

# A Critical Analysis on the Status of Labour Welfare Facilities in Sugar Industries in Bihar

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## Abstract

Labor welfare work is undertaken by various groups within and outside an organization to improve the living conditions of workers. The objective is to make the worker happy, healthy, committed and loyal. Not surprisingly, employers with a progressive outlook have always invested heavy amounts in enriching the life of workers and have always gone beyond what has been stated in the rule book. A good labor welfare facility not only forms the basis of better Industrial Relations but also reduces the turnover rate and thus improves productivity.

Sugar industry has a very important role to play in national economy. The sugar sector in India basically includes three categories. These are -public mills, private mills and cooperative mills which accounts for approximately 6 percent 40 percent and 53 percent respectively of the total mills which are in operation. The numbers of operational mills have increased in recent times. These industries provide direct and indirect employment to almost 12% of the rural population.

In this study the aim was to study and evaluate the different types of welfare measures being undertaken by the sugar industries and to examine whether they identify and maintain a desirable level of welfare facilities in the organization or not.

**Keywords:** Labour Welfare, Industrial Relation, Turnover rate, Productivity

## Introduction

The term welfare has been described as the state of well being, prosperity, and happiness. The term can be understood from different angles.viz. it can be described as a total concept, social concept, relative concept and positive concept. The social concept refers to welfare of man, his family and society. Its relative concept emphasizes on the fact that labour welfare is relatively elastic which differs from country to country, time to time and region to region.

According to The Labour Investigation Committee: Anything done for intellectual, physical , moral and economic betterment of the workers, whether by employers, by government or by other agencies over and above what is laid down by law, or what is normally expected on the part of the contracted benefits for which workers may have bargained.” (V.S.P. Rao,2005)

Labour welfare includes both statutory as well as non statutory activities for the overall development of workers. It may be under taken by employers, trade unions , industrial institutions government and other agencies.

## Labour Welfare Serves the Following Purposes:

- Enables workers to have a richer and more satisfying life.
- Raises the standard of living of the workers by indirectly reducing the burden on their pocket.
- Welfare measures improve the physical and psychological health of employees, which in turn, enhance their efficiency and productivity.
- Absorbs the shocks injected by Industrialization and Urbanization on workers.
- Promotes a sense of belonging among workers, preventing them from indulging into unhealthy practices like absenteeism, labor turnover, strike etc.



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**Review of Literature**

Sanjua Shree P.N.(2019) conducted an empirical research to find out employee satisfaction on labour welfare measures in selected manufacturing companies of Chennai city of Tamil Nadu. The results indicated that Employee Satisfaction of Welfare Measures variables have been reduced to three independent factors and the most dominant factor is Amenities Satisfaction Factor followed by Environment Satisfaction Factor and Monetary Satisfaction Factor in their order of dominance. The researchers concluded that , Employees are giving due importance to Welfare measures, Health measures and Safety measures in their order of importance to enhance the employee satisfaction.

E.SivaKalyanKumar (2019) used a simple percentage analysis method to measure the respondents satisfaction at Rashtriya Ispat Nigam Ltd (RINL), Vishakhapatnam. The study revealed that majority of respondents were totally satisfied with the existing welfare measures. Ten dimensions were being considered to measure the labour welfare faculties .These are: drinking water facility, canteen, first aid appliances, washing and rest rooms, maternity benefits, non-statuary welfare measures, health, safety and welfare provisions, lay off compensation and retrenchment – compensation, bonus and compensation payment. The observation stated that working condition was pleasant, management-employee relationship was found to be decent, also wages were satisfactory.

Neha Rathore and Manish Tanwar (2017) have conducted a comprehensive review of literature to understand the existing body of knowledge with respect to the effect of employee welfare in service industries and the researchers found that still there is gap for offering a well-structured theoretical model for the better implementation of welfare measures in service industries. Hemalatha and et.al (2017) have examined the impact of employee welfare facilities on job satisfaction of the workers. The researcher adopted interview method of data collection for the primary survey and applied regression analysis to explore the causal effect of welfare facilities on job satisfaction. The result reveals that welfare facilities have moderate positive effect on job satisfaction of the workers covered for the study

Srinivasa Rao and Vidyath (2017) have carried comparative study to examine the effectiveness of statutory welfare measures fulfilment in sugar mills at Krishna District of Andhra Pradesh. The researchers critically evaluated the canteen facility satisfaction among the selected employees of sugar mills. The researchers framed hypothesis test to explore the association between age and statutory welfare measures fulfilment across the different sugar mills selected for the study. The result indicates that age has significant association with welfare measures fulfilment and KCP sugar mills have higher welfare measures fulfilment compared to Delta Sugar Mills and other Sugar mills of Andhra Pradesh.

Anand (2010) stated in his research work that employees of IT sector in Chennai district are satisfied with the welfare measures provided by the

company. But researcher also suggested some recommendation pertaining to periodic audit of welfare programs by management, personality & tress management etc. Modifications are requiring in the field of safety consciousness, grievance handling& sexual harassment especially for women employees.

Chahal (2013) inferred from her research work that some factors like working environment, performance appraisal techniques , relationship other employees etc. are contributing towards job satisfaction in bank employees, while job dissatisfaction caused by working hours(lack of training & development) of frequent transfers of the employees . He suggested that employee welfare measures/facilities of job security should be given at most importance so that the employee turnover may be restricted.

Gope (2013 ) studied the employee per section on quality of work life in sugar mills of Uttar Pradesh(UP) found that private sugar mill employees enjoys better QWL practices in comparison to cooperative sector or employees. On lighting facilities (LF), safety measure (SF), health facilities (HF), welfare facility (WF), etc. but cooperative sugar mill employees enjoys better employee welfare facilities &supervisor interference (SI) to private sugar mill employees. He suggested that to improve QWL is first to identify & then try to satisfy employees' important needs in through their experience in their working environment.

**Objectives of the Study**

1. To assess and identify the level of welfare facilities being provided in the industries.
2. To find out the challenges faced by the employers.
3. To find out the effect on production and productivity.
4. To suggest suitable measures for better Industrial relations.

**Scope of the Study**

In the first half of twentieth century, there were in all 33 sugar mills in Bihar. Now there remain only 28 mills, of which 18 mills under Public Sector are closed and the remaining 10 mills are under private sector. Of the 18 closed public sector mills, 15 are under Bihar State Sugar Corporation and 3 under central Public Sector Undertaking.

The research has been focused on the two private sectors namely Harinagar Sugar mill and Narkatiyaganj Sugar Mill. The crushing capacity of Harinagar sugar mills being highest . Narkatiyaganj ranks second.

**Research Design**

A descriptive research was conducted to assess the level of services provided in these industries. Conclusions are based on the analysis of data.

**Universe and Sample Size**

The study focused on the following units:., New Swadeshi Sugar Mills, Narkatiyaga and Harinagar Sugar Mills Ltd.. . The sample size consisted of 100 employees.

Methods and Sources of Data Collection:

**Primary Data**

Questionnaire and interview method was used for collecting primary data. Participants were selected randomly.

**Secondary Data**

It was mainly collected from the data published by government agencies like Bihar State Sugar Corporation , Indian Sugar Mill Association, ,. Department of Agriculture, Government of Bihar.

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**Methods and Sources of Data Collection**

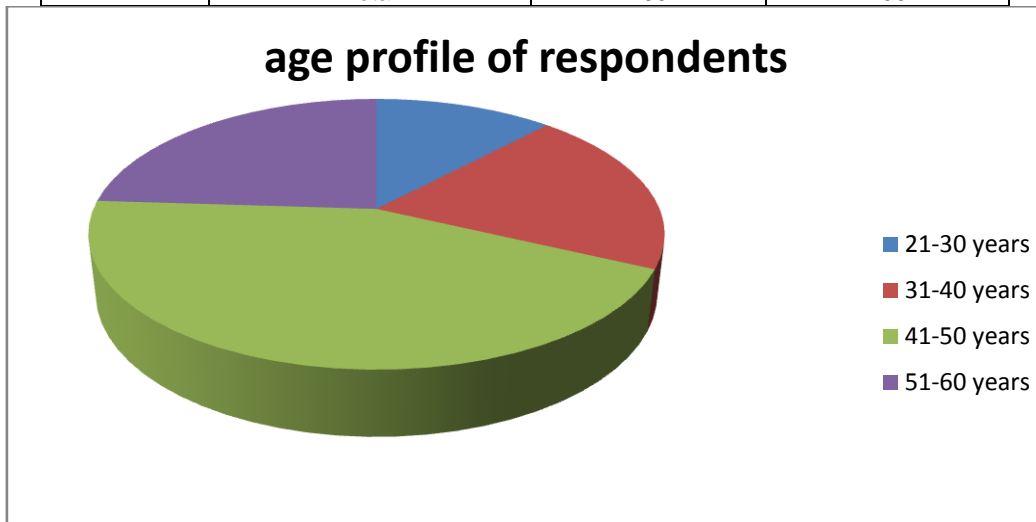
Primary Data was collected from structured questionnaire covering all male and female workers .Random sampling methods was followed for selecting the sample. Interview method was the strength of study.

Secondary Data was collected from research articles, reference books, journals, newspapers, and encyclopedia. It was mainly gathered from government publications like Indian Sugar Mill Association, Department of Agriculture, Government of Bihar, And Bihar State Sugar Corporation.

**Data Analysis**

**Table 1: Age Profile of Respondents**

Age	Category	Frequency	Percent
	21 to 30 years	12	12
	31 to 40 years	20	20
	41 to 50 years	44	44
	51 to 60years	24	24
	Total	100	100



**Interpretation**

The above data shows that sample respondents are distributed across all age groups. While 44% were in the age bracket 41-50 years, 32%

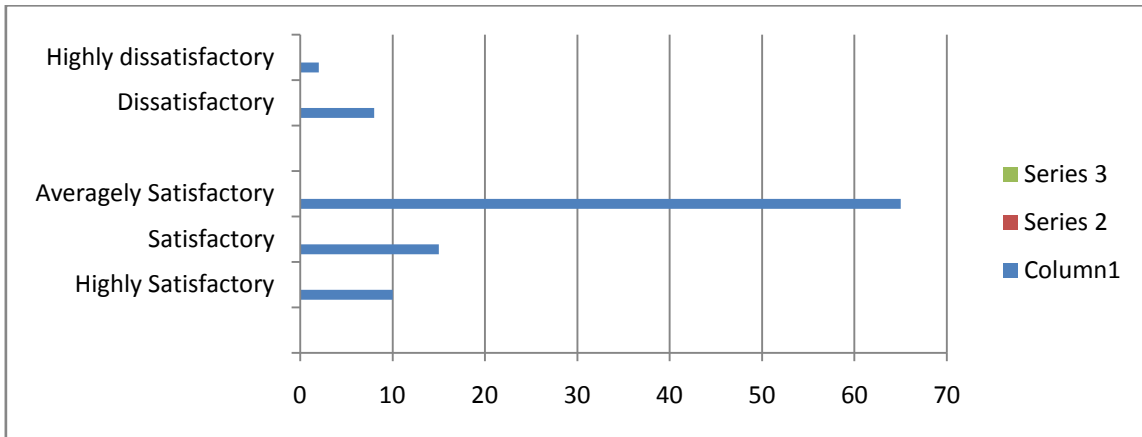
were in the age bracket 21-40 years and 24% above 51 years of age.

The analysis of the questions and the opinion of respondents are presented below:

**Q1. How do you rate the working environment of the organization?**

Opinion	Percentage
Highly Satisfactory	10
Satisfactory	15
Averagely Satisfactory	65
Dissatisfactory	8
Highly dissatisfactory	2

**Table -2, Source: Through questionnaire**



**Interpretation**

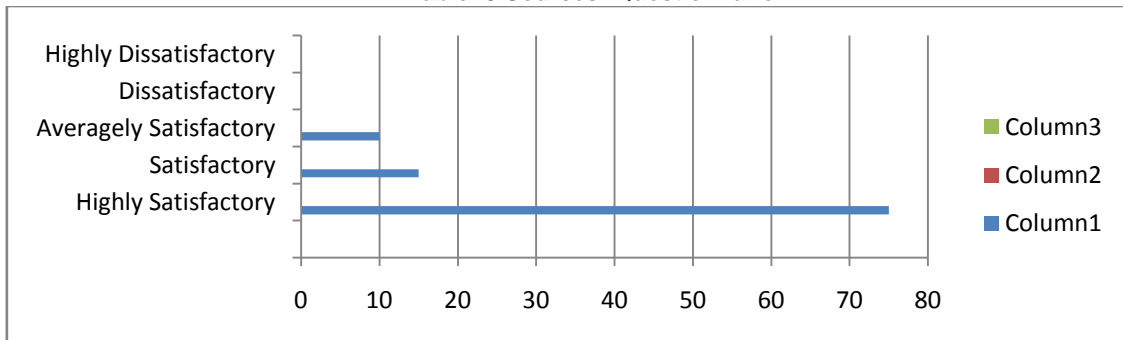
The table shows that 65% of the employees are averagely satisfied with the working environment provided in the Industry. 25% are highly satisfied and

satisfied whereas 10% are dissatisfied and highly dissatisfied with the working environment in the industry.

**Q 2. How do you rate the medical facilities provided by the organization?**

Opinion	Percentage
Highly Satisfactory	75
Satisfactory	15
Averagely Satisfactory	10
Dissatisfactory	0
Highly Dissatisfactory	0

**Table: 3 Sources: Questionnaire**



**Interpretation**

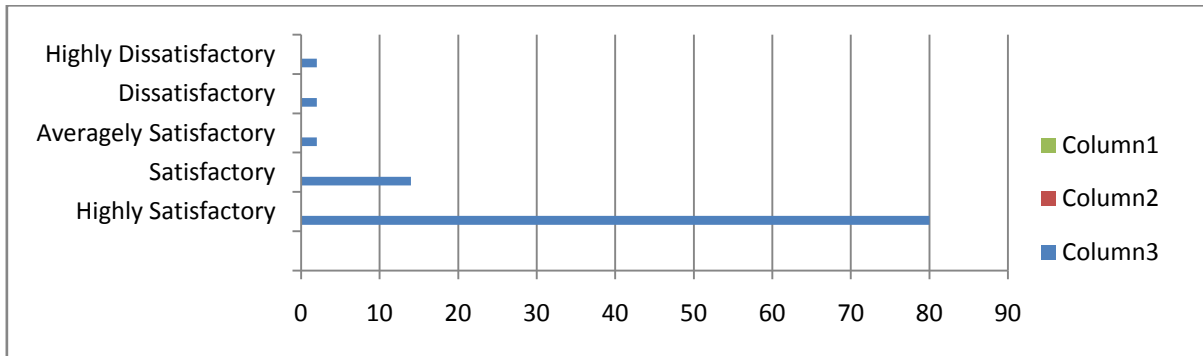
Maximum Employees are highly satisfied with the medical facilities provided in the

organization. 15% is satisfied while 10% are averagely satisfied.

**Q3. How do you rate the sitting arrangement of the Organization?**

Opinion	Percentage
Highly Satisfactory	80
Satisfactory	14
Averagely Satisfactory	2
Dissatisfactory	2
Highly Dissatisfactory	2

**Table: 4, Source: Through Questionnaire**



**Interpretation**

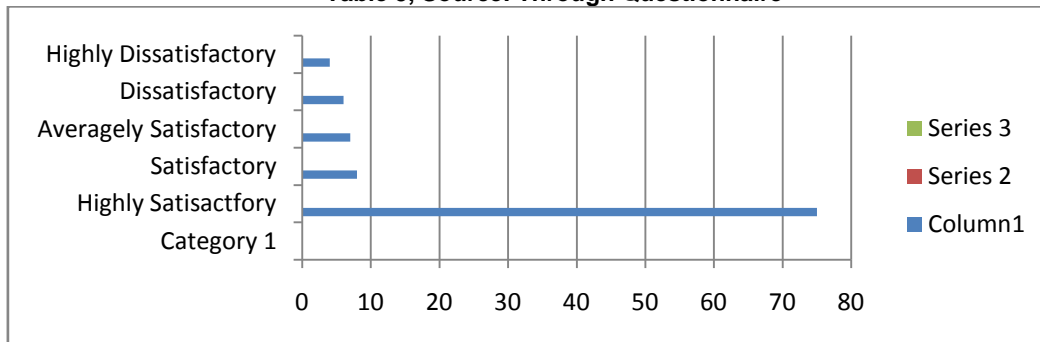
80% employees are highly satisfied with the sitting facility provided in the industry. It's one the statutory facility.

Maximum employees are satisfied. Only 4% are dissatisfied and highly dissatisfied.

**Q 4. Rate the canteen facilities provided by the organization.**

Opinion	Percentage
Highly Satisfactory	75
Satisfactory	8
Averagely Satisfactory	7
Dissatisfactory	6
Highly Dissatisfactory	4

**Table 5, Source: Through Questionnaire**



**Interpretation**

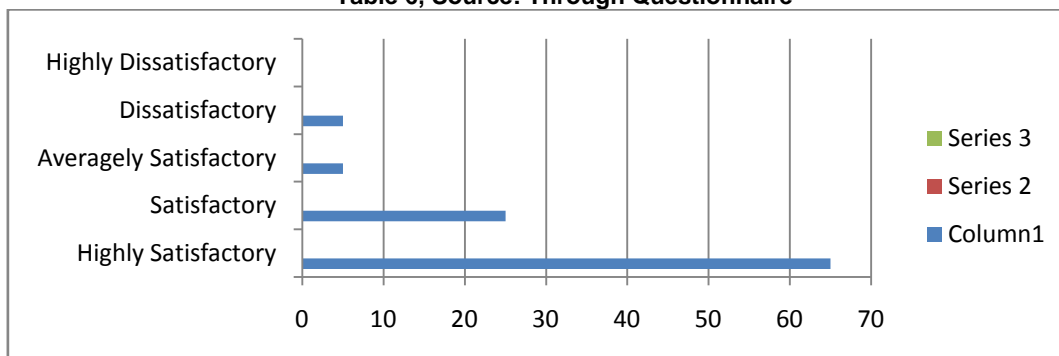
Majority of the employees are highly satisfied and satisfied with the canteen facility being provided

in the organization.83% employees are highly satisfied and satisfied.10% are dissatisfied and highly dissatisfied.

**Q 5. How do you rate the rest, shelter and lunch room facility being provided to you?**

Opinion	Percentage
Highly Satisfactory	65
Satisfactory	25
Averagely Satisfactory	5
Dissatisfactory	5
Highly Dissatisfactory	0

**Table 6, Source: Through Questionnaire**



**Interpretation**

Rest, shelter and lunch room is a statutory facility, the provision for which is being incorporated in Factories Act, 1948. Maximum employees are satisfied and highly satisfied with the above facility. 5% are averagely satisfied.

**Q 6. Does the organization provide sufficient number of toilets?**

Opinion	Percentage
Yes	35
No	65

**Table 7, Source: Through Questionnaire**

**Interpretation**

65% of the employees were not satisfied with the number of toilets being provided in the industry. 35% responded positively.

**Q 7. Does the organization provide crèche facility?**

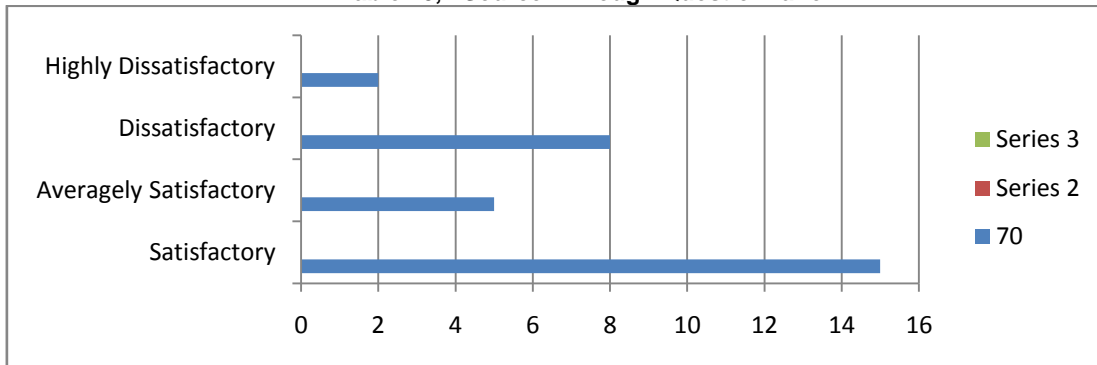
Opinion	Percentage
Yes	0
No	100

**Table 8, Source: Through Questionnaire**

**Interpretation**

None of the organization provided crèche facility for women worker.

**Table 10, Source: Through Questionnaire**



**Interpretation**

70% of the employee responded positively towards the allowances paid to them for overtime. 15% were satisfied. 8% was dissatisfied.

**Q 8. Do you think employee welfare activities give a feeling of safety and improve your performance?**

Opinion	Percentage
Yes	85
No	15

**Table 9, Source: Through Questionnaire**

**Interpretation**

A majority of employees (85%) admitted that increased welfare facilities have positive impact on performance of employee

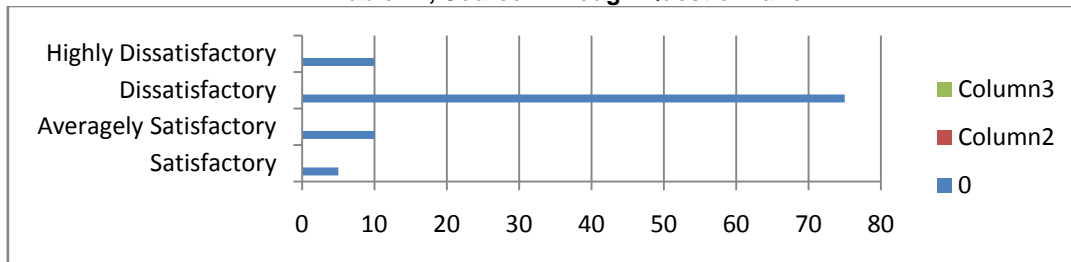
**Q9. Rate the overtime allowance offered by the organization?**

Opinion	Percentage
Highly Satisfactory	70
Satisfactory	15
Averagely Satisfactory	5
Dissatisfactory	8
Highly Dissatisfactory	2

**Q 10. How do you rate the educational facilities provided by the organization?**

Opinion	Percentage
Highly Satisfactory	0
Satisfactory	5
Averagely Satisfactory	10
Dissatisfactory	75
Highly Dissatisfactory	10

**Table 11, Source: Through Questionnaire**



**Interpretation**

Maximum employees were dissatisfied and highly dissatisfied with the educational facilities provided in the organization. None of the employees were highly satisfied.

**Findings**

- Both the organizations maintained satisfactory level of statutory facilities but the level of non statutory facilities viz. educational facility was not satisfactory.

2. All the employees were of the opinion that presence of welfare facilities has a positive impact on their performance.
3. None of the organization provided crèche facilities to female workers.
4. It was found that most of the employees were unaware about the statutory and non statutory provisions related to the Factories Act.

**Suggestions**

1. The spectacle of literacy is still pathetic and the need for improvement in Industry like Sugar is almost as urgent as before.
2. The organizations may organize cultural events, sports etc for enhancing the recreational and cultural activities.
3. Transportation shall be arranged for the shift workers who leave for home at odd hours.
4. Government shall ensure infrastructural support to the units.

**Conclusion**

It is concluded that welfare facilities have a very important role to play in maintaining good Industrial relation. Not only that labour welfare has an important positive and dynamic part to play in the Industrial economy, particularly in States like Bihar, where, paradoxically, substandard socioeconomic conditions, exist despite the vast programmes of Industrial Development undertaken in a planned way.

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