC has not adopted the concept of workplace fun. Provides indoor games such as chess and carom during breaks between working hours in separate locations. It also conducts sports matches and badminton and cricket tournaments at the club level. The fun in the workplace should start so that employees have fun by mixing it with fun.
11. In the RSWC inspection lodgings/bungalows have been made especially for the internal and external auditors of the company who remain on a visit in different offices. But there has been a complete misuse of these quarters. The

officers who are in exchange for these accommodations offer them to their relatives for the stay who are on a travel visit. It has been seen especially in those cities of tourist importance. This practice should be monitored by regular inspections of these buildings.

12. The employees face some day-to-day circumstances that lead to some diseases, especially related to the skin and breathing. For example, asthma, skin rashes, allergies, etc. RSWC should provide a better solution and medical care to these employees.

Conclusion-

The concept of employees is as old as human civilization. As civilization keeps ticking so is the role of employees and the facilities around him in an organization. As citizens constitute a country so are the employees of an organization. It's high time that employers start realizing that the 'No employee - No organization' concept is omnipresent hence organizations must put more effort into prioritizing employee needs first. Well the fact that employees have always been the key to every organizational growth, the same has been iterated time and again through various theories by ubiquitous notable intellectual scholars, emphasizing their welfare and development. The concept of employee welfare have reached many milestones in improving the efficiency of employees since work-related problems compliment poor quality of life for employees and a decline in performance. The Welfare measures are a pre-requisite for every employee, without welfare measures employee is isolated in the organization. The objectives of the study have been achieved after conducting relevant statistical test and results obtained. The organizations are encouraged to be a driving force regarding these welfare facilities in motivating the employees and increasing their work efficacies.

Limitations-

Limitations are part and parcel of any study, and the present study is no exception which includes constraint of geographical coverage since the study was conducted only in RAJASTHAN STATE WAREHOUSING CORPORATION and the resulting art articulates the viewpoint of different employees working at these organizations. These sector units have to take necessary initiatives in

finding out the employee pre-requisites and initiate those welfare facilities for the success of business units. New schemes and facilities should complement the existing ones in improving the competence and work-life quality of the employees by the management of all organizations.

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