
Labour Welfare Measures in Bharat Wagon & Engineering Co. Limited, Patna

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ABSTRACT

The present study is undertaken to know the satisfaction levels of employees about labour welfare measures in Bharat Wagon & Engineering Co. Limited Patna Bihar. This study covers both primary and secondary data. Primary data is collected by distributing questionnaire to the employees of the BWEL and Secondary data is collected from various journals, articles, websites, dissertations and thesis pertaining to the relevant matters of the subject under study. For the purpose of the study, convenience random sampling method is adopted to carry out the study by the researcher. Out of all employees, 90 are selected covering almost all the departments. A questionnaire is used for present study to know the opinions of the employees on each statement like Transport facilities, Medical facilities, Drinking water, Rest and lunch room, Sports and Recreational facilities, Children education facilities, Housing facilities, Leave travel concessions, Special medical aid facilities and Retirement benefits provided by the organization. The results of the research reveal that majority of the employees are satisfied with all the welfare measures provided by the organization.

KEYWORDS: Satisfaction levels, Welfare Measures, BWEL, Organization

INTRODUCTION

Labour welfare is a comprehensive term including various services benefits and facilities offered to employees by employer. The labour welfare amenities are extended in addition to normal rewards available to employees as per the legal provisions. Labour welfare work is work for improving the health, safety and general well-being and the efficiency of the workers beyond the minimum standards lay down by labour legislation. Welfare measures may also be provided by the government, trade unions and non-government agencies in addition to the employer. The significance of welfare measures was accepted as early as 1931, when the Royal commission on labour stated. The benefits are of great importance to the worker which he is unable to secure by

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himself. The schemes of labour welfare may be regarded as a wise investment because these would bring a profitable return in the form of greater efficiency. The concept of labour welfare is flexible and elastic and differs widely with times, region to region, industry, country social values and customs, degree of industrialization and general socio-economic development of people.

Labour Welfare Measure

Employee attitudes are important to human resource management because they affect organizational behavior. In particular, an attitude relating to job satisfaction and organizational commitment is of major interest to the field of organizational behaviour and the practice of human resource management. Job satisfaction focuses on employee's attitudes toward their jobs and organizational commitment focuses on their attitudes toward the overall organization.

Employee welfare measures may help to minimize social evils like alcoholism, gambling, drug addiction etc. The workers are likely to fall in victim because of discontentment or frustration. The welfare facilities induce the workers happy, cheerful and confident with commitment.

Effectiveness of Labour Welfare Measures

- Enable workers to live a richer and a more satisfactory life.
- Contribute to the productivity of labour and efficiency of the enterprise.
- Enhance the standard of living of workers by indirectly reducing the burden on their purse.

REVIEW OF LITERATURE

A study conducted by (Saiyaddin) 4 examined the purpose and cost of non-statutory welfare activities for the organizations. Five public and six private sector organizations were selected for the study. The study brought out an important conclusion that the most predominant theme in the minds of organizations when they think of the voluntary welfare measures was not only the output and efficiency but also increasing loyalty and morale. In respect of cost, the study revealed, that the public sector organizations spend more on welfare activities, as compared to private sector. While public sector spends more on transportation and recreation, private sector was found to be spending more on housing according to the study.

The research work of (Misra) 5 aimed at sociological analysis of the labour welfare problems of sugar industry. The analysis was based on the first hand data collected from the sugar factories of Eastern Uttar Pradesh. The study concluded that the conditions of work in sugar factories of eastern region of Uttar Pradesh were not very satisfactory particularly in the respect of safety measures, cleanliness, sanitation, latrine facilities, drinking water, rest rooms, etc. It also pointed out that the provisions for leaves and holidays, lighting, housing, medical, education, are far from satisfactory.

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The study of (Zachariaiah) 6 based on a sample survey of manufacturing undertakings in Bombay, covered welfare services and working conditions while surveying the factors affecting industrial relations. It was observed that better working conditions and adequate provision of welfare services would contribute to harmonious industrial relations.

A study conducted by (Koshan) 7 pointed out that inspite of statutory provisions and enforcing agencies in India, the welfare facilities were absent and the cement industry was the only one where provisions were adequately enforced.

The study suggested that need for overhauling and tightening the machinery of inspection. Appointment of welfare inspectors for different industries, distinguishing the duties of factory inspectors from those of welfare inspectors to submit annual and quarterly reports and empowering the welfare inspectors to fine in case of default, were some of the steps suggested in this study.

STATEMENT OF THE PROBLEM

An organization is influenced by various human resources factors. The labour welfare measure is one of the factors penetrating in the life of employees those who are working in the Industry sector. This study explores the employees' labour welfare measures of BWEL in Patna. It also studies the employee view about the labour welfare measures on the productivity of BWEL. Another aspect identified in the study is the factors that contribute to improve the standard of labour welfare measures of employees It is in this context the present study assumes importance and seeks to contribute for a clear understanding of the labour welfare practices.

OBJECTIVES OF THE STUDY

The following are the major objectives of the study BWEL.

1. To study the various labour welfare measures available in the organization.
2. To know the satisfaction levels employees about Labour welfare measures provided by the organization.
3. To offer suggestions to improve the standard of Labour welfare measures in the organization

METHODOLOGY

This study covers both primary and secondary data. Primary data is collected by distributing questionnaire to the employees of the BWEL and Secondary data is collected from various journals, articles, websites, dissertations and thesis pertaining to the relevant matters of the subject under study. Convenience sampling method is adopted to carry out the study. In this connection, out of all employees of BWEL 90 are selected covering almost all the departments. In this study the questionnaire consist of mostly close ended questions with 5-point Likert scale

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i.e Highly Dissatisfied, Dissatisfied, Moderately Satisfied, Satisfied, and Highly Satisfied. The statistical tools applied for the study is weighted average mean scores and corresponding percentages.

Brief History of the Organization

Bharat Wagon & Engineering Co. Limited (BWEL) an ISO 9001:2008 certified company is a central PSU. It was under the Ministry of Heavy Industries & Public Enterprises, Department of Heavy Industry till 13th August, 2008. From 13th August'08 (AN) the administrative control of this company has been transferred to Ministry of Railways.

BWEL was incorporated in December 1978 by take-over of two sick private wagon making companies, namely M/s Arthur Butler & Co. Ltd., Muzaffarpur and M/s Britannia Engineering Co. Ltd., (Wagon Division), Mokama. The third manufacturing unit was added to the company in the year 1983-84 at the Industrial Estate at Bela, Muzaffarpur for manufacture of LPG cylinders. In the year 1986, the company became a subsidiary of Bharat Bhari Udyog Nigam Ltd., Kolkata, under the Department of Heavy Industry.

Both, Muzaffarpur and Mokama Units are traditionally Wagon manufacturing factories. The layout, plant and machinery and locations are ideally suited for this product. With a rich experience of steel fabrication of over half century, BWEL possesses almost all the desired infrastructure facilities for heavy steel fabrication. Availability of 316 MT Brake Press at Mokama Unit, a rare asset, speaks in this direction. All the three manufacturing works are self-sufficient in power by way of installation of Captive DG sets. Operational ease is made possible due to location of the Works adjacent to important Railway Stations.

National Awards for Productivity and Excellence

- Productivity Awards from Confederation of Indian Industry (ER), Calcutta for the years 1989, 1990, 1991 & 1992
- Productivity Award for 1991 from Institute of Economic Studies, New Delhi
- Indira Gandhi Memorial Award for 1991-92 for Excellence in Indian Industries - as an Excellent Organization.
- Certificate of Merit Award for the year 1992-93 in Heavy Engineering Industries - Awarded by National Productivity Council, New Delhi.
- Productivity Award of the Ministry of Industry, Govt. of India for the year 1992-93.

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Mission of the Company

Manufacturing of Wagons
Fabrication and Supply of Broad Gauge and Meter Gauge Freight Wagons Well Type Tank Carrier Wagons for Defense Sectors
C.I. Castings
C.I Castings C.I. Rollers for Sugar Mills C.I. Wagon Components, Screws and Couplers
Manufacture of Components of Screw Pile Bridges (typical rural bridge for alluvial soil)
Girders, Trough Plates, Screws, C.I. Couplers, Caps etc.
Structural Steel Work
Fabrication of Components and Steel Girders for Railway Bridges.
Manufacturing & Supply of Steel Tanks for Fuel Stations
M.S. Steel Tanks of capacity 15/20/45 KL
Canopies for Fuel Stations
Made to Specification Canopies for Retail Fuel Stations of Oil Companies.
Fixed Roof Tanks
Storage Tanks for Oil Refineries of dia. 34 metres and 14 metre height.
Transmission Towers
132 KV Transmission Lines and Tower

DATA ANALYSIS

The labour welfare questionnaire consists of 14 statements, developed by the researcher is used in the present study to know the opinions of the employees on each statement. In order to make the interpretation easier, the mean scores are converted into percentage using the formula. Percentage Score = (Mean Score – 1) x 25. This is done on the assumption that the mean score of 1 indicates 20 per cent, 2 corresponds to 40 per cent, 3 indicates 60 per cent, 4 corresponds to 80 per cent, and lastly 5 indicates 100 per cent. The per cent score indicates the degree to which a particular dimension exists in that organization out of the ideal 100. Thus, it is certainly desirable for the organization to have percentage scores above 60 on each statement as well as overall on all statements.

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Table 1: Satisfaction levels of the sample respondents about Labour Welfare

S.N	Welfare measures	Weighted average mean scores	Percentages
1.	Medical facilities	4.4	83
2.	Medical facilities	4.4	85
3.	productivity-linked annual bonus	2.0	25
4.	Drinking water	4.6	90
5.	Retirement benefits	3.7	68
6.	Canteen	3.2	55
7.	Consumer cooperative stores	2.8	45
8.	Facilities for children education	4.6	90
9.	Rest and lunch room	4.2	80
10.	Supply of Uniform and shoes	3.4	60
11.	Sports and Recreational facilities	4.0	75
12.	Housing facilities	4.2	80
13.	Leave travel concession	3.9	73
14.	Special Medical aid	4.7	93

It can be observed from the above table that the overall mean score of 3.85 i.e. 71 per cent indicates that majority of the respondents are satisfied with all welfare measures provided by the organization. A few are not satisfied with welfare measures provided by the organization. Therefore, it is suggested that the existing welfare measures may be improved further

FINDINGS

Maximum 83%, 85%, 90%, 80%,75%, 90%,80%,73%,93% ,68% of the respondents are satisfied with Transport facilities, Medical facilities, Drinking water, Rest and lunch room, Sports and Recreational facilities, Children education facilities, Housing facilities, Leave travel concessions, Special medical aid facilities and Retirement benefits provided by the organization.

Minimum 25%, 45% of the respondents are highly dissatisfied with the Productivity linked annual bonus and Consumer Cooperative stores provided by the organization.

Minimum of 55%, 60% of the respondents are moderately satisfied with the Subsidized canteen food and Supply of uniforms provided by the organization.

SUGGESTIONS

The following suggestions are made in view of the above findings:

1. Productivity-linked annual bonus need to be implemented effectively to motivate the employees further.

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2. As per the survey, the availability of provisions in employee's co-operative consumer stores is not adequate. So it is required to increase the quantity of provisions in the cooperative stores.
3. Management should provide the subsidized food in Canteen to the all employees.
4. Four pairs of uniforms may be provided per year for each employee instated of two pairs

CONCLUSION

After analyzing the whole data it can be stated that the overall satisfaction levels of employees about welfare measures in the organization cover under study is satisfactory. However, a few are not satisfied with welfare measures provided by the organization. Therefore it is suggested that the existing welfare measures may be improved further. Such welfare measures enrich the employees' standard of living and their satisfaction levels.

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