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A Study on Labour Wellbeing Measures in Ashok Leyland Pvt. Ltd., Chennai

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Abstract - Welfare benefits are a necessity in every organization today. The philosophy of labour welfare and its necessity was mentioned in a resolution passed by the Indian National Congress on fundamental rights and economic programme in its Karachi Session in 1931. To survive and prosper, in this toughest competitive environment, domestic companies have to prepare and develop their employees to compete with overseas organizations in skills, efficiency and effectiveness. The present study is made an attempt to identify welfare facilities and employee’s satisfaction level about welfare facilities adopted at Ashok Leyland limited, Chennai. To achieve the aforesaid objective data is gathered from employees of the organization with random sampling technique. It is found that most of the respondents are aware about the statutory and non-statutory 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.

Index Terms: Labour welfare, Ashok Leyland limited, welfare facilities

INTRODUCTION

The economic development of a country depends upon the production of commodities and services. The labour is the active factor of production. The productivity of labour has gained the greatest attention of industrial psychologists and researchers in the field of economics and management. The productivity of labour depends upon its efficiency. The happiness and the efficiency of workers are the mirror of the prosperity of an industry. This prosperity of an industry is the end result of productivity.

“To neglect the labour class is to neglect the productivity”. So labour welfare measures become crucial because of the reasons like low level of wages, irregular working hours, inability of trade union to undertake welfare work, to build up a stable labour force for creating a genuine welfare state, to create good psychological feelings and to create good moral habits.

The basic purpose 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.

Well-being is strongly connected with work-related stress, and also with associated terms such as stress management, stress reduction, stress avoidance, etc. The principles and ideas within this well-being article therefore align with and support the stress management article on this website, which in turn supports the information here.

Workplace wellbeing has many variations, extensions, and related concepts/terminology, for example:

- emotional well-being
- psychological well-being
- staff/employee well-being
- ‘wellness’
- health promotion (all broadly equating to the same thing when referred to in the workplace context)
Extending More Specifically To:

- natural health
- alternative health
- holistic health (all alluding particularly to mind/body health, as a vital aspect of well-being)

which in turn connect to many and various methods, treatments and therapies used in safeguarding well-being, and the prevention/reduction of stress, for example:

- yoga
- reflexology
- acupuncture
- EFT (Emotional Freedom Techniques)
- meditation
- hypnotherapy
- joy and laughter
- fresh air and physical exercise
- fun and games
- diet and hydration (drinking enough water)
- careful use of alcohol and drugs

Management Wellbeing Responsibilities

- The role of management in promoting wellbeing is increasingly recognized by companies and employers, but also (in the UK) through recommendations from the Health and Safety Executive.
- Similar official importance and recognition of wellbeing exists increasingly around the world too.
- Management is crucially positioned to identify and address signs of stress at an early stage.
- Appropriate and timely intervention can prevent many problems from escalating, and can improve workplace function through ensuring appropriate workloads and good interpersonal communication.
- This in turn helps to lower absenteeism and staff turnover, and to improve productivity.
- management style
- A manager can greatly influence the immediate working environment for staff.
- A manager conveys very many mood-influencing signals to staff according to his/her:
- verbal and written communications (specifically the content)
- attitude
- tone of voice
- selection of words used
- timing of conversations
- Body language - see the body language guide.

UNDERSTANDING STAFF

People tend to see the world very differently. Perceptions and personality matter.

A manager who truly understands how to adapt his/her style according to each different situation, and to the style and support needs of the team and the individuals within it, can empower any group of people to achieve remarkable efforts and results. The manager can become a true leader, in helping team members to flourish as people and fulfil themselves in ways which far extend the normal expectations of a job or career.

Conversely, a manager who lacks empathy and adaptability, and who fails to lead and help his/her people in even the most basic 'humanistic' ways, can ruin a potentially brilliant team, and can (purely accidentally - there is no suggestion or requirement for intent) create serious conflict and emotional upset, never mind the disastrous effect on performance, quality and results.
MANAGEMENT COMMUNICATIONS

Effective listening involves more than simply hearing, it requires concentration and evaluation of the information being given. It is important that managers practice active listening with their staff, avoiding the common pitfalls of interrupting, finishing the other person's sentences, talking over the other person or offering advice too soon.

It is beneficial to read the body language along with the words that are being offered. This offers much more information about what the employee is really thinking and feeling, and can help in determining stress levels or actions that may need to be taken to address any problems arising.

See the notes on questioning, and empathy, and within this especially listening and the 'levels of listening'.

ENCOURAGE AN OPEN DOOR POLICY

Being accessible and approachable encourages employees to highlight any worrying issues at an early stage. Giving staff chance to 'vent' and offer ideas or opinions beyond formal review procedures captures a lot of vital feedback and reactions that otherwise quickly become hidden or forgotten.

When a manager welcomes his/her people's views - especially criticisms and worries - people feel far more valued. And feeling valued greatly improves personal wellbeing.

CLEAR DIRECTIONS AND POSITIVE EXPECTATIONS

Stress is reduced when all employees are aware of their job roles and responsibilities, and feel that that the manager believes in them and trusts the job will be done well.

People tend to live up to high expectations, just as they tend to 'live down' to low expectations.

If someone is under-performing, the manager must take time to investigate the root causes, and importantly stay focused on solutions and improvements, rather than becoming obsessed with the mistakes and criticisms.

This is especially so when the reason for under-performance may not actually be work related.

EFFECTIVE REVIEW PROCESS

There are several effective methods for informal and formal reviews which managers can conduct with their staff.

Informal discussions are often better for exposing hidden anxieties because many people tighten up and become nervous at formal appraisals.

'360 degree feedback' is a useful appraisal method since it introduces reaction from a number of people, which is helpful for managers seeking to know more about their style and relationships, perceived by others.

There is more detailed information about reviews in the performance appraisals guide.

LOOK FOR THE WARNING SIGNS

There are often early signs that an employee is suffering from workplace stress.

Once signs have been identified it is important that the manager takes steps to liaise with the employee in a confidential and sensitive manner to explain their observations, show support and offer additional help or resources where relevant.

SCOPE

- The present study has been undertaken to study the effectiveness of labour well being measures in Ashok Leyland Private Limited, Chennai.
- The study will be helpful to the human resource department for the organization growth.
- To find out the practical difficulties involved in welfare measures that can be evaluated through this study.
- The study can be used to bring out the solution for the problem faced by the employees availing the welfare measures.
• Through the study, company would be able to know the satisfaction level of employee on welfare measures.
• This study can be referred as a base for future oriented projects.

OBJECTIVES
1. To study about the safety and hygienic work environment in the organization.
2. To analyze about the prevention measures taken for employee safety in Ashok Leyland Private Limited.
3. To identify various welfare measures provided by Ashok Leyland Private Limited.
4. To understand the extent of awareness among employees with statutory and non-statutory welfare measure in the organization.

NEEDS
The philosophy of labour welfare emphasized that the state should safeguard the interest of industrial workers and should secure for them by suitable legislation a living wage, healthy conditions of work, limited hours of work, suitable machinery for the settlement of disputes consequences of old age sickness and unemployment
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. The welfare benefits provided at Ashok Leyland Private Limited, Chennai is selected for the background study.

COMPANY PROFILE
Ashok Leyland is an Indian automobile manufacturing company based in Chennai, India. Founded in 1948, it is the 2nd largest commercial vehicle manufacturer in India, 4th largest manufacturer of buses in the world and 16th largest manufacturer of trucks globally.

REVIEW OF LITERATURE
The study of Zacharaiah k.a, based on a sample survey of manufacturing undertakings in Bombay, covered welfare services and working conditions while surveying the factors affecting industrial relations. It was observed that better working conditions and adequate provision of welfare services would contribute to harmonious industrial relations.

According to S.Kumar, “A study on the Labour welfare measures in AFT Ltd Pondy”. The author concluded the objective of the study is to find out the welfare facilities provided on the AFT and the employee’s suggestion and opinion about welfare measures by using structure questionnaire and by concluding personal simple random sample for a sample of 100. The study revealed the welfare measure provided by the company was adequate except for a few systems like housing scheme and pension scheme.

According to K.Srikanth, “The productivity of an organization is dependent on occupational health and employee well being”. He concluded the research addressing occupational health and employee well being concentrates on 4 major areas in organizational psychology, job insecurity, work hours, control at work and managerial style. The heightened pressure can impact their behavior towards employees.

According to Wikipedia, Welfare is the provision of a minimal level of wellbeing and social support for all citizens. In most developed countries, Welfare is largely provided by the government, in addition to charities, informal social groups, religious groups, and inter-governmental organizations. In the end, this term replaces "charity" as it was known for thousands of years, being the voluntary act of providing for those who temporarily or permanently could not provide for themselves.

RESEARCH METHODOLOGY
Data is collected to achieve the aforesaid objectives from primary and secondary sources. Primary data are collected through questionnaire method. Secondary data are collected from existing sources like Textbook, Magazines, Journals and Previous records. A research design is descriptive research and the sample design is simple random sample.
FINDINGS
1) From correlation, it is found that there is positive relationship between the experience and working hour of the employee in the organization.
2) The table shows that the majority of the respondents (47.5%) are satisfied, (32.5%) are neutral, (3.3%) are dissatisfied, (12.5%) are highly satisfied and (4.2%) are highly dissatisfied with the overall satisfaction with the employee welfare activities by the company.
3) The table shows that the majority of the respondents (49.2%) are satisfied, (27.5%) are neutral, (8.3%) are dissatisfied, (9.2%) are highly satisfied and (5.8%) are highly dissatisfied with the safety measures offered by the company.
4) The table shows that the majority of the respondents (50.8%) are satisfied, (21.7%) are neutral, (14.2%) are dissatisfied, (6.7%) are highly satisfied and (6.7%) are highly dissatisfied with the time needed for take an injured labour to the nearby hospital.

SUGGESTIONS
1) It is found that there is a relationship between experiences and working hour of the labour therefore it is suggested that the company can reduce the working hour for the experienced labours which is helpful to motivate the fresh employees to retain in the organisation.
2) 14.2% of employees are dissatisfied with the time taken for injured employee to nearby hospital. Therefore the company can have a small dispensary within itself to avoid more time consumption in emergency cases.
3) Out of 100%, only 3.3% of respondents are dissatisfied with the overall satisfaction of welfare facility so the company can analyse the reason and rectify it, to get highly satisfied employee in the overall welfare facility.
4) The study shows that the 19.2% of the employees are highly dissatisfied with the supervisors handling the work problems so the company must recruit a good conflict handling supervisor.

CONCLUSION
Labour 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. By conducting this study I infer that Ashok Leyland, Chennai 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 that workers become completely satisfied about labour welfare facilities. It increases productivity as well as quality and quantity.

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