

BANNARI AMMAN SUGARS LIMITED: A STUDY OF EMPLOYEE JOB SATISFACTION AND WELFARE PROVISIONS

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ABSTRACT

The term "welfare" refers to programs designed to improve workers' productivity. Workers' health, physical and mental efficiency, attentiveness, morale, and general productivity will all improve as a direct result of the employer's investment in their well-being. Employee welfare programs exist to make workers' lives better and more manageable. The purpose of this research is to learn about the social protections in place for workers at Bannari Amman Sugars Limited. Descriptive type is utilized for the layout of this project. The poll uses a percentage breakdown, mean, standard deviation, and chi-square test for data analysis. The findings support the conclusion that enough welfare services are given, and the study also includes recommendations for future enhancements.

Keywords : Chi-square test, Percentage, Mean, Bannari Amman Sugars Limited, and Welfare Measures

1. INTRODUCTION

Researching the emotional challenges faced by businesses is both fascinating and infuriating. In order to solve many issues in the field of behavioral science, it might seem as if one must first learn all there is to learn. The well-being of employees is an integral part of industrial relations since it provides a sense of fulfillment that a decent salary alone cannot. Workers, whether in industry or farm, need more than the bare necessities to keep up with today's hectic lifestyle. Humans need an outside force to maintain unity of body and spirit. Employees are aware of the role's significance in delivering perks, but they aren't always able to meet workers' needs. Costing a lot of money, employee wellbeing may or may not increase productivity. The emphasis that an individual worker places on worker welfare will vary based on his other goals. The government isn't certain that all companies are progressive-minded and would offer basic

welfare measures, therefore it periodically passes statutory legislations to ensure that all industrial workers have access to the same minimum level of amenities.

2. LITERATURE REVIEW

Logasakthi and Rajagopal (2005) They conclude that improving workers' health, safety, and welfare is an effective strategy for increasing productivity on the job. Workers' health, physical and mental efficiency, attentiveness, morale, and productivity will all improve as a direct result of the employer's investment in their well-being.as a result of the increased output. There must be sufficient cafeteria facilities, housing arrangements, recreational facilities, medical facilities, and transit facilities for going to and from the place of employment, all of which

come within the purview of labour welfare. The purpose of their research was to assess the quality of life in the workplace for those working in the chemical sector. Workers' rights to health, safety, and other benefits are investigated in Cooke (2006). For eligible workers, the federal government must comply with the Family and Medical Leave Act (FMLA) when working conditions warrant it. The policy is made up of specific instructions for both companies and employees on how to handle this leave. The FMLA requires all employers to inform their staff of their rights under the law. The corporation is required by law to provide basic notice of the act's provisions to all employees. It was established to protect businesses legally and to promote equal opportunity for all individuals. Public and private elementary and secondary schools, as well as government organizations and businesses with forty or more workers, are all covered under the Family and Medical Leave Act (FMLA).

Poongavanam (2006) explains India's labour force exhibits extremes ranging from large numbers of illiterate workers unaccustomed to machinery or routine, to a sizable pool of highly educated scientists, technicians and engineers, capable of working anywhere in the world. The term denotes the adoption of measures to promote the physical, social, psychological and general wellbeing of the working population. Welfare work in any industry aims, or should aim, at improving the working and living conditions of workers and their families. In this context, an attempt is made to study the welfare facilities provided by a large, well recognized government enterprise in Pondicherry, namely Anglo French textiles. **Bhavani and Tamil Selvan (2007)** elucidated in their article that India has liberalized its economic policies in 1991, it has positively responded and now India is considered as one of the dynamic emerging nations. Recently the World

Bank forecasts that by 2020, India could become the fourth largest economy in the world. The liberalized economic policies provide tremendous opportunity for the foreign companies to start business in India. This leads to increased level of competition and put pressure on domestic companies human resource functions. To survive and prosper, in this toughest competitive environment, they have to prepare and develop their employees to compete with overseas organisations in skills, efficiency and effectiveness. The adequate welfare measures will enhance the healthy industrial relations in the organisations. To identify the impact of labour welfare measures on industrial relations the researcher has collected a questionnaire from the employees working in the manufacturing industry.

Buvaneswari and Suresh Kumar (2007) made an attempt to review the labour welfare measures of the select sugar mills with reference to Thanjavur, Thiruvarur and Nagapattinam districts. From the research it was explored that none of the sugar mills in Tamil Nadu had separate human resource department. In the cooperative/government sugar mills, Special Officer was the competent authority and performs various human resource functions. Since the sugar mills were manufacturing organizations they were covered under Factories Act 1948, the sugar mills providing statutory welfare measures such as washing facilities, facilities for storing, drying and clothing, facilities for sitting, first aid appliances, canteens, rest room facilities, establishment of crèches and appointment of welfare officers. The non-statutory welfare measures of the select sugar mills include housing facility, loans and advances, educational facilities, recreation facilities, transport facilities, employees' co-operative store and so on. **Resma and Basavraj (2007)** stated the employee welfare is a comprehensive term including various services, benefits and facilities offered to employees of the

organization. This study enlightens the concept of welfare measures; it also highlights the employee's perception regarding the various statutory welfare measures provided by the Donimalai Iron Ore Mine, Bellary.

3. STATEMENT OF THE PROBLEM

The researcher was very interested in this topic since employee wellbeing is a touchy subject in human resource management. The purpose of this investigation of Bannari Amman Sugars Limited's welfare policies was to learn more about them. A research on such a subject is informative and inspirational since it provides both facts and opinions regarding the welfare measures adopted by the company. When the worker doesn't have to worry about meeting their basic needs, they are better able to focus on the organization's goals and provide better results. The best employees may be attracted to and kept by offering them a competitive compensation and benefits package that lasts for their whole careers. This research aimed to assess how content female workers were with the company's welfare programs for workers at Bannari Amman Sugars Limited.

4. OBJECTIVES OF THE STUDY

- To identify the working details of the employees working in Bannari Amman Sugars.
- To observe the opinion of the respondents towards the welfare measures provided in Bannari Amman Sugars Limited.
- To offer the suitable suggestions and based on this study.

5. HYPOTHESES OF THE STUDY

- There is no significant relationship between designation of the respondents and their opinion towards welfare measures.
- There is no significant relationship between monthly income of the respondents and their opinion towards welfare measures.
- There is no significant relationship between working department of the respondents and their opinion towards welfare measures.

6. RESEARCH DESIGN

This research is basically descriptive research. For examining the welfare measure, the researcher has framed a structured questionnaire that considered as a survey tool. In the questionnaire, there are two sections viz., demographic variables and opinion towards welfare measures. The researcher has selected 105 employees working in Bannari Amman Sugars Limited. The collected data were categorized into tables, followed by the analysis. The statistical tools used for this analysis are percentage analysis, mean score, standard deviation and Chi- square test. The results are discussed in the following results and discussion section.

7. ANALYSIS AND INTERPRETATION

7.1 Demographic Profile of the Respondents

Table 1 : Demographic Profile of the Respondents

No.	Demographic Profile	No. of Respondents	%
1	Age		
	• Upto 30 Years	39	37.1
	• 31-40 Years	44	41.9
	• Above 40 Years	22	21.0
	Total	105	100.0
2	Designation		
	• Workers	81	77.1
	• Superiors	24	22.9
	Total	105	100.0
3	Monthly Income		
	• Less than Rs.20,000	49	46.7
	• Rs.20,000- Rs.30,000	38	36.2
	• Above Rs.30,000	18	17.1
	Total	105	100.0
4	Working Department		
	• Marketing	21	20.0
	• Production	34	32.4
	• Sales	25	23.8
	• Store	17	16.2
	• Accounts	8	7.6
	Total	105	100.0
5	Working Experience		
	• Less than 5 years	48	45.7
	• 6-10 Years	35	33.3
	• Above 10 Years	22	21.0
	Total	105	100.0

- From the above analysis it is inferred that 37.1 percent of the respondents belong to upto 30 years of age category, 41.9 percent of the respondents are in the age group of 31-40 years and 21.0 percent of the respondents are belong to above 40 years of age group.
- It is revealed from the above analysis that 77.1 percent of the respondents are working as

workers and 22.9 percent of the respondents are supervisors in the sugar company.

- From the analysis, it is noted that 46.7 percent of the respondents are earning less than Rs.20000 in a month, 36.2 percent of respondents are earning Rs.20000 to Rs.30000 in a month and 17.1 percent of the respondents are earning above Rs.30000 in a month.

- It is explored from the above analysis that 20.0 percent of the respondents are working in marketing department, 32.4 percent of the respondents are working in production department, 23.8 percent of the respondents are working in sales department, 16.2 percent are working in store and 7.6 percent of the respondents are working in accounts department.
- From the above analysis it is stated that 45.7 percent of the respondents are having experience less than 5 years in this company, 33.3 percent are having 6-10 years

of working experience and 21.0 percent are working above 10 years in this company.

7.2 Section 2: Opinion towards Welfare Measures

In this section, the researcher has discussed about the opinion towards welfare measures in Bannari Amman Sugars. For the purpose, ten factors have been framed with 5 point Likert's scaling method for examining the satisfaction level. The mean and SD of the statements are given in the following table.

Table 2: Opinion towards Welfare Measures

S.No.	Welfare Measures	Mean	SD
1	Canteen facilities	3.66	1.05
2	Loan facilities	4.67	1.07
3	Travelling allowances	3.10	1.06
4	Special allowances	3.41	1.00
5	Housing facility	4.36	0.70
6	Ventilation	3.05	1.69
7	Rest room facilities	3.32	1.28
8	First-Aid facilities	3.70	1.28
9	Drinking water facilities	3.29	1.65
10	Wages and salaries	2.82	1.09

It is examined from the above analysis that among the ten variables, loan facilities recorded high level of mean score 4.67 and housing facility with the mean score of 4.36.

Relationship between Demographic Variables and Opinion towards Welfare Measures(Chi-square Analysis)

In order to find the relationship between the demographic variables of the respondents and their opinion towards welfare measures, the following hypothesis was framed and tested with the help of Chi-square test including two-way table and the result is given below.

Designation and Opinion towards welfare measures

H₀: There is no significant relationship between designation of the respondents and their opinion towards welfare measures.

Table 3: Designation and Opinion towards welfare measures

S. No.	Designation	Level			Total	Mean	χ^2 Value (p value)
		Low	Medium	High			
1.	Workers	12 (14.8%)	24 (29.6%)	45 (55.6%)	81	3.51	15.82* (0.002)
2.	Superiors	4 (16.7%)	8 (33.3%)	12 (50.0%)	24	3.63	
Total		16	32	57	105		

Note: * – Significant at 1% level

It is determined from the investigation that high level of opinion towards welfare measures among respondents is perceived by supervisors. It is obtained from the ‘p’ value that it has lesser than 0.05 and the null hypothesis is rejected. From the analysis, it is explored that there is a significant relationship between the designation of the respondents and their level of opinion towards welfare measures.

Monthly Income and opinion towards welfare measures

H₀: There is no significant relationship between monthly income of the respondents and their opinion towards welfare measures.

Table 3: Monthly Income and opinion towards welfare measures

S. No.	Monthly Income	Level			Total	Mean	χ^2 Value (p value)
		Low	Medium	High			
1.	Less than Rs.20,000	9 (18.4%)	14 (28.6%)	26 (53.1%)	49	3.73	9.54^{NS} (0.536)
2.	Rs.20,000- Rs.30,000	5 (13.2%)	12 (31.6%)	21 (55.3%)	38	3.57	
3.	Above Rs.30,000	2 (11.1%)	6 (33.3%)	10 (55.6%)	18	3.64	
Total		16	32	57	105		

Note: NS – Not Significant

It is determined from the investigation that high level of opinion towards welfare measures is perceived by respondents earning less than Rs.20,000. It is obtained from the ‘p’ value that it has greater than 0.05 and the null hypothesis is accepted. From the analysis, it is noted that there is no significant relationship between the monthly income of the respondents and their level of opinion towards welfare measures.

Working Department and opinion towards welfare measures

H₀: There is no significant relationship between working department of the respondents and their opinion towards welfare measures.

Table 3: Working Department and opinion towards welfare measures

S. No.	Working Department	Level			Total	Mean	χ^2 Value (p value)
		Low	Medium	High			
1.	Marketing	2 (9.5%)	10 (47.6%)	9 (42.9%)	21	3.43	58.130* (0.000)
2.	Production	4 (11.8%)	9 (26.5%)	21 (61.8%)	34	3.63	
3.	Sales	5 (20.0%)	7 (28.0%)	13 (52.0%)	25	3.48	
4.	Store	4 (23.5%)	2 (11.8%)	11 (64.7%)	17	3.57	
5.	Accounts	1 (12.5%)	4 (50.0%)	3 (37.5%)	8	3.56	
Total		16	32	57	105		

Note: * – Significant at 1% level

It is determined from the investigation that high level of opinion towards welfare measures is perceived by respondents working in production department. It is inferred from the 'p' value that it has lesser than 0.05 and the null hypothesis is rejected. From the analysis, it is noted that there is a significant relationship between the working department of the respondents and their level of opinion towards welfare measures.

8. FINDINGS

- It is observed from the analysis that the majority (41.9%) of the respondents are in the age group of 31-40 years.
- It is explored from the analysis that the majority (77.1%) of the respondents are working as workers.
- It is revealed from the analysis that the majority (46.7%) of the respondents are earning less than Rs.20,000 in month.
- From the analysis, it is found that the majority (32.4%) of the respondents are working in

production department.

- It is determined from the analysis that the majority (45.7%) of the respondents are having less than 5 years.
- It is inferred from the analysis that loan facility and housing facility attains the maximum level of welfare measures among the ten categories.
- It is revealed from the analysis that maximum level of welfare measures is perceived by the respondents who are workers. From the analysis, it is noted that there is a close significant relationship between the designation of the respondents and their opinion towards welfare measures.
- It is concluded from the analysis that maximum level of welfare measures is perceived by the respondents who are earning less than Rs.20,000. From the analysis, it is obtained

that there is no significant relationship between monthly income of the respondents and their level of opinion towards welfare measures.

- It is evaluated from the analysis that maximum level of welfare measures is perceived by the respondents who are working in production department. From the analysis, it is identified that there is a close significant relationship between the working department of the respondents and their opinion towards welfare measures..

9. SUGGESTIONS

- Most of the employees expressed that they are satisfied with present working condition. It is suggested to take necessary steps to satisfy the remaining workers.
- Most of the welfare facility provided by the company are rated good and few employees expressed that they further improvement in the present system of welfare measures.
- Most of the employees are satisfied with the canteen facilities and necessary steps management cleanliness in canteen.
- Management should introduce new idea of quality circle groups involving lower levelstaffs also.
- Each employee of the company should be made aware about the company's opportunity, threats, strength & weakness.
- Each employee or group should be given with a target to achieve and it should be motivated by the management itself. Special Prize should be given on achieving that target.

10. CONCLUSION

11. Employees are the driving force behind any company's success, therefore it's important for management to hear and solve their concerns. Ensuring that workers are happy with their benefits is a difficult task that requires a lot of planning and management. It would seem that employees of Bannari Amman Sugars Limited are pleased with the advantages to which they are entitled. Bannari Amman Sugars Limited, being one of the few profitable businesses, must provide the basic needs of its employees. Bannari Amman Sugars Limited's productivity would greatly benefit from a morale boost for its employees. Social service delivery is essential to the success of any business. The findings of this study were utilized to ascertain whether or not all worker welfare centers had access to real estate, as well as to provide suggestions for improving such facilities.

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