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## **Welfare Amenities –An Empirical Study of Apgenco, R.T.P.P in Kadapa, Andhra Pradesh, India**

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### **Abstract:**

*The term welfare amenities refer to various extra benefits provided to employees, in addition to the compensation paid in the form of wage or salary. These benefits which include housing facilities, canteen, health, education, recreation, medical facilities, consumer stores, bonus, credit, retirement benefits like provident fund, gratuity, pension, financial advice etc. Human relations are maintained in an organization when the employees are satisfied economically, socially and psychologically. Organization expectations are reachable while implementing such of welfare activities both for the workers and employees. The company has done any mistakes while providing welfare facilities like housing, medical, canteen, education, transportation facilities etc. gradually the employee turnover and productivity turnover needs to be damaged. This also leads to damage the job satisfaction towards employees and workers stream. So, this study attempts to assess the opinions of employees and workers of APGENCO, RTPP in Kadapa district of the state of Andhra Pradesh.*

**Keywords:** *Welfare, benefits, provide, workers and employees*

### **1. Introduction**

The term welfare amenities refer to various extra benefits provided to employees, in addition to the compensation paid in the form of wage or salary. Balcher defines these benefits as, “any wage cost not directly connected with the employee” productive effort, performance, service or sacrifice”. Cockmar defines welfares amenities as, benefits of an employee and which are not the forms of wages, salaries and time related payments. Different terms are used to denote welfare amenities. They are welfare amenities, social change, social security amenities, supplements, sub wages, employee benefits etc., the ILO C described “welfare amenities ‘as, “wages are often augmented by payments in kind, that form part of the wages for expenditure on the goods and services. In addition, workers commonly receive such benefits as holidays with pay low cost meals, low rent housing etc. such addition to the wage proper are sometimes referred to as welfare amenities. Benefits that have no relation to employment or wages should not be regarded as amenities through they may Coverage The term ‘welfare amenities cover bonus, social security amenities, retirement benefits like provident fund, gratuity, pension, workmen’s compensation, housing, medical canteen, co-operative credit, consumer stores, educational facilities, recreational, financial advice and so on. Welfare of employee and his family members is an effective advertising and also a method of buying the gratitude and above the legal requirements to make effective use of their work force, some restrict themselves to these benefits, which are regally required.

### **2. Review of Literature**

Stephen P.Robbins (2005) in his book welfare amenities’ discussed about the Non-Monetary benefits were extended to employee as means of neutralizing the effect of inflationary condition, These benefits, which include housing, health, education, recreation, credit, canteen etc., have been increased from time to time as a result of the demands and pressures from trade union, it has been recognized that these benefits help employee in meeting some of their life’s contingencies and to meet the social obligation of employee.

Alford and Beatty (2007) in his article welfare amenities suggested that Employee demands more and varied types of welfare measure rather than pay hike because of reduction in tax burden on their part of employees and in view of the galloping price index and cost of living.

Dale Yoder (2008) in his book welfare amenities discussed that Trade union competes with each other for getting more and more and a new variety of welfare measure to their members such as life insurance, beauty clinics. If one union succeeds in getting one benefit, the other union persuades management to provide a new model fringe. Thus, the competition among trade union within an organization results in more and varied benefits.

Flipper (2008) in his book welfare amenities suggested that Employees also prefer welfare measure to pay-hike, as welfare measure motivates the employee for better contribution to the Organization; it improves morale and works as an effective advertisement.

### 3. Statement of the Problem

The company has done any mistakes while providing welfare facilities like housing, medical, canteen, education, transportation facilities, gradually the employee turnover and productivity turnover needs to be damaged. This also leads to damage job satisfaction towards employees and workers stream.

### 4. Need for the Study

“A STUDY ON WELFARE AMENITIES” of APGENCO, RTPP as my study topic is because RTPP is a huge power project standing in the best position among all the major parts in the country in its performance aspect. Human relations are maintained in an organization when the employees are satisfied economically, socially and psychologically. Organization expectations are reachable while implementing such of welfare activities both for the workers and employees.

### 5. Objectives of the Study

- To examine prevailing working conditions at APGENCO, RTPP.
- To study the welfare facilities provided by the company.
- To study the employee satisfaction levels on various welfare activities.

### 6. Research Methodology

- Research design : Descriptive in nature
- Research procedure : Survey method
- Research instrument : A well designed and structured Questionnaire
- Sampling plan
- Sample size : 100 Employees
- Sampling procedure : Non-Probabilistic Convenience sampling
- Statistical tools : Simple percentage
- Data Analysis
- Data Sources : Data is collected from Primary and Secondary sources
- Primary sources : It is collected through Questionnaire, schedule, by direct contact methods and through meetings
- Secondary data : The secondary data are gathered from company records Websites Newspapers, Magazines

### 7. Scope of the Study

The study gives the information about the opinions of workers and employees of APGENCO on welfare amenities which are provided by the organization. The study was limited to 100 employees of APGENCO in KADAPA. It is confined to the collection, analysis and interpretation of the satisfaction levels and opinions of employees on the welfare facilities provided by APGENCO.

### 8. Limitations

- Time is the main limiting factor to gather information for the study.
- Getting the required information from some employees has been different as they did not want to give it because of their job security.
- Information given by the employees in the questionnaire may not be true because they may not be interested to reveal the real state of mind.

### 9. Data Analysis and Interpretation

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Good       | 56                 | 56         |
| Average    | 42                 | 42         |
| Poor       | 02                 | 02         |
| Total      | 100                | 100        |

Table 1: Table Showing the Respondents Opinion on Welfare Amenities

56% of the respondents said good, 42 % of the respondents said Average and remaining 2 % of the respondents said poor about welfare amenities in the organization.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Yes        | 96                 | 96         |
| No         | 4                  | 4          |
| Total      | 100                | 100        |

Table 2: Table Showing the Number of Respondents Having Transportation Facilities

96 % of the respondents said that they have transportation facilities and 4 % of the respondents said they don't have transportation facilities in the organization.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Sufficient | 40                 | 40         |
| Less       | 10                 | 10         |
| Very less  | 50                 | 50         |
| Total      | 100                | 100        |

Table 3: Table Showing the Respondents Opinion on Provided Conveyance Allowances

40 % of the respondents said that the conveyance allowances provided by the organization are sufficient, 10 % said less and 50 % said the conveyance allowances are very less.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Yes        | 20                 | 20         |
| No         | 80                 | 80         |
| Total      | 100                | 100        |

Table 4: Table Showing the Number of Respondents Having Dress Code Facilities

20 % of the respondents said that they have dress code facilities, 80 % of the respondents said that they don't have uniform facilities.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Good       | 32                 | 32         |
| Average    | 64                 | 64         |
| Poor       | 04                 | 04         |
| Total      | 100                | 100        |

Table 5: Table Showing the Respondents Opinion on Maintained Level of Cleanliness

32 % of the respondents said that the cleanliness of work place is good, 64 % of the respondents said that the cleanliness of work place is average and 4 % of the respondents said that the cleanliness of work place is poor.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Good       | 44                 | 44         |
| Average    | 54                 | 54         |
| Poor       | 02                 | 02         |
| Total      | 100                | 100        |

Table 6: Table Showing the Respondents Opinion on Provided Safety and Health Measures

44% of the respondents said that the safety and health measures provided by the organization are good, 54 % of the respondents said that the safety and health measures provided by the organization are average and 2 % of the respondents said that the safety and health measures provided by the organization are poor.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Yes        | 100                | 100        |
| No         | 0                  | 0          |
| Total      | 100                | 100        |

Table 7: Table Showing the Number of Respondents Who Have Medical Reimbursement Facilities

100 % of respondents said that they have medical reimbursement facilities.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Yes        | 84                 | 84         |
| No         | 16                 | 16         |
| Total      | 100                | 100        |

Table 8: Table Showing the Respondents Response on Provided Quality and Quantity of Drinking Water

84 % of respondents said that the company provides quality and quantity of drinking water in working hours and 16 % of respondents said that the company does not provide quality & quantity of drinking water in working hours.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Good       | 60                 | 60         |
| Average    | 36                 | 36         |
| Poor       | 4                  | 4          |
| Total      | 100                | 100        |

Table 9: Table Showing the Respondents Opinion on Quality of Food Facilities in the Canteen

60 % of the respondents said the quality of food facilities in canteen are good, 36 % of the respondents said that the quality of food facilities in canteen are average and 4 % of the respondents said that quality of food facilities in canteen are poor.

| Dimensions   | No. of Respondents | Percentage |
|--------------|--------------------|------------|
| Satisfied    | 92                 | 92         |
| Dissatisfied | 08                 | 08         |
| Total        | 100                | 100        |

Table 10: Table Showing the Respondents Opinion on Leave Facilities

92 % of the respondents are satisfied with leave facilities provided by the organization, and 8 % of the respondents are not satisfied with leave facilities.

| Dimensions   | No. of Respondents | Percentage |
|--------------|--------------------|------------|
| Satisfied    | 62                 | 62         |
| Dissatisfied | 38                 | 38         |
| Total        | 100                | 100        |

Table 11: Table Showing the Respondents Opinion on Payment of Bonus

62 % of the respondents are satisfied with the payment of bonus and 38 % of the respondents are not satisfied with the payment of bonus.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Yes        | 94                 | 94         |
| No         | 06                 | 06         |
| Total      | 100                | 100        |

Table 12: Table Showing the Number of Respondents Who Have Housing Loans And Vehicle Loans

94 % of the respondents said that they have housing and vehicle loans from the organization and 6 % of the respondents said that they don't have housing & vehicle loans.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Yes        | 54                 | 54         |
| No         | 46                 | 46         |
| Total      | 100                | 100        |

Table 13: Table Showing the Respondents Opinion on Providing Restrooms in Working Environment

54 % of the respondents said that the company provides rest rooms in working environment and 46 % of the respondents said that the company does not provide restrooms in working environment.

| Dimensions | No. of Respondents | Percentage |
|------------|--------------------|------------|
| Yes        | 100                | 100        |
| No         | 0                  | 0          |
| Total      | 100                | 100        |

Table 14: Table Showing the Respondents Opinion on Providing Sufficient and Suitable Lighting at Working Places

100 % of respondents said that the organization provides sufficient and suitable lighting facilities at working places.

## 10. Findings

- 56% of the respondents said good, 42 % of the respondents said Average and remaining 2 % of the respondents said poor about welfare amenities in the organization.
- 96 % of the respondents said that they have transportation facilities and 4 % of the respondents said they don't have transportation facilities in the organization.

- 40 % of the respondents said that the conveyance allowances provided by the organization are sufficient, 10 % said less and 50 % said the conveyance allowances are very less.
- 20 % of the respondents said that they have dress code facilities, 80 % of the respondents said that they don't have uniform facilities.
- 32 % of the respondents said that the cleanliness of work place is good, 64 % of the respondents said that the cleanliness of work place is average and 4 % of the respondents said that the cleanliness of work place is poor.
- 44% of the respondents said that the safety and health measures provided by the organization are good, 54 % of the respondents said that the safety and health measures provided by the organization are average and 2 % of the respondents said that the safety and health measures provided by the organization are poor.
- 100 % of respondents said that they have medical reimbursement facilities.
- 84 % of respondents said that the company provides quality and quantity of drinking water in working hours and 16 % of respondents said that the company does not provide quality & quantity of drinking water in working hours.
- 60 % of the respondents said the quality of food facilities in canteen are good, 36 % of the respondents said that the quality of food facilities in canteen are average and 4 % of the respondents said that quality of food facilities in canteen are poor.
- 92 % of the respondents are satisfied with leave facilities provided by the organization, and 8 % of the respondents are not satisfied with leave facilities.
- 62 % of the respondents are satisfied with the payment of bonus and 38 % of the respondents are not satisfied with the payment of bonus.
- 94 % of the respondents said that they have housing and vehicle loans from the organization and 6 % of the respondents said that they don't have housing & vehicle loans.
- 54 % of the respondents said that the company provides rest rooms in working environment and 46 % of the respondents said that the company does not provide restrooms in working environment.
- 100 % of respondents said that the organization provides sufficient and suitable lighting facilities at working places.

### 11. Suggestions

- Company Need to provide better conveyance allowances to the employees because they are not satisfied with existing allowances provided by organization.
- There is necessity to provide dress code facilities to the employees, to build team building functions effectively.
- There is a need to provide safety equipment in the organization to avoid accidents.
- Based upon the company profits, the bonus has to be provided to the workers to increase work efficiency.

### 12. Conclusion

Employee welfare is to provide benefits to the employees and thereby make worker a good employee and a happy citizen, it improves the productive efficiency of the organization. From the above analysis it can be concluded that employees of the company are satisfied with medical facilities, ambulance, transportation and lightening facilities at work place and they are not satisfied with conveyance allowances, cleaning and sanitary facilities. So, there is the need to improve existing facilities in the organization.

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