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A STUDY ON EMPLOYEE WELFARE IN PRIVATE INDUSTRIES IN ANDHRA PRADESH

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Introduction

Welfare is a dynamic and comprehensive concept. It extends beyond mere monetary benefits such as wages and bonuses, covering aspects such as safe working conditions, medical care, housing assistance, recreational facilities, education, job security, and work-life balance. The aim is to create a holistic environment where employees feel valued, supported, and motivated to perform at their best. A well-designed welfare system contributes significantly to the improvement of employee morale, productivity, loyalty, and overall organizational performance.

In India, the Royal Commission on Labour (1931) emphasized the importance of employee welfare and recognized that the concept could vary across countries due to differences in industrial development, social customs, and the educational levels of workers. It acknowledged that welfare measures should be flexible, sensitive to local contexts, and adaptable to the changing needs of the workforce.

Employee welfare plays a dual role. On one hand, it serves as a compensatory mechanism to mitigate the physical and psychological stress caused by working in industrial environments referred to as the "long arm of the job," which stretches beyond working hours. On the other hand, it supports the "social integration of the workplace," acknowledging that employees are not just individuals, but also members of families and communities. Therefore, effective welfare programs must cater to the broader social responsibilities of the organization.

At URS Scott Wilson India Pvt. Ltd., understanding and evaluating the existing welfare measures is essential for promoting a positive work culture and achieving long-term organizational goals. This study seeks to analyze the range and effectiveness of welfare services provided by the company, assess employee awareness and satisfaction, and determine how these initiatives influence productivity and employee retention. By doing so, the study not only highlights best practices but also provides valuable recommendations for improving the overall employee experience and fostering a stable, engaged, and committed workforce.

Need for the study

The need for this study arises from the growing importance of employee welfare as a strategic function in organizations. In today's competitive business environment, companies are increasingly recognizing that the well-being of their workforce is directly linked to organizational success. URS Scott Wilson India Pvt. Ltd., like many progressive organizations, has implemented various welfare measures for its employees. However, understanding the effectiveness, awareness, and impact of these initiatives is crucial for ensuring they truly contribute to employee satisfaction, productivity, and long-term retention.

This study aims to explore the following key aspects:

- To understand the extent and quality of welfare measures currently being provided by URS Scott Wilson India Pvt. Ltd.
- To determine the level of awareness among employees about these welfare benefits.
- To assess how these welfare facilities influence job satisfaction and productivity.

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- To analyze whether these measures help the organization in building a stable workforce by reducing absenteeism, improving morale, and minimizing labor turnover.
- To provide practical and actionable suggestions for enhancing the effectiveness of existing welfare schemes.
- To emphasize the strategic value of employee welfare in achieving the broader organizational objectives.

Scope of the study

Employee welfare is a broad and important area that includes all the support and services given to workers for their well-being. It not only covers basic working conditions like cleanliness, safety, and hygiene, but also includes benefits like medical care, insurance, paid leave, working hours, and special protections for women and young workers.

Welfare can be:

- Statutory (required by law)
- Non-statutory (voluntarily provided by the company, trade unions, or government)

This study focuses on both types of welfare activities—those provided inside the workplace (intra-mural) and those provided outside (extra-mural), like housing, education, or recreational facilities.

The scope of employee welfare includes:

- Helping workers lead a better and happier life.
- Improving their standard of living.
- Matching the welfare standards of similar organizations.
- Increasing worker productivity and job satisfaction.
- Adapting to changes due to new technology and industrial development.
- Being easy to manage and accessible to all employees.

Since employee welfare is a dynamic concept, it keeps changing over time and across industries. So, this study looks at the overall welfare measures at URS Scott Wilson India Pvt. Ltd., how effective they are, and what more can be done to improve them.

Objectives of the study

1. To find out what welfare activities are being provided by URS Scott Wilson India Pvt. Ltd. to its employees.
2. To know how well the employees are aware of the different welfare measures available to them.
3. To check if the welfare measures provided are meeting the needs and expectations of the employees.
4. To study how the welfare facilities affect the employees' productivity and job satisfaction.
5. To understand how welfare services help the company in keeping a stable and loyal workforce.
6. To give suggestions for improving existing welfare measures or starting new ones based on the study results.

Methodology of the study

To carry out this study, information was collected from primary and secondary data sources, sample size is 100 and simple random sampling was used.

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Industry profile:

Construction Industry in India

The construction industry contributes approximately 8.2% to India's GDP, amounting to an estimated ₹670,778 crores (US$131 billion) in 2011–12. It is one of the largest employment sectors, providing jobs to over 49.5 million people, including indirect employment. The sector encompasses a wide range of activities, from residential and commercial building to infrastructure projects like roads, bridges, and power plants.

Major Engineering and Construction Companies

India hosts numerous prominent engineering and construction firms that have played pivotal roles in national and international projects:

Larsen & Toubro (L&T): A multinational conglomerate headquartered in Mumbai, L&T operates in sectors such as construction, heavy engineering, defence, and IT services. Founded in 1938, it has a significant global presence.

Hindustan Construction Company (HCC): Established in 1926, HCC has been instrumental in executing major infrastructure projects, including a substantial portion of India's hydropower and nuclear power capacities, as well as extensive road and bridge networks.

Afcons Infrastructure: Part of the Shapoorji Pallonji Group, Afcons specializes in infrastructure projects such as bridges, tunnels, and marine works. With a history dating back to 1959, it has expanded its operations globally.

KEC International: A leading EPC company, KEC is involved in power transmission and distribution, railways, and civil projects. It is among the largest manufacturers of electric power transmission towers worldwide.

Engineers India Limited (EIL): A public sector enterprise established in 1965, EIL provides engineering consultancy and EPC services, primarily in the hydrocarbon sector, and has diversified into other areas like infrastructure and water management.

Ircon International: A government-owned company specializing in transport infrastructure, Ircon has completed numerous projects in India and over 900 major projects across more than 31 countries.

ISGEC Heavy Engineering: Founded in 1933, ISGEC manufactures a range of heavy engineering products, including boilers, sugar plants, and air pollution control equipment, serving clients in over 91 countries.

The History of Engineering and Construction During the Industrial Revolution

The Industrial Revolution, spanning from the late 18th century through the 19th century, was a period of transformative change that redefined engineering and construction across the globe, particularly in Europe and North America. This era marked the shift from manual labour and agrarian economies to machine-based manufacturing and urban-industrial societies. The field of engineering evolved rapidly to meet new demands, and construction practices experienced technological breakthroughs that laid the groundwork for modern infrastructure.

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Data Analysis and Interpretation

Table 4.1 Satisfaction with Canteen Facilities

Opinion	No. of Respondents	Percentage
Yes	70	70
No	30	30
TOTAL	**100**	**100**

Interpretation:

The above table shows that satisfaction with canteen facilities. Out of 100 respondents, 70% of the employees expressed satisfaction with the canteen facilities provided by the organization, while 30% were not satisfied. This indicates that a majority of the employees are happy with the canteen services. However, the 30% dissatisfaction rate shows that there is room for improvement in areas such as food quality, cleanliness, pricing, or service.

Table 4.2 Satisfaction with Housing Facilities

Opinion	No. of Respondents	Percentage
Satisfied	80	80
Partially Satisfied	10	10
Dissatisfied	10	10
Total	**100**	**100**

Interpretation:

According to the above table, 80% of employees are satisfied with the housing facilities provided by the organization. 10% are partially satisfied, while another 10% are dissatisfied**.** This shows that the housing facilities are generally well-received by most employees, but a small portion feel there is scope for improvement in some aspects such as availability, location, or condition of the housing.

Table 4.3 Opinion on Sanitary Cleaning Facilities

Opinion	No. of Respondents	Percentage
Satisfied	75	75
Partially Satisfied	10	10
Dissatisfied	15	15
Total	**100**	**100**

Interpretation:

The table 4.3 shows that 75% of employees are satisfied with the sanitary cleaning facilities provided by the organization. 10% are partially satisfied, and 15% are dissatisfied. While the majority appreciate the cleanliness standards, the presence

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of dissatisfaction among a few employees indicates the need for regular monitoring and further improvement in sanitation practices.

Table 4.4 Opinion on Comfortable Resting Hall Facility

Opinion	No. of Respondents	Percentage
Yes	65	65
No	25	25
Not used	10	10
Total	**100**	**100**

Interpretation:

As per the above table, 65% of the employees are satisfied with the comfort of the resting hall facility provided by the organization. 25% expressed dissatisfaction, indicating that they may find the facility uncomfortable or lacking. Another 10% of employees have not used the facility, possibly due to lack of awareness or need. This shows that while the majority find the resting hall useful, some improvements may be required to ensure comfort for all, and better communication might help increase its usage.

Table 4.5 Opinion on Educational Allowances

Opinion	No. of Respondents	Percentage
Yes	60	60
No	30	30
Not used	10	10
Total	**100**	**100**

Interpretation:

According to the table 4.5, 60% of employees are satisfied with the educational allowances provided by the organization. 30% responded negatively, indicating dissatisfaction or lack of benefits, and 10% have not used the allowance facility. This suggests that while the majority find the educational support helpful, a considerable percentage of employees may not be benefiting from it fully, possibly due to eligibility issues, lack of clarity, or limited scope of the allowance.

Table 4.6 Opinion on Recreation Facilities

Opinion	No. of Respondents	Percentage
Yes	75	75
No	20	20
Not used	5	5
Total	**100**	**100**

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Interpretation:

The above table reveals that 75% of employees are satisfied with the recreation facilities provided by the organization, indicating that the majority find them useful and enjoyable. 20% of respondents are not satisfied, suggesting that improvements may be needed in terms of variety, accessibility, or maintenance. Additionally, 5% of employees have not used the recreation facilities, which could be due to lack of interest, time, or awareness. Overall, the feedback is mostly positive, but there is scope to improve and promote these facilities further.

Table 4.7 Functioning of the Medical Facilities

Opinion	No. of Respondents	Percentage
Yes	74	74
No	16	16
Not used	10	10
Total	**100**	**100**

Interpretation:

From the above table, 74% of employees are satisfied with the functioning of the medical facilities provided by the organization, indicating that the majority find them helpful and effective. However, 16% expressed dissatisfaction, suggesting that there may be gaps in availability, accessibility, or quality of service. Another 10% have not used the medical facilities, possibly because they haven't needed them or are unaware of the services. Overall, the response is largely positive, but some improvements may help address the concerns of the dissatisfied group.

Table 4.8 Satisfaction on Welfare Activities

Opinion	No. of Respondents	Percentage
Yes	70	70
No	24	24
Can't Say	06	06
Total	**100**	**100**

Interpretation:

The table analyses that 70% of employees are satisfied with the overall welfare activities offered by the organization. This reflects a generally positive view toward the company's efforts in employee well-being. However, 24% of respondents are not satisfied, indicating that there may be areas where welfare services can be improved. Additionally, 6% of employees were unsure or did not have enough information to form an opinion. This suggests a possible need for better communication or awareness about available welfare activities.

Table 4.9 Safety measures provided by the company increase morale of workers

Opinion	No. of Respondents	Percentage
Yes	**92**	**92**
No	**8**	**8**
Total	**100**	**100**

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Interpretation:

According to the table 4.9, a large majority 92% of employees believe that the safety measures provided by the company help boost worker morale**.** Only 8% disagreed**,** which indicates that the company's safety initiatives are generally effective and well-received by the workforce. This strong positive response highlights the importance of workplace safety in creating a confident and motivated working environment.

Table 4.10 Satisfaction with the Present Pay Policy

Opinion	No. of Respondents	Percentage
Good	80	80
Average	10	10
Poor	10	10
Total	**100**	**100**

Interpretation:

The above table indicates that 80% of employees are satisfied with the present pay policy and consider it good. 10% rated it as average**,** while another 10% felt it was poor. This indicates that most employees are happy with their salary structure, but there is a small section that may feel the need for better pay or improvements in the pay policy. Regular review and transparent communication about salary policies could help address these concerns.

Table 4.11 Frequently take Rest between Working Hours

Opinion	No. of Respondents	Percentage
After every 5-15 min	5	5
After every 1/2hr-1hr	20	20
After every 2hr-3hr	70	70
After every3hr-4hr	5	5
Total	**100**	**100**

Interpretation:

The table 4.11 shows that the majority of employees **(**70%**)** take rest after every 2 to 3 hours**,** which suggests a fairly balanced work-rest schedule. 20% of employees take breaks more frequently**,** i.e., every half to one hour, while 5% each take breaks either very frequently (every 5–15 minutes) or less frequently (every 3–4 hours). Overall, the findings suggest that most employees follow a moderate rest pattern, which is important for maintaining focus, reducing fatigue, and improving productivity.

Table 4.12 Effectiveness of employee participation in decision making

Opinion	No. of Respondents	Percentage
Highly satisfied	15	15
Satisfied	75	75
Dissatisfied	10	10
Total	**100**	**100**

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Interpretation:

The above table indicates that a large portion of employees **(**75%**)** are satisfied with their level of participation in decision making, and an additional 15% are highly satisfied**.** This reflects a positive work culture where employees feel their opinions are considered. However, 10% are dissatisfied**,** suggesting that while participation is generally effective, more inclusive approaches could be adopted to involve all employees in organizational decisions.

Table 4.13 Facility of Good Water Supply

Opinion	No. of Respondents	Percentage
Good	62	62
Average	30	30
Bad	8	8
Total	**100**	**100**

Interpretation:

According to the above table, 62% of employees rated the water supply as good**,** which means a majority are satisfied with the drinking water facilities. 30% rated it as average**,** and 8% rated it as bad**,** indicating that there are still areas where improvements are needed, such as water quality, cleanliness, or accessibility. Ensuring consistent maintenance and quality checks can help improve satisfaction levels further.

Table 4.14 Transport Facility provided by the Company

Opinion	No. of Respondents	Percentage
Good	84	84
Bad	16	16
Total	**100**	**100**

Interpretation:

The above table shows that 84% of employees are satisfied with the transport facility provided by the company, which indicates that the majority find it convenient and well-managed. However, 16% of employees expressed dissatisfaction, pointing to potential issues such as punctuality, comfort, or coverage. Addressing these concerns can help ensure all employees benefit from a reliable and efficient transport service.

Table 4.15 Good relations with your colleagues

Opinion	No. of Respondents	Percentage
Yes	78	78
No	22	22
Total	**100**	**100**

Interpretation:

According to the above table, 78% of employees reported having good relations with their colleagues, which reflects a healthy and positive work environment. On the other hand, 22% indicated that they do not share good relations with their co-workers, suggesting that there may be communication gaps or interpersonal challenges. Promoting teamwork, mutual respect, and open communication can help improve workplace relationships and overall morale.

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Conclusion

Employee welfare is not just a statutory responsibility, but a strategic tool that enhances employee satisfaction, reduces attrition, and improves overall productivity. The present study on the welfare measures at **URS Scott Wilson India Pvt. Ltd.** reveals that the organization has made commendable efforts to ensure the physical, mental, and emotional well-being of its employees through various welfare schemes.

From the analysis of responses, it is evident that a majority of employees are satisfied with key welfare aspects such as canteen services, medical facilities, safety measures, housing, transportation, and rest facilities. Particularly, safety measures and pay policy have received strong positive feedback**,** reflecting the company's commitment to worker security and fair compensation. Additionally, employee participation in decision-making processes and interpersonal relations among colleagues show that the company promotes a healthy organizational culture.

However, certain areas such as sanitary facilities, educational allowances, recreational activities**,** and water supply show scope for improvement. A small but significant percentage of employees expressed dissatisfaction or lack of awareness about these facilities. This highlights the importance of not just providing welfare services, but also ensuring that employees are well-informed, actively engaged, and encouraged to make use of them.

Overall, URS Scott Wilson India Pvt. Ltd. demonstrates a strong foundation in employee welfare, but regular review, employee feedback**,** and up gradation of facilities will be crucial for maintaining and enhancing employee satisfaction. By addressing the existing gaps and implementing the suggested improvements, the company can continue to build a motivated, loyal, and high-performing workforce**,** which is essential for achieving long-term organizational goals.

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