



A Study on Employees Welfare Facilities Adopted at Bosch Limited, Bangalore

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Abstract

The present study is made an attempt to identify welfare facilities and employee's satisfaction level about welfare facilities adopted at Bosch limited, Bangalore. To achieve the aforesaid objective data is gathered from 100 employees of the organization with random sampling technique. It is found that most of the respondents are aware about the legislative and non - legislative employee welfare facilities provided at the Company, welfare facilities like medical, canteen, working environment, safety measures etc., are provided by the company. And most of the employees are satisfied with the welfare facilities adopted by the company towards the employee's welfare.

Keywords: Employee welfare, Bosch Limited, satisfaction etc.

Introduction

Employee welfare facilities in the organization affects on the behavior of the employees as well as on the productivity of the organization. While getting work done through employees the management must provide required good facilities to all employees. The management should provide required good facilities to all employees in such way that employees become satisfied and they work harder and more efficiently and more effectively.

Welfare is a broad concept referring to a state of living of an individual or a group, in a desirable relationship with the total environment – ecological economic and social. It aims at social development by such means as social legislation, social reform social service, social work, social action. The object of economics welfare is to promote economic production and productivity and through development by increasing equitable distribution. Labour welfare is an area of social welfare conceptually and operationally. It covers a broad field and connotes a state of well being, happiness, satisfaction, conservation and development of human resources¹.

Employee welfare is an area of social welfare conceptually and operationally. It covers a broad field and connotes a state of well being, happiness, satisfaction, conservation and development of human resources and also helps to motivation of employee. The basic propose of employee welfare is to enrich the life of employees and to keep them happy and conducted. Welfare measures may be both Statutory and Non statutory laws require the employer to extend certain benefits to employees in addition to wages or salaries.

Labour Welfare Measures

Labor welfare includes various facilities, services and amenities provided to workers for improving their health, efficiency, economic betterment and social status.

Welfare measures are in addition to regular wages and other economic benefits available to workers due to legal provisions and collective bargaining².

The purpose of labor welfare is to bring about the development of the whole personality of the workers to make a better workforce. The very logic behind providing welfare schemes is to create efficient, healthy, loyal and satisfied labor force for the organization. The purpose of providing such facilities is to make their work life better and also to raise their standard of living³.

Need for the study

Welfare benefits are a necessity in every organization today. Employees have to be kept motivated at all times through various measure and activities. This strengthens their sense of belongingness and responsibility towards the company. In this background study is selected to know the welfare benefits provided at Bosch Limited, Bangalore.

Objectives of the Study: i. To find out various Welfare Facilities provided at the Company. ii. To understand the various employee welfare measures adopted at Bosch. iii. To find out the levels of satisfaction among employees at Bosh with respective to various welfare measures. iv. To understand the extent of awareness among employees with various statutory and non statutory welfare measure. v. To suggest remedial measures if any, to improve the employee welfare at Bosch.

Scope of the study: The present study is restricted to Bosch Limited, Bangalore and data is analyzed based on the information provided by employees of the Bosch Limited, Bangalore

Data Collection and sampling: Data is collected to achieve the aforesaid objectives from primary and secondary sources. Primary data is gathered from the direct interview with

questionnaire and secondary data is gathered from annual reports, journals, handouts, magazines. For the study convenience sampling is used with sample size of 100 respondents of the employees of the Bosch Limited, Bangalore

Data Analysis

Interpretation: The above table-1 states that 75% of the respondents are aware and 25% of the respondents are unaware of the statutory and non statutory employee welfare facilities provided at Bosch Limited. It can be inferred that most of the respondents are aware of the employee welfare facilities provided at the company.

Table-1

Table showing the awareness towards the statutory and non-statutory employee welfare facilities provided at Bosch Limited, Bangalore.

| Options | No of respondents | Percentage |
|---------|-------------------|------------|
| Yes | 75 | 75% |
| No | 25 | 25% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-2 it can observe that 44% of respondents feel that the medical and First aid facilities are poor, while 17% of respondents feel medical and First aid facilities are good and another 17% of the respondents convey as satisfactory, 16% of the respondents feel medical and first aid facilities are very good and 6% of respondents think medical and first aid facilities are excellent. It can be inferred that medical and first aid facilities such as mini clinic, free medical checkup, free first – aid availability pills, tonic and tablets are poor.

Table-2

Table showing the Medical and First aid facilities provided by the Company

| Options | No. of respondents | Percentage |
|--------------|--------------------|------------|
| Excellent | 6 | 6% |
| Very good | 16 | 16% |
| Good | 17 | 17% |
| Satisfactory | 17 | 17% |
| Poor | 44 | 44% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-3 it can observe that 43% of the respondents say that the canteen facilities are good, 26% of respondents think canteen facilities are satisfactory, 21% say canteen facilities are very good whereas 8% say excellent and 2% of respondents say canteen facilities are poor.

Table-3

Table showing the Canteen facilities provided by the Company

| Options | No. of respondents | Percentage |
|--------------|--------------------|------------|
| Excellent | 8 | 8% |
| Very good | 21 | 21% |
| Good | 43 | 43% |
| Satisfactory | 26 | 26% |
| Poor | 2 | 2% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-4 it can observe that 50% of the respondents say that the Transport and parking facilities are good, while 5% of them think Transport and parking facilities is satisfactory and the respondents say poor, whereas 16% of the respondents convey that the Transport and parking facilities are very good and 4% say parking facilities are excellent. It can be inferred that employee’s opinion on parking facility of the company ranges from good to satisfactory.

Table-4

Table showing the Transport and Parking facilities provided by the Company

| Options | No. of respondents | Percentage |
|--------------|--------------------|------------|
| Excellent | 04 | 04% |
| Very good | 16 | 16% |
| Good | 50 | 50% |
| Satisfactory | 25 | 25% |
| Poor | 05 | 05% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-5 it can observe that 44% of the respondents say that the Uniform and safety shoe are satisfactory, while 18% of the respondents say uniform and safety shoes are poor, whereas 17% think Uniform and safety shoes are very good and another 17% of the respondents say good and 4% think Uniform and safety shoes are excellent. It can be inferred that uniform and safety shoes provided by the company to the employees are satisfactory.

Table-5

Table showing the Uniform and Safety shoes provided by the Company

| Options | No. of respondents | Percentage |
|--------------|--------------------|------------|
| Excellent | 04 | 04% |
| Very good | 17 | 17% |
| Good | 17 | 17% |
| Satisfactory | 44 | 44% |
| Poor | 18 | 18% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-6 it can observe that 51% of the respondents feel that the rest rooms/ wash rooms are poor, while 21% think rest rooms are satisfactory whereas 16% of the respondents feel good about rest rooms, 10% convey rest rooms are very good and 2% say rest rooms are excellent. It can be inferred that respondents feel Rest rooms/ wash rooms/Recreational facilities provided by the company are poor.

Table-6
Table showing the Rest rooms/ wash rooms/Recreational facilities provided by the Company

| Options | No. of respondents | Percentage |
|--------------|--------------------|------------|
| Excellent | 02 | 02% |
| Very good | 10 | 10% |
| Good | 16 | 16% |
| Satisfactory | 21 | 21% |
| Poor | 51 | 51% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: The table-7 depicts that 35% of the respondents are indecisive about the commitment of the company in promoting employee welfare facilities, 30% of respondents disagree with the organization is committed in promoting employee welfare facilities, 20% of respondents agree towards welfare facilities and 9% of the respondents disagree that the company's commitment in employee welfare facilities and 6% of the respondents strongly agree that the company's commitment towards employee welfare facilities. It can be inferred that the opinion of the respondents is moderate regarding the commitment of the organization in the promotion of employee welfare facilities.

Table-7
Table showing the Commitment of the organization in promoting employee welfare facilities

| Options | No. of respondents | Percentage |
|-------------------|--------------------|------------|
| Strongly agree | 6 | 6% |
| Agree | 20 | 20% |
| Neutral | 35 | 35% |
| Disagree | 30 | 30% |
| Strongly disagree | 9 | 9% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-8 it can observe that 44% of the respondents agree that the welfare facilities helps to increase motivation and Productivity, 31% are Neutral, whereas 12% of the respondents strongly agree that the welfare facilities motivates them and helps to increases the productivity, 9% of the respondents disagree and 4% strongly disagree with the welfare facilities helping in motivation of the employees and productivity of the company. It can be inferred that respondents

are of the opinion that the welfare facilities leading to the motivation ranges from agree to moderate. And it helps to increase the productivity.

Table-8
Table showing the Employee welfare facilities implemented helps to increase Motivation and Productivity

| Options | No. of respondents | Percentage |
|-------------------|--------------------|------------|
| Strongly agree | 12 | 12% |
| Agree | 44 | 44% |
| Neutral | 31 | 31% |
| Disagree | 9 | 9% |
| Strongly disagree | 4 | 4% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-9 it can observe that 45% of the respondents are Neutral about the employee counseling, while 26% are dissatisfied about the counseling and 19% of the respondents are satisfied whereas 8% of the respondents are highly dissatisfied 2% of the respondents are highly satisfied with employee counseling. It can be inferred that respondents have moderate opinion about the employee counseling of the company.

Table-9
Table showing the Employee counseling provided by the company

| Options | No. of respondents | Percentage |
|---------------------|--------------------|------------|
| Highly satisfied | 2 | 2% |
| Satisfied | 19 | 19% |
| Neutral | 45 | 45% |
| Dissatisfied | 26 | 26% |
| Highly dissatisfied | 8 | 8% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-10 it can observe that 74% of the respondents agree that the company provides sufficient drinking water and 26% do not agree towards company providing sufficient drinking water. It can be inferred that the company provides sufficient drinking water its employees.

Table-10
Table showing them Provision of sufficient good drinking water in the work area

| Options | No of respondents | Percentage |
|---------|-------------------|------------|
| Yes | 74 | 74% |
| No | 26 | 26% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-11 it can observe that 50% of the respondents say that the working conditions are good, while 20% think working conditions are very good, whereas 12% feel Satisfactory about the working conditions, 8% feel poor and 10% think excellent about the working conditions respectively.

Table-11

Table showing them Working conditions of the Company with respect to Ventilation, Lighting, Temperature, Seating arrangement, Spacing of machinery and Cleanliness inside working premises

| Options | No. of respondents | Percentage |
|--------------|--------------------|------------|
| Excellent | 10 | 10% |
| Very good | 20 | 20% |
| Good | 50 | 50% |
| Satisfactory | 12 | 12% |
| Poor | 08 | 08% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-12 it can observe that 65% of the respondents feel they are provided with the safety equipments during work, while 35% do not feel that the safety equipments are provided. It can be inferred that the company provides safety equipments to its employees during work.

Table-12

Table showing Provision of safety equipments (glasses, masks, helmets, shoes etc) to the employees during work

| Options | No of respondents | Percentage |
|---------|-------------------|------------|
| Yes | 65 | 65% |
| No | 35 | 35% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-13 it can observe that 45% of the respondents are indecisive about the safety facilities, 33% of them agree with the adoption of safety facilities whereas 12% of the respondents disagree, whereas 9% of the respondents strongly agree and 1% of respondents strongly disagree about safety facilities and standard adopted by the Company. From the above analysis it can be said that the opinion of the respondents is moderate about the safety facilities of the company.

Table-13

Table showing Safety facilities and standards adopted in company ensuring adequate safety to employees and thus preventing the accident

| Options | No of respondents | Percentage |
|-------------------|-------------------|------------|
| Strongly agree | 9 | 9% |
| Agree | 33 | 33% |
| Neutral | 45 | 45% |
| Disagree | 12 | 12% |
| Strongly disagree | 1 | 1% |
| Total | 100 | 100 |

Source: Primary Data

Interpretation: From the table-14 it can observe that 68% of the respondents feel that the overall welfare facilities provided by the organization are good, 14% of respondents think very good about the overall satisfaction level about the welfare facilities, 4% feel excellent, 8% of them feel satisfied, whereas 6% say they have poor satisfaction towards facilities, it can be inferred that the opinion of the respondents regarding the overall welfare facilities are good.

Table-14

Table showing the attitude of the employees towards welfare facilities adopted by the organization

| Options | No of respondents | Percentage |
|--------------|-------------------|------------|
| Excellent | 04 | 04% |
| Very good | 14 | 14% |
| Good | 68 | 68% |
| Satisfactory | 08 | 8% |
| Poor | 06 | 06% |
| Total | 100 | 100 |

Source: Primary Data

Findings of the study

i. Majority of the respondents are aware about the statutory and non statutory Employee Welfare Facilities provided at the Company. ii. Medical and First aid facilities provided by the Company are poor due to improper maintenance of medicines and first-aid facilities and very less number of physicians. iii. Canteen facilities are good because the cleanliness maintained, proper storage of raw materials, food served is nutritious quality and quantity of food served is very good. iv. Majority of the respondents feels Transport and Parking facilities are good. v. Rating of the Uniform and Safety shoes provided by the company are satisfactory. vi. Rest room facilities, maintenance and Recreational facilities are poor due to poor maintenance of cleanliness, less number of toilets, lack of provision of hot water facilities, sanitizers and tissues. vii. The commitment of the company in Employee Welfare promotion is average. viii. Respondents convey that the provision of Employee Welfare Facilities helps in motivation and productivity which brings belongingness to the Company, boosts employee morale and also provides job satisfaction. ix. There is provision of sufficient drinking water to the workers and the water is easily accessible.

The water provided is potable and water filters are situated inside the working premises and production areas. x. Ventilation, lighting, temperature, seating arrangement, and cleanliness inside the working area or the production area are satisfactory and good. There more number of windows and exhaust fans to keep the environment fresh, bright, cool and temperate. xi. Company provides safety equipments (glasses, masks, helmets, shoes etc) to the employees during work to provide protection against minor accidents. xii. Safety facilities standards adopted in company ensures adequate safety to the employees and prevents accident. xiii. Overall satisfaction level of respondents is good as the company provides majority of the primary welfare facilities to its employees.

Suggestions: i. Recreation facilities should be provided to the workers to boost their morale and bring little diversion from their continuous routine work and to retard stress of the workers. ii. Complete Medical facilities should be given so as to minimize the absenteeism and to keep the employees more immunized and fit enough. iii. Company should be more committed to promote welfare facilities as it creates more productivity which in turn benefits the company. iv. Annual health checkup, employee counseling, various health camps, hospitalization facilities should be much more improved by conducting the health camps at least once in a month. v. The number of medical practitioners or physicians should be increased.

Conclusion

Labor welfare covers an ample field and connotes a state of well being, happiness, satisfaction, protection and enlargement of human resources and also helps to motivation of worker. The fundamental propose of labor welfare is to enrich the life of employees and to remain them joyful and conducted that helps to development of organization.

As per the study it is observe that Bosch Limited, Bangalore is provided various facilities to the employees and also follow the rules and regulation of state and Indian Government. The management required to provide good facilities to all workers in such way that workers become satisfied about labour welfare facilities. It increases productivity as well as quality and quantity. Therefore there is necessity of making some provision for improving the welfare facility through that employees will become happy, employees performance level become increase. It leads to improve favorable effects of profitability and products of the organization.

At last it can be conclude 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.

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