

A STUDY ON EMPLOYEE WELFARE MEASURES, WITH SPECIAL REFERENCE TO NATIONAL THERMAL POWER CORPORATION LIMITED, SIMHADRI, VISHKAPATNAM

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ABSTRACT

Welfare is comfortable living and working conditions. Employee welfare means, the efforts to make life worth living for workman. Welfare is comfortable living and working conditions. People are the most important asset of an organization, and the accounting profession has to assess and record the value and cost of people of an organization. Once this is accepted, the need for measuring the value for recording it in the books of accounts arises. The value of human assets can be increased substantially by making investment in their training and welfare activities in the same way as the value of repairs/overhauling, etc. While the cost on training, development, etc., can be recorded separately and to be within the eventual, the expenditure on welfare activities can be added to the investment and the returns judged. Unlike other assets which have depreciation value as year passes by value of human assets appreciates with passing years. The value can depreciate by aging process which is generally hastened up by worries, unhealthy conditions, etc. once this process is slowed down, or at least if the employee is made to feel young in spirits.

KEYWORDS: Human Assets, Cost on Training, Development, etc

INTRODUCTION

The value of this asset appreciates considerably. Any investment constitutes the assets of a company and therefore, any investment for welfare of labor would constitute an extra investment in an asset. Industrial progress depends on a satisfied labor force and the importance of labor welfare measures was stressed as early as 1931, when the Royal Commission on labor stated the benefits which go under this nomenclature, are of great importance to the worker and which he is unable to secure by himself. The schemes of labor welfare may be regarded as a wise investment which should and usually does bring a profitable return in the form of greater efficiency.

Need for the Study

NTPC, India's largest power company, was set up in 1975 to accelerate power development in India. It is emerging as an '**Integrated Power Major**', with a significant presence in the entire value chain of power generation business. NTPC ranked **341st** in the '**2010, Forbes Global 2000**' ranking of the World's biggest companies. With a current generating capacity of 39,174 MW, NTPC has embarked on plans to become a 75,000 MW company by 2017.

In order to achieve the company target a strategic planning, Competence building, Commitment building, Culture building and Systems building with better utilization of available resources are required to complete the task within the time bound.

Employee's plays a major role for achieving organization goals. This can be achieved when employees are motivated, committed to organization. An employee welfare scheme plays a major role to secure social justice and equity, reduce the industrial unrest and to improve productivity, so emphasis is made on the study of welfare measure activities in NTPC Ltd.

Objectives of the Study

- To study about employees work life and working atmosphere in the organization
- To study about welfare activities (Accommodation, health facilities) and welfare bodies provided by the organization.
- To study about human values: Every person has his own personality and needs to be recognized and developed. It is in the hands of the management to shape them and help them grow about organization role in employee needs.
- To study about recreation and facilitative services to the employees
- To find out the opinion of the employees about the various schemes prevailing at present in their work place.
- To make constructive suggestion to improve the welfare activities.

Scope of the Study

The Scope of the study covers extent of all the facilities provided for the employees right from their quarter allotment to their recreation, refreshment, before examining the township facilities in NTPC, an attempt was more for their mental pleasure, to get relief from their work stress like parks, clubs, libraries. Hence the study specially deals with the township facilities of the NTPC.

The Organization under study namely, Simhadri super thermal power project (SMPP) National Thermal power corporation (NTPC) is one of the major concern in India, for generating and distributing electricity to the industries and domestic purpose, in south India.

Research and Methodology

The study consists of descriptive and analytical type of methodology, for the research study. The main objective of using descriptive research is, to describe the state of affairs as it exists at present. It mainly involves surveys and fact findings, by inquiries and also, using analytical research design, to analyze the existing facts from the data collected from the employees (**primary data**) and from existing data collected by someone, literature review or data available by the organization (**secondary data**).

Questionnaire Design

The questionnaire formed for the research study is a structured questionnaire, in which all the questions are predetermined before, conducting the survey. The form of question is of both closed and open type.

The questionnaire for the research was framed in a clear manner, such that, it enables the respondents to understand and answer the question easily. The questionnaire was designed in such a way that, the questions are short and simple, and is arranged in a logical manner.

RESEARCH ANALYSIS & INTERPRETATION

Questionnaire Design

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Questionnaire was divided into 7 segments, to make an elaborate research on the welfare activities, provided by NTPC-Simhadri to their employees. (SAMPLE SIZE OF 100 NOs OF EMPLOYEES IN NTPC- SIMHADRI) plotting a graph by converting it into percentage.

- Education
- Residential Accomodiation
- Hospital Facilities
- Canteen Facilities
- Sports
- Work Place Environment
- General

Education (1 TO 11 Questionnaire)

Table 1

Questionnaire	
1	Township schools have all necessary teaching aids and facilities
2	Steps taken by management for improving children education facilities are to my satisfactory
3	School admission for employee ward are easy to come by
4	Employees trust township school with the future of their children

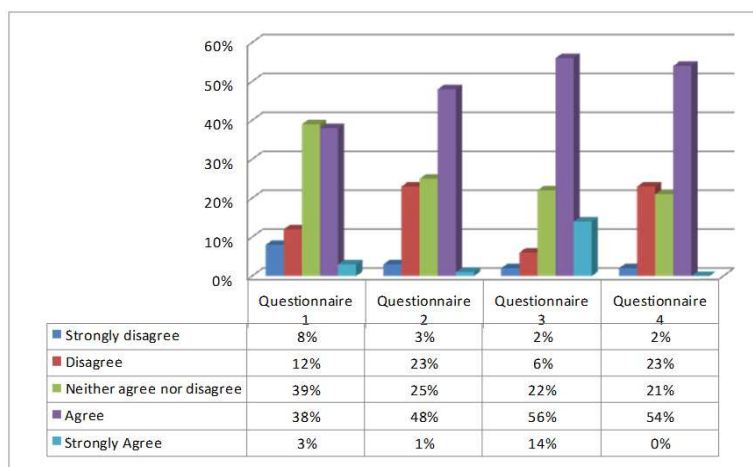


Figure 1

Table 2

Questionnaire	
5	Coaching / tuitions facilities for children are easily available
6	Employees feedback for improving township schools is sought time to time
7	Teaching staff of township school is fully competent in their fields
8	Township schools are providing a healthy competitive environment to employee wards

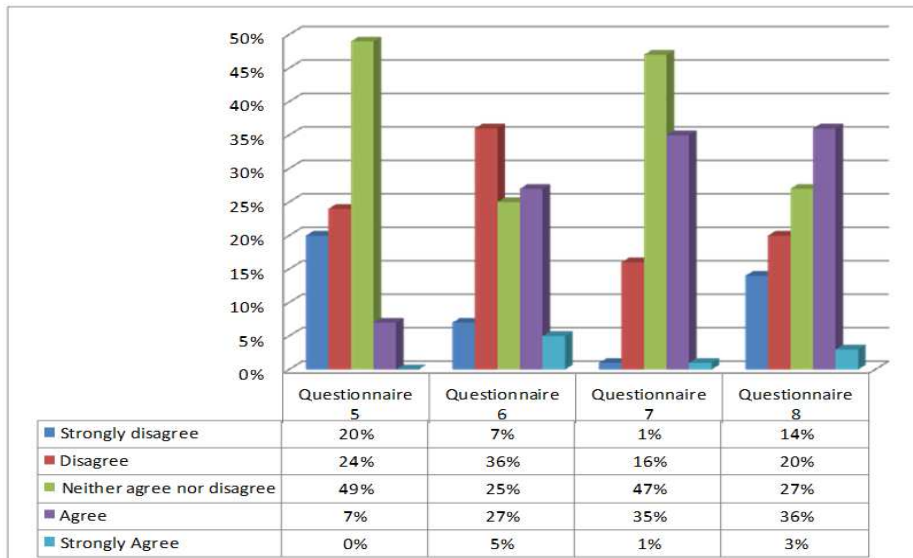


Figure 2

Table 3

Questionnaire	
9	I feel children studying at township are as competitive as those anywhere else
10	Township school focus on overall development of children and not just on academics
11	Township schools are well maintained

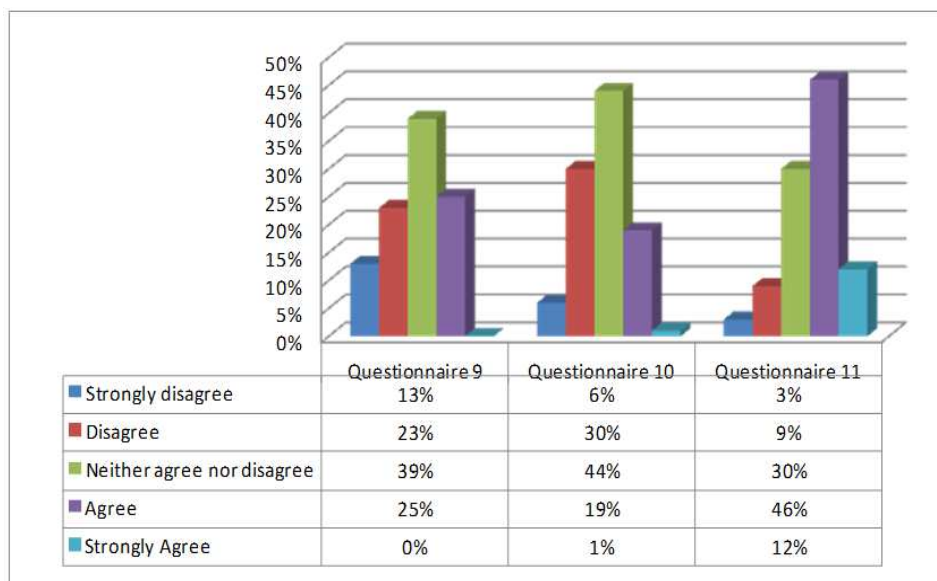


Figure 3

Residential Accommodation (12 T0 17 Questionnaire)

Table 4

Questionnaire	
12	House allotment process is transparent
13	Maintenance complaints at township are properly attended
14	Reasonable standards of residential accommodation is provided by NTPC

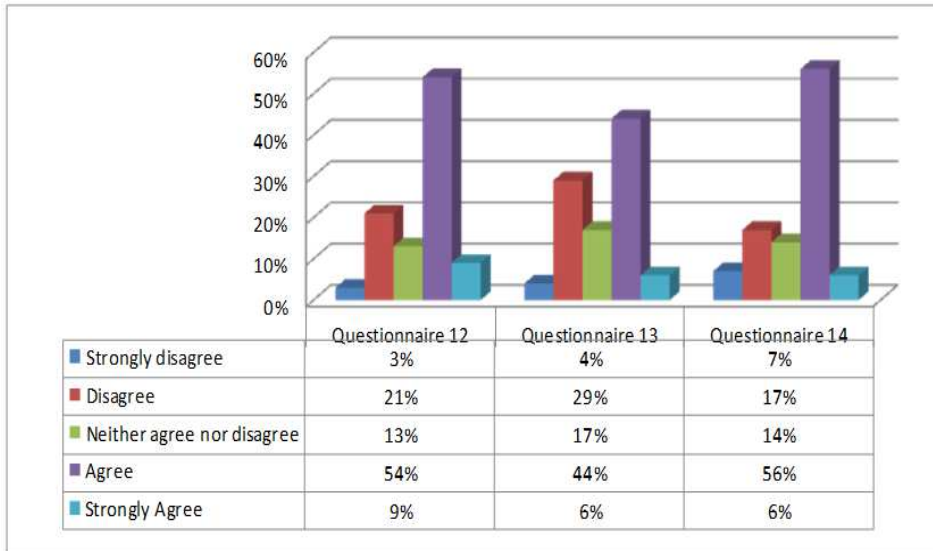


Figure 4

Table 5

Questionnaire	
15	Residential accommodation provided by the company is comfortable
16	In case of transfer, care is taken by the company for accommodating employee and his family.
17	Township quarters or hostels are regularly repaired and maintained

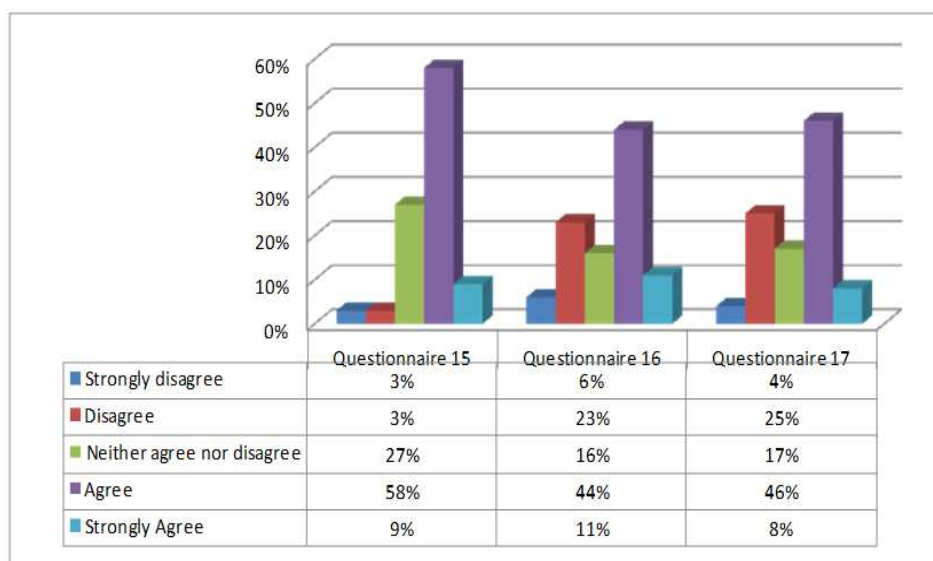


Figure 5

Hospital Facilities (18 T0 26 Questionnaire)

Table 6

Questionnaire	
18	The township hospital is well maintained and hygienic
19	NTPC medical facilities are the cornerstone of its employee welfare policy
20	Medicines prescribed at township hospital are readily available in the dispensary

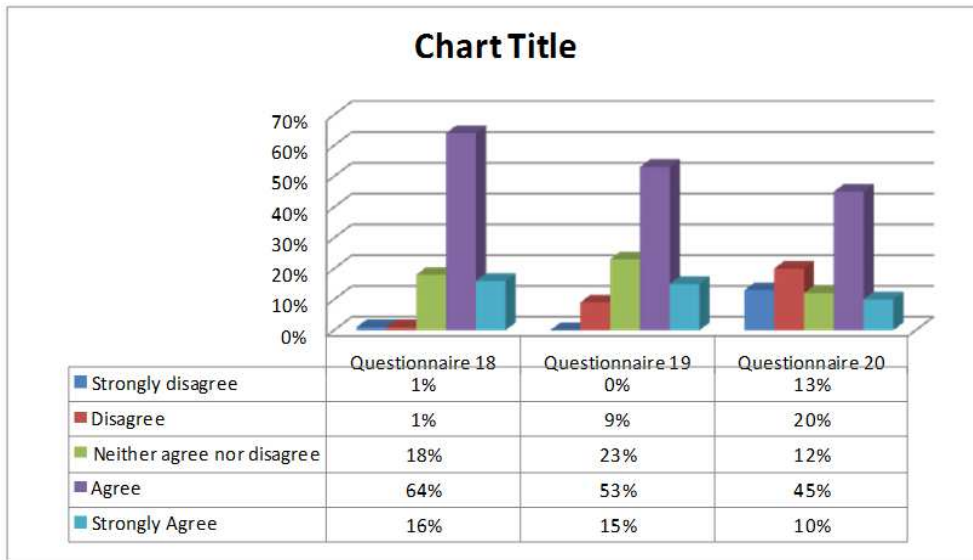


Figure 6

Table 7

Questionnaire	
21	First Aid and Ambulance facilities are available in plant and township.
22	Response of hospital staff in case of emergency is satisfactory.
23	I have full confidence in competence of NTPC medical staff

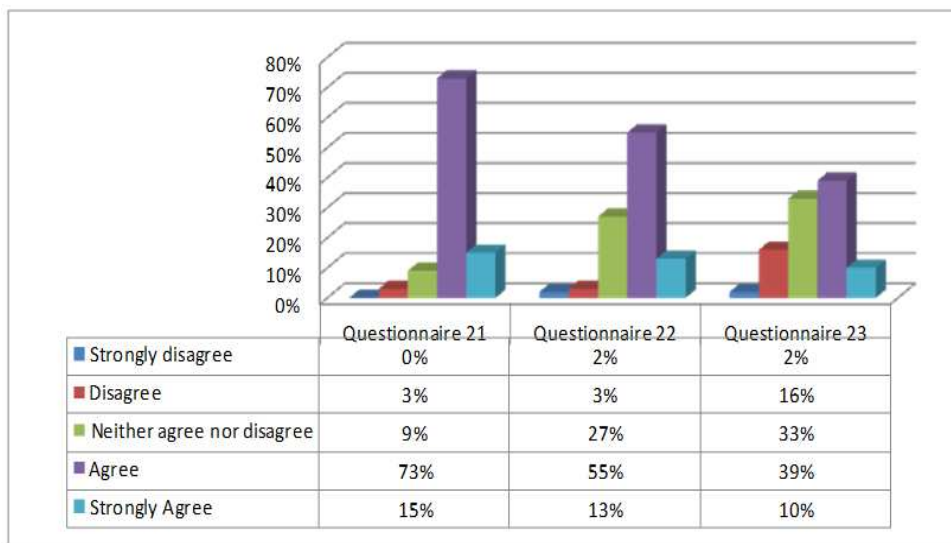


Figure 7

Table 8

Questionnaire	
24	Whenever justified, doctors refer cases to city hospitals
25	Township hospital is equipped with all necessary equipment
26	There is no shortage of doctors and medical staff at the township hospital

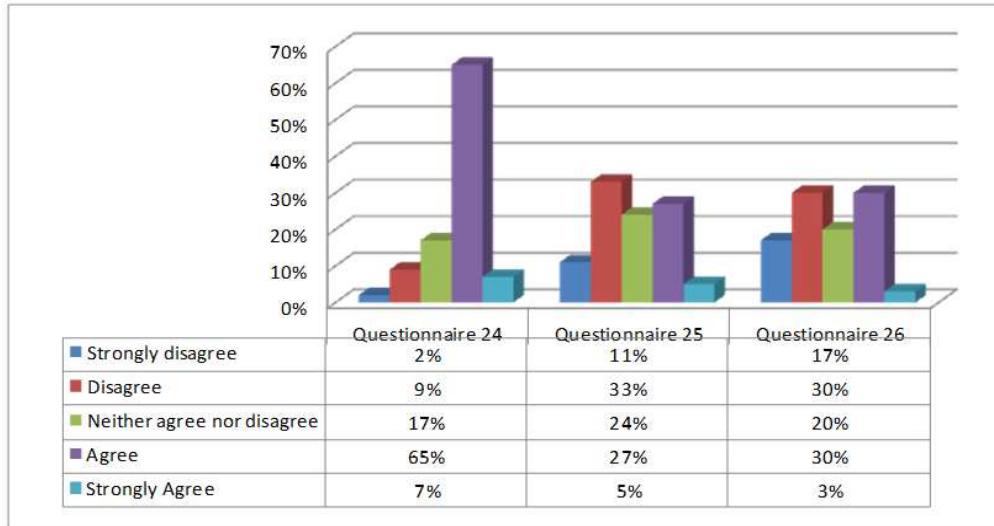


Figure 8

Canteen Facilities (27 T0 31 Questionnaire)

Table 9

Questionnaire	
27	The food served at canteen is of good quality
28	Canteen is hygienic and well maintained
29	Standard of service provided by canteen is to my satisfaction

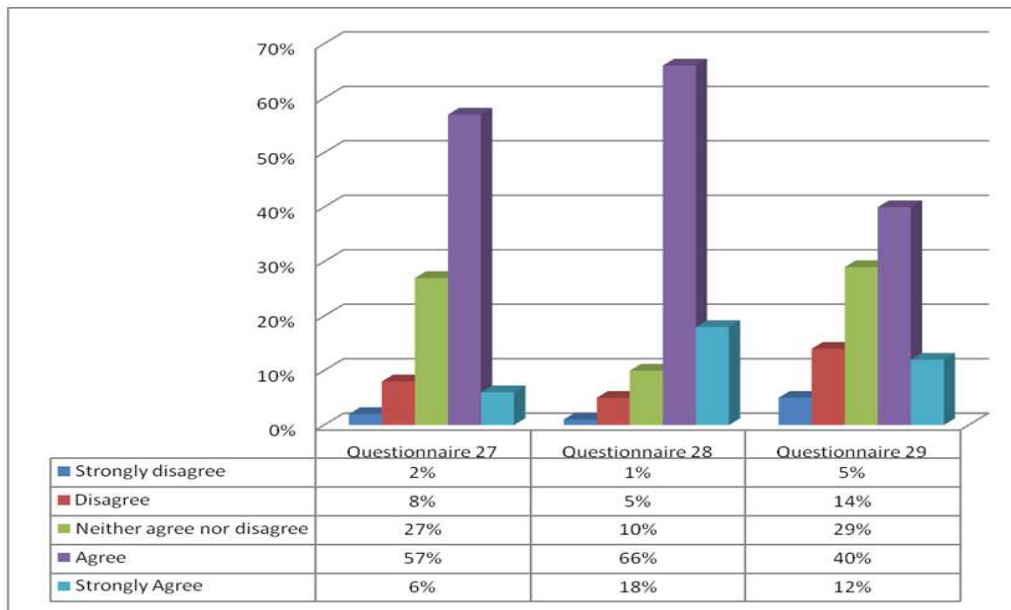


Figure 9

Table 10

Questionnaire	
30	Employees get variety of snacks and meals at office canteen
31	Good food is available at mess or restaurant in the township

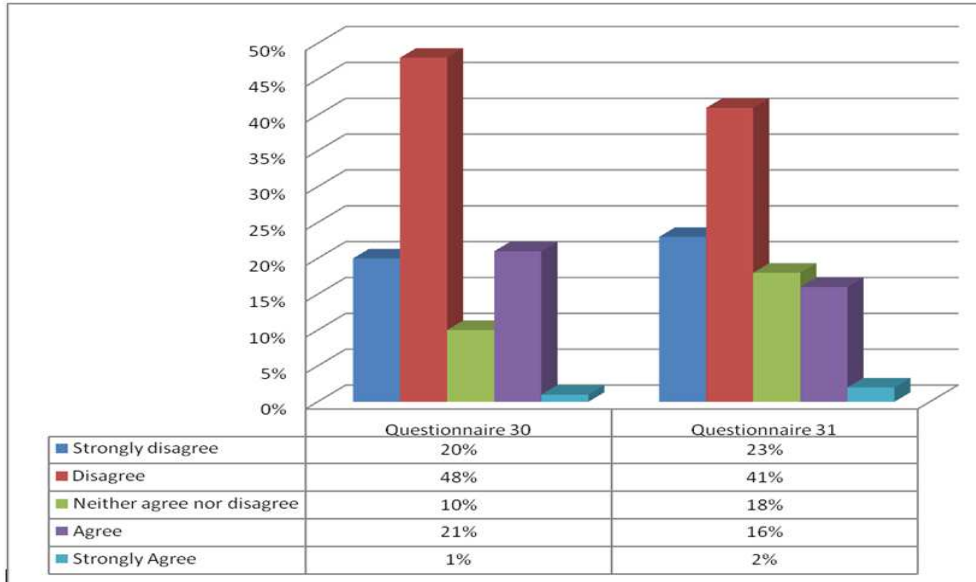


Figure 10

Sports (32 T0 35 Questionnaire)

Table 11

Questionnaire	
32	Company sports facilities are well maintained (play grounds, swimming, badminton court etc)
33	Sports events are organized time to time
34	Choice of various in-door and out-door games are available to employees
35	Gym facilities are well maintained

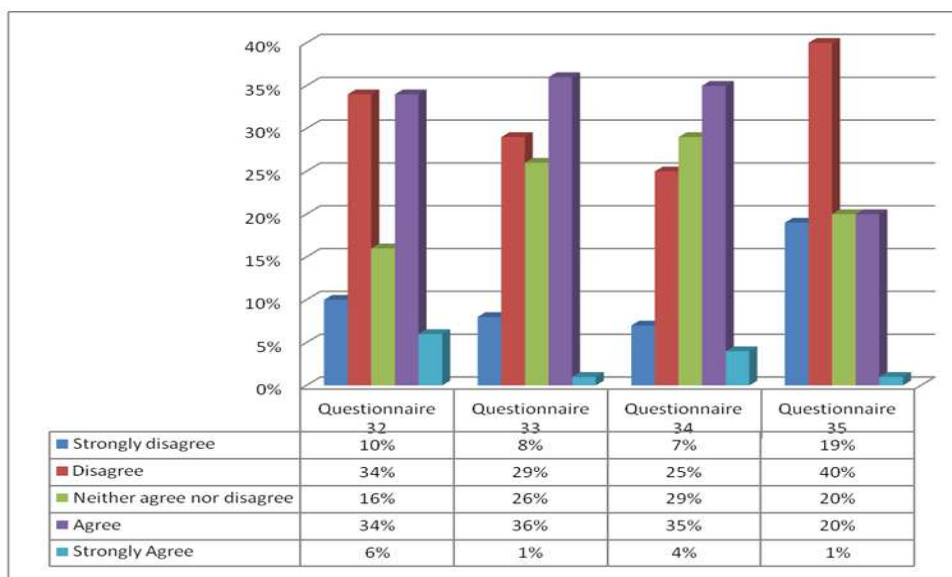


Figure 11

Work Place Environment (36 To 41 Questionnaire)

Table 12

Questionnaire	
36	My workplace is comfortable (Illumination, ventilation, wash rooms, drinking water etc)
37	Senior management of the unit have an 'open door policy '
38	My workplace is safe (providing safety helmets, shoes etc)

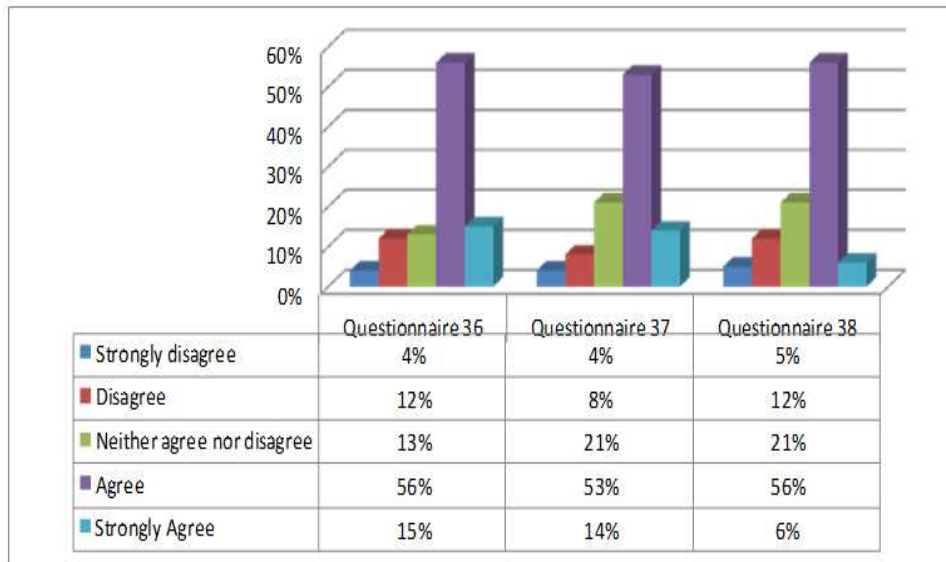


Figure 12

Table 13

Questionnaire	
39	I have all necessary office equipment needed to carry out my work
40	I feel we are effectively using intranet for communication and information system
41	Offices here are elegantly furnished

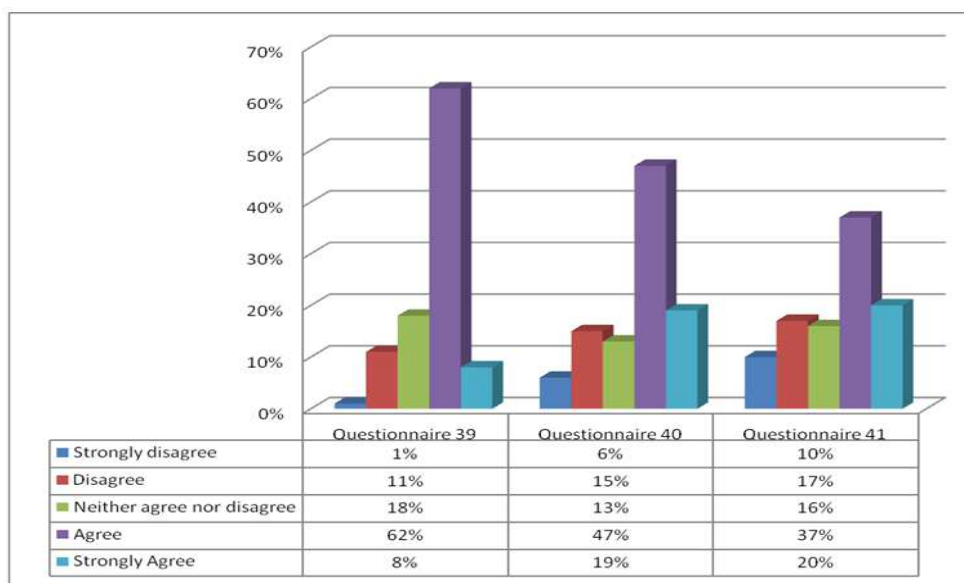


Figure 13

General (42 T0 48 Questionnaire)

Table 14

Questionnaire	
42	Overall the township is aesthetic and well maintained
43	I don't face any problem in communicating from township to the nearest rail head/ airport
44	I generally don't face any difficulty in claiming bills (phone, medical etc)
45	Basic day to day needs can be easily met in township

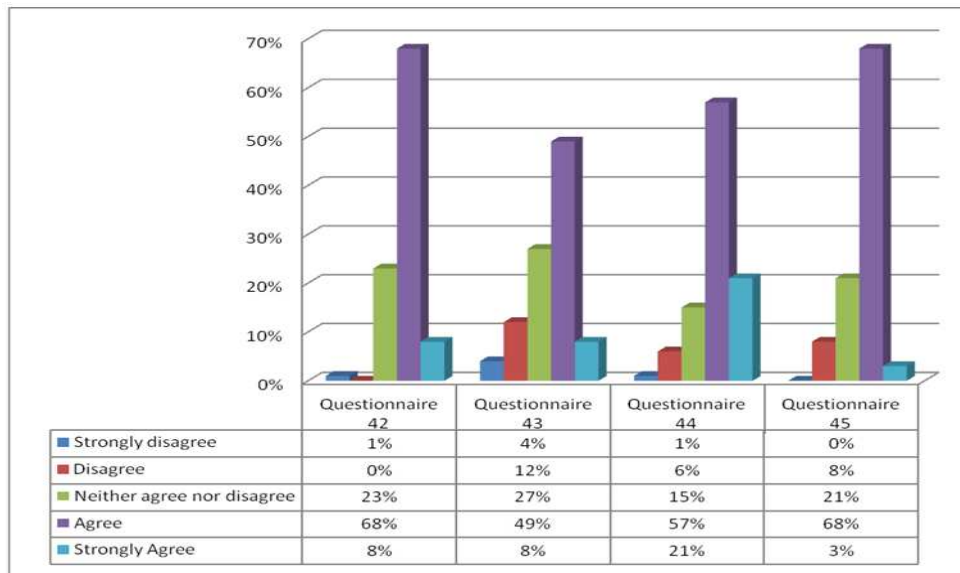


Figure 14

Table 15

Questionnaire	
46	Sufficient means of recreation are available at township (parks, cultural activities, clubs etc)
47	Employees don't face any difficulty in communication system (telephone networks)
48	Employees don't face any difficulty in booking train / air tickets

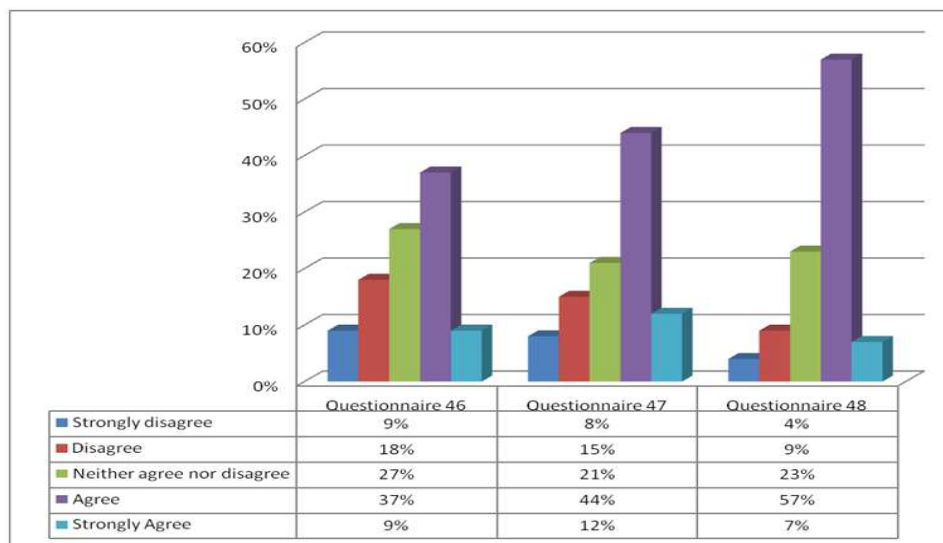


Figure 15

SUMMARY OF DATA COLLECTED

Table 16

S. No	Statements	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
(A) Education						
1	Township schools have all necessary teaching aids and facilities	8%	12%	39%	38%	3%
2	Steps taken by management for improving children education facilities are to my satisfaction	3%	23%	25%	48%	1%
3	School admission for employee ward are easy to come by	2%	6%	22%	56%	14%
4	Employees trust township school with the future of their children	2%	23%	21%	54%	0%
5	Coaching / tuitions facilities for children are easily available	20%	24%	49%	7%	0%
6	Employees feedback for improving township schools is sought time to time	7%	36%	25%	27%	5%
7	Teaching staff of township school is fully competent in their fields	1%	16%	47%	35%	1%
8	Township schools are providing a healthy competitive environment to employee wards	14%	20%	27%	36%	3%
9	I feel children studying at township are as competitive as those anywhere else	13%	23%	39%	25%	0%
10	Township school focus on overall development of children and not just on academics	6%	30%	44%	19%	1%
11	Township schools are well maintained	3%	9%	30%	46%	12%
(B) Residential Accomadation						
12	House allotment process is transparent	3%	21%	13%	54%	9%
13	Maintenance complaints at township are properly attended	4%	29%	17%	44%	6%
14	Reasonable standards of residential accommodation is provided by NTPC	7%	17%	14%	56%	6%
15	Residential accommodation provided by the company is comfortable	3%	3%	27%	58%	9%
16	In case of transfer, care is taken by the company for accommodating employee and his family.	6%	23%	16%	44%	11%
17	Township quarters or hostels are regularly repaired and maintained	4%	25%	17%	46%	8%
(C) Hospital						
18	The township hospital is well maintained and hygienic	1%	1%	18%	64%	16%
19	NTPC medical facilities are the cornerstone of its employee welfare policy	0%	9%	23%	53%	15%
20	Medicines prescribed at township hospital are readily available in the dispensary	13%	20%	12%	45%	10%
21	First Aid and Ambulance facilities are available in plant and township.	0%	3%	9%	73%	15%

Table 16: Contd.,						
22	Response of hospital staff in case of emergency is satisfactory.	2%	3%	27%	55%	13%
23	I have full confidence in competence of NTPC medical staff	2%	16%	33%	39%	10%
24	Whenever justified, doctors refer cases to city hospitals	2%	9%	17%	65%	7%
25	Township hospital is equipped with all necessary equipment	11%	33%	24%	27%	5%
26	There is no shortage of doctors and medical staff at the township hospital	17%	30%	20%	30%	3%
(D) Canteen						
27	The food served at canteen is of good quality	2%	8%	27%	57%	6%
28	Canteen is hygienic and well maintained	1%	5%	10%	66%	18%
29	Standard of service provided by canteen is to my satisfaction	5%	14%	29%	40%	12%
30	Employees get variety of snacks and meals at office canteen	20%	48%	10%	21%	1%
31	Good food is available at mess or restaurant in the township	23%	41%	18%	16%	2%
(E) Sports						
32	Company sports facilities are well maintained (play grounds, swimming, badminton court etc)	10%	34%	16%	34%	6%
33	Sports events are organized time to time	8%	29%	26%	36%	1%
34	Choice of various in-door and out-door games are available to employees	7%	25%	29%	35%	4%
35	Gym facilities are well maintained	19%	40%	20%	20%	1%
(F) Work Place Environment						
36	My workplace is comfortable (Illumination, ventilation, wash rooms, drinking water etc)	4%	12%	13%	56%	15%
37	Senior management of the unit have an 'open door policy '	4%	8%	21%	53%	14%
38	My workplace is safe (providing safety helmets, shoes etc)	5%	12%	21%	56%	6%
39	I have all necessary office equipment needed to carry out my work	1%	11%	18%	62%	8%
40	I feel we are effectively using intranet for communication and information system	6%	15%	13%	47%	19%
41	Offices here are elegantly furnished	10%	17%	16%	37%	20%
(G) General						
42	Overall the township is aesthetic and well maintained	1%	0%	23%	68%	8%
43	I don't face any problem in communicating from township to the nearest rail head/ airport	4%	12%	27%	49%	8%
44	I generally don't face any difficulty in claiming bills (phone, medical etc)	1%	6%	15%	57%	21%
45	Basic day to day needs can be easily met in township	0%	8%	21%	68%	3%
46	Sufficient means of recreation are available at township (parks, cultural activities, clubs etc)	9%	18%	27%	37%	9%
47	Employees don't face any difficulty in communication system (telephone networks)	8%	15%	21%	44%	12%
48	Employees don't face any difficulty in booking train / air tickets	4%	9%	23%	57%	7%

LEARNINGS/FINDINGS

- Employees feel that Welfare measures plays a major role to lead a comfortable work life
- (As per the data collected)

Education Facilities

Most of the Employees feel that township schools have all necessary teaching aids and facilities, and also feels steps taken by management (like school reimbursement, hostel facilities to children) are up to their satisfaction.

Most of the employees feel that township schools are well maintained, and teaching staff are fully competent enough in their respective fields.

Most of them feel that employee's feedback for improving township schools are to be taken in regular intervals and schools have to focus on overall development of children, not just in academics.

Residential Accommodation

Most of the employees feel that house allotment process is transparent, with reasonable standards are maintained in residential accommodation.

Most of the employees feel that maintenance and regular repair works are to be improved.

Hospital Facilities

Most of the employees feel that hospital is well maintained with availability of first aid and ambulance in case of emergencies.

Whenever required, doctors refer cases to city hospitals.

Most of them feel medicines prescribed are not readily available at dispensary/medical shop in township. Medical staff and equipments in hospital are to be increased.

Canteen Facilities

Most of them feel canteen is well maintained with good quality and hygienic. Standard of the service is up to their satisfaction.

Most of them feel varieties of food items are not available at canteen, and there is a need of improvement of food items available at township.

Sports

Most of them feel, sports facilities are needed to be improved a lot. Availability of various indoor and outdoor games equipments are less.

Gym facilities are to be improved.

Work Place Environment

Most of them feel workplace environment is comfortable, safe and elegantly furnished with availability of all necessary office equipments to carry out work.

General

Most of them feel that township is aesthetic with sufficient parks, clubs, temples etc. communication and transportation facilities are good from township to nearest railhead/airport.

Irrespective of their employee welfare, NTPC plays a major role in welfare activities of in and AROUND people by constructing water tank in nearby villages, driving schools for youth, Contributing stationary to nearby school children and teaching classes in stitching of clothes for women in nearby villages etc.

SUGGESTIONS

The analysis revealed positive response from almost all the employees. It is found that better working conditions and welfare facilities are made available inside plant and township. However, it is suggested to take the following initiatives for further improvement.

- Coaching facilities are not available for examinations like EAMCET & other entrance examinations. There is a need to provide coaching facilities in the township to enable the children to prepare well for the entrance examinations professional degrees like B.Tech & MBBS.
- The hospital facilities are good. Medicines prescribed are to be made readily available at dispensary/medical shop in township.
- Canteen facilities are good. However, varieties of food items are to be increased.
- Necessary steps are to be taken for availability of good food at mess/restaurant in township
- Sports facilities are to be improved.
- GYM facilities are to be renovated. Replacement/repair to be made for not working equipments.
- More number of employees should be involved to participate in the administration of welfare programs
- Maintenance of the parks and gardens needs to be improved.

CONCLUSIONS

NTPC Simhadri is one of the best among the power generating companies, in our country. In the present scenario, the human resource management has to play a very importance role. For any organization, the employees are instrumental in executing the plans and meeting the work targets of the company, with greater responsibility. In this endeavor, HR Department plays a pivotal role, to support and fulfill the needs of the employees.

The term 'welfare measures' refers to the facilities provided for the employees, at the working environment, which are called statutory welfare measures and facilities provided for them and their family members, which are called not-statutory welfare measures. The main aim of providing these welfare measures is, to satisfy and enhance the morale of the employees.

The study reveals that, both the statutory & non-statutory welfare measures provided by the company are very attractive and employees are highly satisfied and motivated.

With all the above, it is learnt that, they will go a long way with developing the existing facilities and implementing new facilities, to the benefit of the employees and their family members.

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