CHAPTER 2
REVIEW OF
LITERATURE
# CHAPTER CONTENTS

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2.1 INTRODUCTION

Employee welfare is one of the oldest research topics in the national and international arena. Until date, a tremendous volume of research literature has been laid up in this field. Though it is fact that this topic is very old one and already a lot of research work has been done in this arena, the topic is evergreen and never becomes less important. Though the socio-cultural values of the society don’t change at fast track, the advancement in technological growth keeps changing the aspirations of the human elements in the society in fast track.

The research results that have been ascertained few years ago may not be having any validity for the present day. The aspirations of the work force keeps changing and hence it is very important to keep the research work continuous in this field to ensure the status of employee welfare measures is always maintained at its best.

Nevertheless, review of the literature available in the field is very much important to analyse the procedures administered in doing previous research works and the scope of those works. Understanding the limitations of the previous research works is of prime importance that has been focused in this research to ensure that the limitations are tackled to its best so that validity and reliability of this research work is increased multifold.

2.2 CLASSIFICATION AND GIST OF LITERATURE REVIEWED

The review of Literature has been done in an organized manner under the following sub-headings and the salient points that have been noted are presented in this chapter below.

1. Studies related to Employee Welfare in select industries and other studies similar to present study
2. Studies related to Employee Welfare and Social Security

4. Miscellaneous studies related to other topics related to Labour viz. Labour Policy Administration, Employees’ perception towards Labour welfare, Labour conditions etc.

In the following section, a gist of the reviewed literature under the above headings has been presented after which the Research Gap which has been identified is presented.

2.2.1 Studies related to Employee Welfare in selected industries and other studies similar to present study –

B.R.Manasa, C.N.Krishnanaik (2015)\textsuperscript{41} in their study regarding Employee Welfare Measures in Cement Corporation of India Units, in Thandur and Adilabad has concluded that the CCI units are providing various facilities to the employees as per the rules and regulation of state and Indian Government and that the employee welfare facilities provided by the company to employees are satisfied and it is commendable, but still of scope is there for further improvement. So that efficiency, effectiveness and productivity can be enhanced to accomplish the organizational goals.

Keerthi Sriya A & Dr. Panatula Murali Krishna (2014)\textsuperscript{42} in their study titled “Status of Provisions of the Factories Act, 1948 - A study at Penna Cement Industries Limited (PCIL), Tadipatri” concluded that the overall awareness levels of the various provisions of the Factories Act, 1948 is not very high but the satisfactory levels with the facilities provided by the organisation seems to be adequate among the sample employees.

Renapurkar (2013)\textsuperscript{43} compared in Rashtriya Ispat Limited, Vishakhapatnam both employee and management opinions. A sample size of 300 respondent employees
who were the heads of departments was approached. The findings defined that the employees desire better canteen facilities, first aid and housing but the management was of opinion that employees were already well benefited by the company.

**Bhati P. Parul & Ashok M. Kumar (2013)** in their study to review the welfare provisions extended to the employees in Jyoti CNC, Rajoo Engineering, Steel Cast, Atul Auto & Amul Industries and to identify whether any relation exists between welfare provisions and employee satisfaction, had chosen 50 employees each from Jyoti CNC, Rajoo Engineering, Steel Cast, Atul auto & Amul industries through Simple Random Sampling and administered them with Questionnaires, analysed the data through correlation, one-way ANOVA and Percentage analysis method and found that the employees have positive attitude towards their industry with respect to the welfare provisions.

**Kumar (2012)** in his article titled “A Study on Labour Welfare Measures in Salem Steel Plant, Tamilnadu” explored the various labour welfare provisions provided by the Salem Steel Plant to its employees and the attitude of workers towards various statutory and non-statutory welfare facilities provided by organizations. The study also analyzed the impact of labour welfare measures on the productivity of Salem Steel Plant. 150 employees of Salem Steel Plant were selected for the study using simple random sampling technique. The study concluded that majority of the employees were satisfied with the welfare facilities provided by the Salem Steel Plant. Very few employees, i.e., about 8% were dissatisfied with medical, canteen and transport facilities. The study recommended improvement in the functioning of cooperative society in the township premises.

**Satya Narayana Rama M., Reddy Jaya Prakash R. (2012)** in their paper titled “Labour Welfare Measures in Cement Industry in India (A Case of KCP Limited, Cement Division, Macherla, Andhra Pradesh)”, studied the level of satisfaction of employees with labour welfare measures in KCP Limited. For the purpose of the study, convenience random sampling method was used to select 90 employees of KCP Limited covering almost all the departments. The study revealed that majority of
employees was satisfied with welfare measures provided by organization. However, few were not satisfied with welfare measures provided by the organization. Therefore, need for improvements in the existing welfare measures were suggested to enrich the employees’ standard of living and their satisfaction level.

2.2.2 Studies related to Employee Welfare & Social Security –

Keerthi Sriya A, Panatula Murali Krishna & Ashok Prasad (2014) in their study titled “Study of Employee Welfare in Merchant Ships employing Indian Seafarers (A case study on Awareness, Implementation & Satisfaction levels of NUSI’s TCC Agreement for Indian Ratings & Petty Officers 2012-2013-2014) (NUSI - National Union of Seafarers of India, TCC - Total Crew Cost)” opined that though many of the organizations have come forward and trying their best to improve the welfare standards to the best possible levels, the seafarers have to understand that it is their duty to be educated about the various provisions or benefits that they are entitled for so that they best utilize those to their favour.

Johri Puja & Mehrotra Sanjeev (2014) in their work to study and analyse the voluntary welfare measures provided to the employees and to study the level of awareness of employees about the various welfare measures had chosen employees from various levels of Ashok Leyland India through Simple Random Sampling and administered them with Close-Ended Questionnaires, analysed the data through Percentage analysis method and found that majorly the respondents are satisfied with voluntary welfare measures provided to employees and they are also highly satisfied with their jobs.

Salaria, P. & Salaria, S. (2013) in their article titled “Employee Welfare Measures in Auto Sector”, analysed the existing employee welfare measures and satisfaction level of workers with welfare measures in auto sector companies located in National Capital Region(India). Based on random sampling technique respondents were selected from four auto sector companies, i.e., New Holland Fiat (India) Pvt. Ltd.,
HONDA SIEL, Yamaha, and JCB. Percentage method was used to analyze the data and it was concluded that employees in auto sector were satisfied with the intramural welfare facilities but few were dissatisfied with the extra mural welfare measures. Perception of the employees on the total welfare measures was satisfied and very few employees were dissatisfied.

Srinivas (2013) in his article titled “A study on Employee Welfare Facilities Adopted at Bosch Limited, Bangalore”, made a detailed analyses of various welfare facilities provided by Bosch Limited, Bangalore. He studied the satisfaction level with various welfare measures among employees of the company. For the study, sample size of 100 employees of the Bosch Limited, Bangalore was selected using convenience sampling technique. It was found that most of the employees were aware about various statutory and non-statutory employee welfare facilities like medical, canteen, safety measures provided by the company and most of the employees were satisfied with these welfare facilities provided by the company. He suggested that recreation facility should be provided to the workers to boost their morale and to bring little diversion from their monotonous routine. Annual health checkups, employee counselling, health camps, hospitalization facilities should be improved.

A study by Sabarinathan & Kavibharathi (2013) titled “A Study on Labour Welfare Measures in The Erode District Co-Operative Milk Producers Union Limited” examined the level of satisfaction among labourers with welfare measures at Erode District Co-operative Milk Producer Union Limited and assessed the working environment of employees in the organization. For the purpose of study, a sample size of 50 employees in Erode District Co-Operative Milk Producers Union Limited was selected and data was analysed by applying Percentage and Chi-Square statistical tools. From the given study they found that most of the respondents were satisfied with the provisions provided by the organisation. The organization showed the great deal of transparency in decision making and shared information across all levels. The management believed in having a participative approach in decision making. The researchers suggested that the management should convert satisfactory response into highly satisfactory.
Samaranthakani & Srinivasan (2013)\textsuperscript{52} in their study titled “Evaluating Labour Welfare Legislation Initiated by Perambalur Sugar Mills Ltd., Eraiyar, Perambalur” investigated the adequacy of labour welfare legislation in the industry to make the industrial climate progressive. They indicated that the overall labour welfare and statutory measures were fairly satisfactory. The employees were bothered about recreational facilities and hence these can be improved significantly. They suggested that equitable relations between efforts and reward can increase the level of job satisfaction among employees. Job rotations and internal transfers should be treated as good remedies for fatigue and work economy.

Mohan Reenu & Panwar J.S. (2013)\textsuperscript{53} in their study aimed at providing information about the welfare practices for employees prevalent in retail stores in Udaipur Region had chosen employees of different rankings of retail stores in Udaipur region through Convenience Sampling and administered them with structured questionnaire and personal interviews, analysed the data through Percentage analysis method and found that the amenities provided were directed towards improving living standards and health. The retail stores were providing both intramural and extramural benefits.

Iqbal (2011)\textsuperscript{54} in her study titled Labour Welfare in Indian Railways Since 1991 identified the labour welfare measures in Indian Railways since 1991 and analysed the level of satisfaction for various labour welfare measures among the Indian Railways employees. For this, a questionnaire was administered to the respondents comprising 500 employees of the Indian Railways. It was found that only 42\% of the railway staff were provided with quarters. It was suggested the railway administration should encourage the formation of Co-operative Housing Societies for employees wherever and whenever possible in order to solve the problem of housing accommodation. Employees were not satisfied with the medical facilities. It was further suggested that there is a need to improve these facilities by way of having modern medical equipment and quality medicines in hospitals of Indian Railways. Indian Railways must also participate in securing the futures of employees through various social security schemes.
Venugopal, Bhaskar & Usha (2011) conducted a study titled “Employee Welfare Activities with respective Measures in Industrial Sector-A Study on Industrial Cluster at Chittoor District”, analyzed employee welfare activities in the industrial cluster of Chittoor district and assessed its overall satisfaction level and facilities provided to the employees. For the purpose of the study, a total of 120 employees were selected by the stratified simple random sampling technique. To analyze the collected data, Chi-Square test and Spearman’s Rank Correlation were used. They found that employees in industrial cluster at Chittoor district were availing statutory welfare measures such as Workmen’s Compensation, Employees’ State Insurance, Provident Fund and Maternity benefits. Voluntary welfare measures such as recreational, medical, educational, housing, transportation, sanitation, safety were also provided to the employees. The study concluded that these industries need to provide some more welfare facilities to their employees such as gratuity, pension so that they may retain the employees and their quality of work life. The organizations were maintaining cordial relationship between employees and management to achieve organization goals. The researchers suggested the establishment of a problem solving committee for better solutions to welfare problems of the employees. It was recommended that they should provide timely help to the workforce when they are in trouble, i.e., providing conveyance to hospital when injured, medicines etc.

Kanika (2011) in her study titled “An Analytical Study on Employees Welfare Schemes-A Case Study of Panipat Thermal Plant” assessed the welfare schemes adopted by Panipat Thermal Plant. She also studied the hygiene and motivational factors relating to welfare of employees. For the study 150 respondents of Panipat Thermal Plant were interviewed with convenience sampling technique. The study revealed that the employees were satisfied with the employee welfare schemes. Employees had good cordial relationship with supervisors and the other workers. The grievances system was satisfactory in the organization and employees also had a good supporting environment at their workplace. She suggested that Panipat Thermal Plant should provide clean and well-furnished rest rooms and good drinking water facilities to its employees. It was again suggested that Panipat Thermal Plant should provide
neat and clean canteen facility with hygienic environment and a good quality food to its employees.

Poongavanam (2011)\(^{57}\) studied welfare facility provided by a large well recognized public enterprise in Pondicherry in his article titled “A Study on Labour Welfare Facility with Reference to Anglo French Textile, Pondicherry”, and found that welfare measures ameliorate the physique, intelligence, motivation level and living standard of workers, hence improving their efficiency in the organization.

Santhana Raj (2011)\(^{58}\) in his study titled “Industrial Relation and Labour Productivity” analysed the opinion of the workers with regard to health and welfare measures, provided in pharmaceutical chemical companies in SIPCOT, Cuddalore and found the relationship between welfare measures and job satisfaction. Primary data was collected from 350 respondents from Shasun Chemicals and Drugs Limited and Southern Petrochemical Industries Corporation Limited using stratified simple random sampling technique. He opined that labourers’ satisfaction with regard to pay, welfare, working atmosphere, safety measures, etc. will increase productivity and will be an engine to national growth and vice-versa. The job satisfaction is based on labour welfare and safety measures provided by the employer. The wage structure too influences the attitude of the labour. These factors influence not only an individual worker but also the team spirit which influences the productivity.

Chaudhary Asiya (2011)\(^{59}\) in her study to identify the employees’ welfare measures in Indian Railways, to study the level of satisfaction towards various employees’ welfare measures among the employees and to suggest suitable recommendations to improve employees’ welfare amenities in Indian Railways had chosen Employees are chosen from various levels of Indian Railways through simple random sampling and administered them with Self - Administered Structured Questionnaire & Interview analysed the data through statistical tools Simple Average Mean, Percentage and found that Inadequacy of financial resources is one important reasons pointed out by the railway administration in opposing the demand of extension of employees’ benefits and services, It is pointed out that the Indian Railways has been discouraging
the social burden at the cost of their own employees and hence, it maybe suggested that the railways may minimise the cost of social burden and ask the Government to subsidies the social cost.

**Chaneta (2011)** in his study split the welfare activities into two. One is related to medical care, bereavement, employment problems and domestic issues while other is related to recreational activities like sports, club etc. The study advised the leaders to understand the need for employee and render them whatever is required. The study indicated that the group welfare activities like sports events, social clubs should be organized by line managers for line managers should initiate group welfare facilities like sports events, social clubs etc. for the benefit of large proportion of the employees.

**KK Singh & Anita Pathak (2010)** studied about the awareness levels as well as the implementation of the provisions of the Factories Act, 1948, in their study titled “A Study of Awareness of Labour Welfare Measures in A.G.I.O. Paper and Industries ltd. Dhekha, Bilaspur (C.G)”. Multistage sampling was used on selected 50 workers and the study found that 60% of the workers were aware of the statutory welfare measures. Although statutory welfare benefits were well extended and implemented while non-statutory facilities were not provided to workers by employer.

**Shah (2010)** in his research “Employees and Labour Welfare at the Tata Group Companies” remarked employees as the foundation for super structure of a corporate organization. He studied the Tata Group as well as its major companies to examine their employee and labour welfare initiatives. The descriptive research design was used for the study and data was collected through personal interviews with the top executives of major companies and Group as well. In this study, he found that employees expect appreciation for their honesty and commitment towards work. Conclusion was derived that the attitude of workers towards their management as well as level of job satisfaction is widely impacted by the welfare practices. It also stated that worker’s loyalty is improved towards company with welfare activities. The point to consider by the organization must be that the intent of welfare activities should be
labour upliftment and not merely prompted by goodwill building or profit making motives.

Joseph, Injodey & Varghese (2009) in their study on “Labour Welfare in India”, stated that labour welfare activities in India originated in 1837 and underwent notable changes during the subsequent years. Various Government and Non-Government organisations like National Government, State Government, Trade Unions, The Public Sector, Private Sector and Non-Government organizations carry out the welfare work in India. At present, provisions of house facilities, education, occupational safety and health, prevention of child and bonded labour and enhancement of working women’s welfare are their prime objectives. Private sector organisations also provide these facilities to their workers. The article pointed out that the structure of a welfare state rests on its social security policies. Government, employers and trade unions have done a lot to promote the betterment of workers’ conditions. However, a great deal still needs to be done.

De Souza (2009) compared the labour welfare facilities rendered by Indian and multinational pharmaceutical companies in her study which was titled “Labour Welfare and Job Satisfaction A Comparative Study of Indian Pharmaceutical Company and Multinational Pharmaceutical Companies in Goa” The study also focused on the effect of the welfare programs upon the Job Satisfaction level of employees of both type of companies. A sample size of 210 respondent were consulted ad the results explained that the multinational companies were caring more about the welfare of their employees than the Indian companies. She also pointed out employees working in multinational pharmaceutical companies were more satisfied with their jobs compared to those working in Indian Pharmaceutical companies. She explained job satisfaction level was directly correlated with welfare practices.

Sen (2008) in his “Labour in the Beedi Rolling Industry A Study of Madhya Pradesh and Chattisgarh” research work analysed social welfare schemes and its impact on Beedi Workers living conditions. The study focused to figure out the implementation extent of Beedi and Cigar Workers (Conditions of Employment Act, 1966. A sample
size 200 beedi workers from Chattisgarh state and Madhya Pradesh state were interviewed for collecting primary data. As per the study, although government has established free health facilities for rural poor, yet these are not effectively utilized for various reasons. The major hindrances faced were distant location of health centres, long queues for consultation, poor care quality, drugs and essential supplies non-availability. As a result, the people opt for expensive medical care which is often beyond their means and had to borrow money at high rate of interest. He recommended establishment of more microfinance institution in the area dominated by beedi rollers. Trade unions may put in some concerted efforts in educating them for availing the benefits granted to them. This will improve their productivity, income and socio-economic status.

Mishra & Bhagat (2007) explained in their study “Principles for Successful Implementation of Labour Welfare Activities from Policy Theory to Functional Theory” and the activities of labour welfare casts its impact on all the human resource’s facets and simply on workforce. The activity that along with providing basic necessities of life also improves the emotional and spiritual quotient of workers is termed as Labour Welfare Activities. Labour Welfare activities aim at creating a humane society. Every country implements Labour Welfare Activities in some perspective like in Police Theory or Functional Theory. Accordingly, labour welfare activities successful implementation principles ranges from wages adequacy to improve productivity along with transformation of personality.

Upadhyaya (2006) in his study titled “Awareness and Implementation of Labour Welfare Measures A Case Study of Garment and Hosiery Industry of Noida”, studied the status of implementation of welfare provisions, under the Factories Act, 1948 in Garment and Hosiery Industry of Noida. He also analysed the hindrances in the proper implementation of various provisions of the Factories Act, 1948. Using Simple Random sampling technique, 150 respondents were selected for the present study. It was found that the level of awareness among workers was low with regard to various provisions of the act taken in the study. However, those having a higher educational level were having higher Percentage of awareness almost for all the facilities.
Similarly those belonging to trade unions and those employed in comparatively larger units were having higher level of awareness. There was found to be a direct correlation between the permanent status of employment and Percentage of the persons aware in this category as against those having the casual or contractual nature of employment.

Raju and Jena (2005) in their article, "Pioneering Welfare Practices in Oil and Natural Gas Corporation Limited-Rajahmundry Asset" highlighted the employees of ONGC were moulded into their most efficient form by adopting Labour welfare practices. This nurtured into a committed labour force which has huge potentialities of fostering good industrial relations.

Kumar and Yadav (2002) in their research work naming “Satisfaction Level For Welfare Schemes in Sugar Factories in Gorakhpur Division”, closely examined the labour welfare schemes in the eight sugar factories of Uttar Pradesh State. The factories belong to both Government and Private sector of Gorakhpur Division. Through a structured interview a random sample size of 240 workers of sugar factories were interviewed. The outcome brought forth that the workers from both Government as well as Private sugar factories were not much satisfied with labour welfare schemes. Various schemes like medical, education, housing and recreation etc. were prioritized as per their preferences. Workers' satisfaction level with the provision of working environment was higher in privately owned sugar factories compared to Government sugar factories. The same was the case in satisfaction level with regards to education, housing, social security schemes, it was more in private sector labourers and low in State Government Sugar Factories.

Grewal (1978) In his research article titled “Dimensions of Welfare in Coal Industry”, stated that after nationalization of industry in 1973 workers' welfare has been given top priority. But welfare of miners has been given a little attention in coal industry in India reasoning the potential hazards involved in mining like unhygienic working conditions, mining accidents and isolation from community life. He suggested that concerted efforts are needed to improve the working
Mini (2010) analysed in her study “Social Security of Labour in the New Indian Economy” that social security implied charity to the poor. Aiming to provide relief for the workers from economic distress, it was transformed later into a basic human rights by the principles of International Labour Organization. In India, the multiplicity of laws, shortage of coverage, lack of policy, implementation mechanism scarcity and most importantly clarity of principles that are needed to be followed have hindered the proper outcome of social security laws. She recommended widening the coverage of labour welfare legislation. Workers' social insurance investment schemes should be made compulsory so as to extend timely help in the hour of need.

Asher (2010) in his work “Provident Fund Schemes and Retirement Policies India's Social Security Reform Imperative”, pointed out the need of social security reforms in the domain of family policies and labour market. He further emphasized the necessity for more empirical, and evidence based social security policies especially in pension and health care. He recommended the need for proper planning for introducing new security schemes and reforming existing ones.

Hitesh I. Bhatia (2010) in his article, “Social Security for the Most Overlooked Human Resources in India” stated that despite contributing largely to the GDP, the labour force of unorganized sector is yet to receive any social security provisions. Only a small% of workforce coming from organized sector receives social security benefits and the remaining 93% labour force which comes from unorganized sector are never cared for social security.

Jeya A. and Kirubakaran Samuel (2010) in their article, "A Study on Impact of Social Welfare Schemes on Rural Women in Cuddalore District" explained how the rural women was largely benefited by the social welfare provisions. The rural women lives were greatly impacted by social welfare schemes.

Asher (2007) in his study on “Pension Plans, Provident Fund Schemes and Retirement Policies India’s Social Security Reform Imperative”, highlighted that
effective social security reforms are needed in areas of labour market and family policies. He further emphasized the necessity for more empirical, and evidence based social security policies especially in pension and health care. He suggested that proper planning is required for introducing new security schemes and reforming existing ones.

Ravi Duggal (2006) in his article, "Need to universalise Social Security" stated the importance of social security. He asserted that social security is fundamental, workers tend to obtain social security either by public mandate or look out for arrangement to attain it. The key to overcome the malaise is by universalizing social security.

Mukuka, Kalikiti and Musenge (2002) in their work titled “Social Security Systems in Zambia”, examined that the coverage and capacity is Zambia security system is inadequate. Mostly, people rely over there on non-formal social security schemes and systems. The study was carried in Lusaka, Copperbelt, Eastern and Luapula provinces to know the functioning of schemes and system of security. It was also found that majority of people were availing benefits from non-formal social security schemes as formal. Schemes of social security were limited in quality as well as quantity. Non formal social security provision includes extended family and market associations. The essentiality to strengthen the formal security system was recommended, so that better welfare provisions can be rendered to the people.

S.Vijaykumar (2001) in this paper “Economic Security for the Elderly in India An overview” submitted study findings on Social Security Provisions of the second national commission on labour, Ministry of Labour, Govt. of India for the elders. He has expressed very needful policies to tackle housing, health and legal securities problems of the elder people. Social security expert and economists have criticized the implementation of all these income security schemes. In his concluding remarks emphasized to bring comprehensive health care, geriatric education in medical curriculum. He suggested the essential need to bring in a special policy that could meet the housing requirement of the elderly.
G.Vijay (1999) in his paper “Social Security of labour in new industrial towns” expressed that in the formal sector, social security has an institutionalized expression. In the case of the new industries, the process of flexibilisation has led to the generation of informal segments within the organized sector. The concept of social security is pretty complex, as it involves labour migration from rural areas to new townships, labour recruitment is mostly casual or contractual in nature in new industries, and lastly, insecurity related to emplacement prevents unionization of labour. This research throws up some new questions for the further investigation. It can be observed that the work environment and lifestyle of labourers settled in new township are reflection of the condition of labour in their places of origin.

Satya Raju and Kishore Babu (1997) in their research work reviewed various steps of social security in the selected public sector enterprises in Visakhapatnam. The study reviewed implementation of many social security schemes like provident fund benefit, employees’ gratuity benefit and workers’ compensation, family pension benefit in three popular public enterprises viz., Bharath Heavy Plate and Vessels Limited (BHVP), Hindustan Shipyard Limited (HSL) and Hindustan Petroleum Corporation Limited (HPCL). They accepted that social security provisions are company's obligatory provisions towards workers.

M.V Pylee and Simon George (1996) have remarked well in the following words “Even one discontented employee or an employee nursing a grievance can eventfully infect an entire organization with the germ of discontent which, in term will result in lower efficiency, Poor morale and reduction in overall production”. The author reiterated the need for management to take keen interest in fulfilling welfare schemes within the policy frame work and in creating good entrance for the workers.

Gupta (2013) in his research study titled “Labour Welfare and Social Security in Globalizing Economy”, emphasized that welfare of labour is an important aspect for the progress of country. Since independence much legislation has been passed to improve the well-being of the workers but unfortunately the employers have not implemented these in their true spirit. The researcher remarked that it is high time that
the industrialists must implement the welfare provisions to achieve the goal of
democratic country. He stated that workers are the active partners in the industrial
undertakings and without their co-operation and good work, discipline, integrity and
character, the industry will not be able to produce effective results or profits. No
matter how much efficient the machine touch in any industry may be, if the human
element refuses to co-operate, the industry will fail to run. Therefore, the profit of the
industry must be shared between employers and workers, the workers being the
producers of wealth. The study concluded that workers should be given their due
share to increase their productivity and for overall development of the economy.

Muthusamy (2011)\textsuperscript{83} in his research work titled A Study on Social Security and
Welfare Schemes of the Unorganised Workers in Namakkal District analyzed the
social security needs of workers in unorganised sector. He examined that most of the
workers were highly dissatisfied with labour welfare schemes of hostel facility and
maternity assistance. He suggested that Central and State Governments must provide
more support to the labourers. Major security measures like Food Security,
Income Security, Life and Accident Security, Old age Security should be provided on
priority basis to meet the needs of unorganised workers in Tamil Nadu, particularly in
Namakkal District.

Prasad (2011)\textsuperscript{84} in his research titled A Study on Welfare and Social Security
Measures in Singareni Collieries Company Limited (With Reference to Kothagudem
Mines, Khammam District, A.P) analysed the opinion of 328 (76 executive and 252
nonexecutive)employees about the provision of welfare and social security benefits.
He found that the employees were provided statutory welfare facilities like first aid
boxes, canteens, provision of drinking water, crèches etc. The company was also
providing various non-statutory welfare measures such as medical, educational and
recreational facilities to its executives and non-executives. It also provided housing
facilities, consumer cooperative stores, cooperative credit societies, and various other
facilities to provide more benefits to its employees. Singareni Collieries Company
Limited, in order to satisfy the sports and recreational needs of the employees,
provided community halls and recreational clubs. But absenteeism was very high due to various environmental factors such as the nature of work, complex geo-mining conditions and severe heat conditions during summer. It was found that majority of the employees were highly satisfied with the various statutory welfare facilities provided by the company. But grievance handling procedure was not given a green signal by most of the employees. Therefore, it was suggested that management should redress the grievances of employees as early as possible.

**Anjali Ganesh and Vijayi D. Souza (2008)** in their article "Social Security and Welfare Measures at New Mangalore Port Trust - A Case Study" stated that the social security benefits promote social and psychological satisfaction of employees. And thus the employees of the organization are appreciative and satisfied by the firm.

**John (2004)** analysed the existences of large gap between rich and poor as well as between unorganized and organized workers in his work titled “Social Security and Labour Welfare with special reference to Construction Workers in Kerela”. 85% of working population accounts for unorganized workers. In Kerala, Building and other Construction Workers' Welfare Fund (1990) was particularly constituted for construction workers welfare. Various benefits like pension, accident benefits, medical benefits, maternity benefits etc. were rendered to the workers under this fund. The studies clarified that the coverage of the act is very limited, and it needs to be expanded further to cover more workers. It was further suggested that the most underprivileged construction workers (such as the disabled, chronically sick, poor, homeless and family less) may be identified and special welfare schemes may be introduced for them based on priority.

**Kumar (2003)** made a comparative analysis in his research work naming “Labour Welfare and Social Security Awareness, Utilisation and Satisfaction of Labour Laws” regarding the awareness level, implementation level and utility level of selected labour laws among the workers in selected medium and large scale units equally drawn from private sector and public sectors in Haryana. A representative sample of 12 units was selected from these industries in Haryana. The study marked out the
differences in awareness, and implementation level along with utility extent of labour laws between the private and public sectors. He noticed that the workers in the public sectors were relatively more aware of the Factories Act provisions than private sectors workers. As for the safety provisions, awareness was more in the large-scale units of the private sectors and medium scale units of public sectors.

2.2.3 Studies related to Impact of Employee Welfare on other dimensions viz. Job Satisfaction, Absenteeism, Labour turnover, Productivity, Organisational Commitment etc. –

Neelam Bari, Uzma ANF and Almas Shoaib (2013) discussed about the effect of non-financial rewards and its impact on employee morale and performance in an innovative study. The study stated that the attitudes of the workforce is influenced by extrinsic rewards and keep them well motivated towards their jobs.

Kola Jaahnavi (2013) in an innovative paper study explains that although monetary rewards have significant impact on employees, non-monetary rewards accounts for more impact upon the employees. Non-monetary rewards like recognition and appreciation for outstanding performance increase involvement of employees.

Selvi (2013) in an innovative study of labour welfare measures provided by jumbo bag Ltd. Explained welfare measures influence on employees’ performance and attitudes and how it contributes towards the overall health of the industry.

Pooja Misra, Neetirana, Varsha dixit (2012) concluded in their innovative study the factors like compensation promotes multidimensional results like employee involvement, job satisfaction, retention performance and improves the overall productivity of the organization.

R.O. Odunlade (2012) stated that the key factor is compensation that influences employee recruitment and retention. The study concluded quality of work life can be achieved only with satisfied workers.
Satya Ranjan Nayak, Sudhakar Patra Madhusmita Samal (2012)\(^9\) in their work asserted that production facilities at work place and remuneration are important for positive attitudes towards work. Factors like pay and promotion, job security assurance, performance related bonuses, training programmes etc. altogether are essential for industrial growth and development.

Johanim Johari, Tan Fee yean, Zurina Adnan, Khulida Kirana Yahya and Mohamad Nasruddin Ahmad (2012)\(^9\) studied to assess the influence of compensation benefits, performance appraisal, training, career development. They concluded that these factors motivate employees towards job involvement, and impacts their intention to stay.

Marwan T., Al-Zoubi (2012)\(^9\) in their research studied about the relationship between salary and job satisfaction, salary is catalectic variable. They said that job satisfaction is interlinked with salary but salary is not the sole predictor of job satisfaction.

Tarak Paul (2012)\(^9\) in this research defined different parameters that decide employees’ job satisfaction level. Factors such as working condition, pay and promotion satisfies the employees and makes them take extra work from their supervisors.

Eliza Sharma & Mukla Mani (2012)\(^9\) in a study stated that aspects like work place safety, performance recognition, benefits such as medical and other compensation perks all promotes employee satisfaction. The study concluded that the employees of foreign banks are more happy with their jobs and benefits extended to them.

A.Subhiua M. Selva Kumar & B. Krishnaveni (2012)\(^9\) in an innovative paper mentioned bonus and incentives improves employees’ attitude towards their work and decreases conflicts. These all contributes to an overall healthy work environment that promotes high growth.
Tze San ong and Boon Heng Teh (2012)\textsuperscript{99} in his research analyzed the relationship between reward system and financial performance. The study concluded that majority of the manufacturing organizations extend monetary benefits which keeps the employee job satisfaction satisfactory and keep them focused on their work.

Nyamwanu & Bosibori (2012)\textsuperscript{100} in their study titled “Role of Employee Welfare Services on Performance of the National Police Service in Kenya A Case of KISII Central District”, analysed the impact of employee welfare services on the performance of National Police Services in KISII central district. The study was based on the functional theory of labour welfare which suggests that welfare can be used to secure, preserve and develop efficiency and productivity of labour. Stratified sampling was used to select a sample size of 115 respondents in KISII central district. Statistical tools such as Frequencies, Weighted Averages and Percentages were used to analyze data. The study established that welfare services were not properly implemented and hence affected the performance of the National Police Service. The study suggested that these welfare services should be implemented properly. It further recommended for similar studied to be conducted in National Police Service in other districts in Kenya to compare the findings.

Bhavani & Selven (2011)\textsuperscript{101} in their study on “Labour Welfare Measures-Step Stone of Healthy Industrial Relation”, effort was made to see the impact of welfare measures on industrial relations in the manufacturing sector in Tamilnadu. Primary data was collected from 150 employees working in manufacturing sector in Tamilnadu using Simple Random sampling technique. They analyzed the different aspects of labour welfare measures such as housing, medical, education, recreation, provident fund and concluded that labour welfare measures had a positive impact on organizational performance and increased the commitment level of employees towards organizations. They also concluded that employees working in the large manufacturing companies were most satisfied as compared to small manufacturing companies at Tamil Nadu.
Santhana Raj (2011) in his study titled “Industrial Relation and Labour Productivity” analysed the opinion of the workers with regard to health and welfare measures, provided in pharmaceutical chemical companies in SIPCOT, Cuddalore and found the relationship between welfare measures and job satisfaction. Primary data was collected from 350 respondents from Shasun Chemicals and Drugs Limited and Southern Petrochemical Industries Corporation Limited using stratified simple random sampling technique. He opined that labourers’ satisfaction with regard to pay, welfare, working atmosphere, safety measures, etc. will increase productivity and will be an engine to national growth and vice-versa. The job satisfaction is based on labour welfare and safety measures provided by the employer. The wage structure too influences the attitude of the labour. These factors influence not only an individual worker but also the team spirit which influences the productivity.

E. J. Lumley, M. Coetzee, R. Tladinyane & Ferreira (2011) in their research studied the influence of monetary benefits upon employees as well as upon firms and found that all these remunerations like fringe benefits, pay and promotions, contingent reward strengthens the employees’ attachment with the organization thereby improving productivity.

Bilal Jamil & Naintara, Sarfaraz Raja (2011) in their research “Impact of compensation and promotion on public sector employees and private sector employee’s” explained how the pay and remunerations significantly impacts the employees’ performance. The study also highlighted that private sector employees are better cared than the public sector employees.

Chandrasekhar (2011) in an innovative study remarked that money alone is not sufficient enough to encourage work performance. Work environment and culture, employee management relationship, performance appraisal altogether directs the employee towards job involvement.
Geeta Rana, Poofa Garg and Renu Rastogi (2011) the study examined the impact of rewards distribution, training and development opportunities and further explains that perceptions of employees are linked with managerial effectiveness along with training, promotion, rewards and development opportunities.

Sabarirajan (2010) in his article “A Study on the Various Welfare Measures and Their Impact on QWL Provided by the Textile Mills with Reference to Salem District, Tamilnadu, India” studied 250 workers belonging to ten textile mills of Salem District and found the impact of welfare practices upon employee’s quality of work life. The statistical tools like Chi-Square, ANOVA and Percentage Analysis were employed to examine the data and the results concluded positive attitude of employees towards welfare measures. They suggested that modifications are required in areas of recreational facilities, safety equipment, promotions and overtime payments. Betterment is required in areas of welfare officers, transfer policies, disciplinary and appeal rule proceedings.

Mohammed Javed kalburgi, Dinesh G.P. (2010) in their study focuses motivation factors are high salary, performance reward, promotion pulls the employees to improve performance and efficiency and productivity level increase. The regular promotion and bonus may increase the employee’s involvement and higher rate of productivity. Finally concludes that the employees of the public sector pay, benefits and promotion motivate the employees in job satisfaction and improve the quality of work life.

Danish, Rizwan Quaiseo, Usman Ali (2010) in their study examined the influence of pay benefits and welfare measure on the job as well as organizations. They concluded salary hikes, compensation; fringe benefits serve as employee morale enhancer and develop a stronger bond between employee and employer.

Abang Azlan Mohamad, May- Chiun Lo, Maw King La (2009) in their study findings explained how employee incentives directly impact the performance of organization as well as promote overall employee job satisfaction.
Soon Yew, Ju. Laikuan, Kong, Zaliha Hj Hussain, Kamaruzaman Jusff (2008) stated in their study the organizational commitment of employees was significantly impacted by the monetary and fringe benefits extended to them. The relationship status was like higher the benefit the better the employee commitment.

C.A Arnolds, D J L Venter (2007) in their innovative research focused which benefits attracts the lower level employees of clothes manufacturing and retail firm. They found out that rewards and fringe benefits appeal most to the lower level employees.

Kuen - Hung Tsai, Kung Don Yu, Shih - Yifu (2005) in their innovative study in shipping industry asserted employee benefits serves as an effective tool to attract and retain the employees. The same benefits reduce conflicts at work place and supports growth.

Chin ju Tsal (2005) in their study “the link between reward, incentive, compensation and organizational performance” notified employee performance if effectively linked with incentives, compensations and reward then it will positively affect the organizational performance.

Sara L. Ryne, Barry Gerhard, Kathleen (2004) asserted in their study that high performing employees are satisfied with performance based incentives. These remunerations motivate them towards job involvement thereby reducing the scope of conflicts.

Srivastava (2004) in his research “Impact of Labour Welfare on Employees' Attitude and Job Satisfaction”, felt that workers are happy with their jobs if the management goes on working for their welfare. Workers of both private as well as public sectors of Kanpur city were analysed in a comparative study. Quality of welfare activities extended to labourers was ascertained, workers job satisfaction level of labourers with regard to welfare activities was measured. Worker’s attitude towards
management was evaluated. A sample size of 100 from private sector and 100 from public sector were subjected to incidental sampling technique. Conclusions were drawn from the studies that welfare activities were affecting the workers attitude towards the management and it was also noticed that public sector was rendering better welfare facilities than the private sector organisations.

Steven H. Apple Baum, Ramie Kamal (2000)\textsuperscript{117} concluded in their study “income that motivates the employee’s involvement in their job” that the factors like recognition and remunerations keep the employees focused and going on their jobs thereby improving the work life quality.

Goyal (1995)\textsuperscript{118} in her research work “Impact of Labour welfare on Job Satisfaction” presented a comparative analysis by comparing six Punjab state industries of cotton textiles of public, private as well as cooperative sectors. A sample size of 350 workers was selected for random sampling purpose. The facts revealed from the study confirm maximum employee satisfaction. Although the employees of private sector were much happier but the employees of cooperative sector were less satisfied with their jobs. The extent of employee satisfaction was measured against the statutory labour welfare facilities rendered in the Punjab state in all three private, public and cooperative sectors. A positive relationship between various welfare measures, job satisfaction and level of satisfaction was found. The study suggested the need to implement the statutory welfare measures effectively so as to improve the textiles workers’ job satisfaction.

Bhatnagar & Sharma (1994)\textsuperscript{119} article naming “Role and Effectiveness of Labour Welfare Officers in Industrial Relations in Chandigarh” concluded that the industrial management performance regarding the welfare work was far from satisfactory. In India, government has failed to make the employers realize the necessity and importance of the workers welfare.
2.2.4 Miscellaneous studies related to other topics related to Labour viz. Labour Policy Administration, Employees’ perception towards Labour welfare, Labour conditions etc. –

Nageshwar Rao.D et al. (2012)\textsuperscript{120} in their research paper focused on the employees’ perceptions towards welfare measures. They have concentrated on the role of employee welfare measures in determining the satisfaction of the employees and the achievement of organizational productivity. The study highlighted the effect of welfare measures on employee performance and satisfaction levels in Coal Mines Industry.

Paul (2011)\textsuperscript{121} in his study on “Labour Welfare Policy and Administration in Haryana”, concluded that labour administration in Haryana covers different aspects of labour welfare in accordance with the provisions laid down in the Indian Constitution. He suggested that effective implementation of labour enactment requires regular interaction between officials and workers. It was found that, for officials of labour department, Haryana training should be a continuous activity to keep pace with changing environment. He emphasized the importance of strong political will along with dynamic policy, planning, effective implementation, monitoring and evaluation for ensuring real benefits to workers.

Suyambulingam (2011)\textsuperscript{122} in his study titled Labour Conditions of Marine Fishing Workers in Thoothukudi District determined the impact of socio-demographic conditions on the living status of fishing workers. The study was conducted on 600 fishing workers’ households dwelling in 12 coastal villages of Thoothukudi district in Tamil Nadu. This study revealed that most of the fishermen villages had poor water facilities. Most of the houses were devoid of sanitary facilities. A majority of the respondents had not taken life insurance policy. The study also revealed that the expenditure on food items, entertainment, education, religious festivals and social functions were the major constituents of the sample household expenditure. The researcher suggested that government should implement policies and programmes
which focus on the education, health care, nutrition, and economic empowerment of women. Government should provide life-saving devices like floating ring, life jacket and mask to all fishing workers free of cost to take with them in the boat while fishing in order to avoid accidents in the sea.

Nadeem Sohail, Aysha muneerwi, Yasir Tanveer, Jussain Tariq (2011)\textsuperscript{123} in their research focused on retention of employees, examined the factors that makes it easy to retain the best employees in the organization. As per their findings it was concluded that working environment, monetary benefits boosts employee involvement into their jobs.

S. Saraswathi (2010)\textsuperscript{124} the study highlighted that the skills and employee motivation level determines the organization's success. Extending benefits like rewards and employee welfare and career planning enhances his performance and thereby results in better results.

Santhosh (2009)\textsuperscript{125} in his study titled A Study on the Labour Market and Economic Contribution of Labourers in United Arab Emirates with Special Reference to Non Resident Keralites found that the grievance handling mechanism was very poor in organisations. It was recommended that there must be active initiatives from government and non-governmental agencies to tackle these issues and to take appropriate decisions regarding those organisations whose grievance handling mechanisms were not prompt. Kerala Government agencies should try to solve the grievances of the non-resident Keralite workers if those particular grievances fall under the possible purview of the Kerala Government. The study also revealed that awareness and satisfaction level of Keralite workers in UAE was very low. Workers had to face many difficulties and unhealthy practices in their job and at the place of their stay. Improvement is required for their welfare and living conditions.

Deepika (2008)\textsuperscript{126} in her article, "A Relook into the Measurement of Human Welfare and Happiness" stated the Gross National Happiness indicates better the human welfare and happiness than Gross National Product.
Venkateswara Rao and Rajesh (2007) in their article, "Singareni Collieries Company Limited The Great Turnaround Story" analysed SCCL setback shortcomings as well as company’s approach to achieve successful turnaround.

Debashish Sengupta (2007) in his article, "Responsibility for Sustainability - The Changing Face of Corporate Social Responsibility" stated that welfare benefits promotes happy work force who improves productivity henceforth the organization should design welfare schemes prioritizing labour wellbeing.

Bajpai (2007) in her study “Social Perspectives of Labour Management Relations with Special Reference to industries in U.P. and M.P.” found out how important working conditions are for harmonious labour management relations. She also discussed the parameters that impacted the cordial relationship between the management and labour. She also carefully analysed the current industrial relations in the industries of U.P. and M.P. A comparative analysis was made between Samsung Pvt. Ltd. (U.P.) and Ceat Tyres (M.P.) and concluded that the labour management relationship was not very good. The workers regard the management as their exploiter. Management, in contradiction believed that workers do not bother about the production rather they are only concerned with their wages. Satisfactory working conditions related to health measures both the organizations were witnessed. Although the executive class showed satisfaction with regards to welfare activities but the labour class gave a poor review. She suggested the need to develop constructive attitude between management and labourers. Promotional policies which are fair and time bounded are in higher requirement. Active participation of all the employees at all levels is necessary to have a better industrial atmosphere.

Giri and Rath (1998) have studied the working of Minimum wages Act of state of Orissa. They noticed that in present days political factors have tendered to play significant role as compared to other factors in deciding the basic wage rate in the state. Even the enhancement of money wages over the year did not ensure any significant rise in the real wages. The important suggestion of this is, the government
should involve the Non-Governmental Organizations (NGOs) to regularize payment of minimum wages.

2.3 RESEARCH GAP
The present research is in few aspects similar to some of the earlier studies done in this topic and at the same time it is distinct out of those.

The awareness of employees about Labour welfare measures has been studied similar to the study made by Dr K K Singh and Ku Anita Pathak (2002) under the title “A study of awareness of Labour welfare measures in A.G.I.O. Paper and Industries Limited, Dhekha, Bilaspur (C.G.)”, the study made by Upadhyaya (2006) titled “Awareness and Implementation of Labour Welfare Measures A Case Study of Garment and Hosiery Industry of Noida” but the present study is distinct in a way that the present study also studies the satisfaction levels of the non-managerial class employees regarding the employee welfare measures provided in the sample organisations.

The awareness and satisfaction levels have been studied in the present study similar to study done by Kumar (2003) in his study named “Labour Welfare and Social Security Awareness, Utilisation and Satisfaction of Labour Laws”, the study made by Kumar, S., & Yadav, S.S. (2002) in their study titled “Satisfaction level from labour welfare schemes in sugar factories of Gorakhpur division”, but the present study is distinct in a way that the present study also deals with the level of priority given by the managerial class employees towards the employee welfare measures and attempts to derive the correlation between them.

The present study deals with studying the Employee Welfare measures in an organisation and also studying the satisfaction levels of the employees similar to the study made by Salaria, P., & Salaria, S. (2013) in their article titled “Employee Welfare Measures in Auto Sector” who analysed the existing employee welfare measures and satisfaction level of workers with welfare measures in auto sector companies located in National Capital Region (India) and the study made by

The study attempted to excavate the relationship between the awareness levels and satisfaction levels of the non-managerial class employees towards the various employee welfare measures provided by the sample organisations and the relationship between the levels of priority given by the managerial class employees towards the same. This is in some way similar to the study made by Renapurkar (2013) who compared the opinions of Employees and the Management regarding the Welfare measures in Rashtriya Ispat Limited, Vishakhapatnam under the study titled “A Study on Employee Welfare Activities in Rashtriya Ispat Nigam Limited, Visakhapatnam Steel Plant”.

In line with previous studies made about Labour welfare facilities provided by various organisations by M. Rama Satyanarayana and R. Jayaprakash Reddy (2012) titled “Labour welfare measures in cement industries in INDIA (A case of KCP Limited, Cement division, Macherla, Andhra Pradesh” the present studies the Labour welfare facilities provided by the respondent organisations in general but the present study also extends far beyond since it includes study regarding awareness and satisfaction of the non-managerial class of employees and the study of level of priority given by the managerial class employees towards the employee welfare measures.

Non-managerial class of employees shall be the best persons to give a feedback about awareness & satisfaction of various employee welfare facilities since they form the majority among the overall end users of the welfare facilities. Whereas the managerial level employees being in charge of executing and overviewing the provision of employee welfare facilities, it would be apt to find the level of priority they give to
the measures which would give a better insight regarding any gaps present in the implementation of these measures in the sample organisations.

From the above analysis, following two predominant Research Gaps are identified

1. There are no much studies that deal with studying Employee Welfare in the perspective of Managerial and Non-managerial employees separately. This study finds out the awareness & satisfaction levels from non-managerial class employees and in parallel studies the level of priority given by the managerial class employees towards the employee welfare measures provided by the respondent organisations.

2. There are no much studies that deal with studying the employee welfare measures in terms of the governing labour legislation and the voluntarily provided welfare measures.