



Cover Page



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## A STUDY ON EMPLOYEE WELFARE MEASURES IN SELECTED ACCREDITATION HOSPITALS IN AP (APCRDA) REGION

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### ABSTRACT

Social security is one of the main components of labour welfare. Labour welfare refers to amenities, services, and facilities provided to the employees by employer that improve their working conditions as well as their standards of living. Employee welfare is a benefit provided by entrepreneurs to protect not only the employees, but also their family members through financial security, including health care. In this Paper an attempt has been made to study the perceptions of respondents on various aspects of the Employee Welfare measures as per the Factories Act in Andhra Pradesh. It also attempts to evaluate the existing practices of employee welfare in Select Accreditation Hospitals in Andhra Pradesh Capital Region Development Authority (APCRDA) Region of Andhra Pradesh. It is further aimed to elicit the opinions of the respondents on the various aspects of employee welfare.

**Keywords:** Labour Welfare, Financial Security, APCRDA.

### INTRODUCTION

Welfare programmes assume special significance in a country like India, where poverty among workers pervades and where individually an Indian worker is generally not in a position to create such welfare facilities which can make his life more pleasant. As such, welfare measures provided by the employer not only provide some basic facilities to individual worker but also help in the creation of congenial work spot. It is well known that many problems which arise in the area of industrial relations are because of the workers being not able to adjust themselves to the work environment. As such, the welfare activities not only increase the comforts of the workers and improve their standard of living but also help them to easily adjust to the environment and thus reduce displeasure friction and underutilization of resources. Due to these reasons, it is imperative that various agencies would be interested in the social as well as economic wellbeing of numerous and economically important class as that of workers. The State voluntary organizations, employers and workers' associations have been exhibiting concern towards the well-being of the workers obviously due to importance of the working class.

Labour Legislation is essentially a socio-economic legislation pertaining to various human problems in relation to industry. In every country Large-scale industrialization has adversely affected the working-class people in the shape of long working hours and industrial fatigue, bad environmental conditions at the place of work, industrial hazards, concentration of population, industry schemes in sanitation, industrial disease etc.

The problems created by industrialization can broadly be divided into various heads including those related to working conditions, industrial welfare of the employees etc. This is now a universally recognized view in all the progressive industrial countries of the world and Labour Laws are therefore, based on the broadest considerations of social justice and human approach towards the problems, as propounded by the ILO in the IL code. India as a member country from its inception brought out some important Act relating to factories as quoted by the researcher in this chapter.

### OBJECTIVES OF THE STUDY

Keeping the nature of employee welfare and social security in mind, to be more specific, below mentioned objectives are framed for the study

- To analyse and appraise the opinions, satisfactory levels of employees in relation to statutory and non-statutory provisions provided by the sample hospitals.
- To study aspects of social security acts followed by the sample hospitals.
- To elucidate employee welfare and social security and draw inferences, suggestions



Cover Page



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### SCOPE OF THE STUDY

The present study has been undertaken to study the effectiveness of employee welfare and social security in select hospitals in Andhra Pradesh Capital Region Development Authority (APCRDA) Region

Hospitals chosen for the present study are:

- Nagarjuna Hospital
- Sentini Hospital
- Ramesh Hospital
- Aysh Hospital
- Andhra Hospital
- Rainbow Hospital
- Kamineni Hospital
- Vedanta Hospital
- Manipal Super Speciality Hospital
- Ramesh Hospital
- Health Hospital

Though the researcher wishes to cover the entire hospitals in Andhra Pradesh Capital Region Development Authority (APCRDA) Region, for arriving at meaningful conclusions, due to paucity of time and other constraints the researcher has decided to limit her area of study only to select four Hospitals in Andhra Pradesh Capital Region Development Authority (APCRDA) Region.

### RATIONAL IN SELECTING SAMPLE HOSPITAL INDUSTRY

Hospital industry is one of main sectors which leading for the growth of the nation, it is one of the few industries which are labour intensive, almost hazardous in nature creating ill-health to every employee, so there should be a minimum need to provide health, safety and social security measures.

### RESEARCH DESIGN

A Research design is simply the framework or plan for a study. The design may be a specific presentation of the various steps in the process of Research. For this descriptive design was used. Descriptive research includes survey and factfinding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs, as it exists at present. Descriptive analysis deals with summary measures relating to the sample data.

### SOURCES OF DATA COLLECTION

The researcher has collected both primary & secondary data for the present study.

### PRIMARY DATA

For collecting the primary data, the questionnaire method was employed. The total data was collected from 444 respondents of select Hospitals covering minimum 100 respondents in each hospital. Personal interaction was also made with respondents to explore detailed information.

### SECONDARY DATA

For the secondary data the researcher has collected information from various records of hospitals, websites and journals, hospital newsletters, hospital annual reports, reference books etc., As the data being primary and secondary, it was collected from respondents. Questionnaire was designed in such a way that it covers all the aspects of the problem under the study and also to know the general information about the respondents. The questions included were closed ended and hence keeps the respondents on the subject and is relatively objective. Utmost care was taken to see that the questions are simple and unambiguous

### DATA ANALYSIS

Table 1 Transport facilities

S.No	Response	Respondents	Percent
1	Highly Dissatisfied	12	2.40
2	Dissatisfied	102	20.40



Cover Page



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3	Average	204	40.80
4	Satisfied	156	31.20
5	Highly Satisfied	26	5.20
	<b>TOTAL</b>	<b>500</b>	<b>100.00</b>

Table 1 reveals that nearly 31.2 percent of the respondents satisfied about transport facilities and another thirty one percent of the respondents stated that the Transport facilities are ‘average’. Interestingly 5.2 percent of the respondents are highly satisfied about the transport facilities which are provided by the sample hospitals and nearly twenty percent of respondents are dissatisfied while 2.4 percent of responders are highly dissatisfied.

Table 2 Medical facilities

S.No	Response	Respondents	Percent
1	Highly Dissatisfied	14	2.80
2	Dissatisfied	25	5.00
3	Average	245	49.00
4	Satisfied	179	35.80
5	Highly Satisfied	37	7.40
	<b>TOTAL</b>	<b>500</b>	<b>100.00</b>

Table 2 shows that nearly 35.80 percent of the respondents are satisfied about medical facilities and another 49 percent of the respondents stated that the medical facilities are ‘average’. 7.40 percent of the respondents are highly satisfied about the medical facilities which are provided by the sample hospitals, 5 percent of respondents are dissatisfied while only 2.80 percent of respondents are highly dissatisfied about the said facility.

Table 3 Shelters, rest and Lunch rooms

S.No	Response	Respondents	Percent
1	Highly Dissatisfied	11	02.20
2	Dissatisfied	65	13.00
3	Average	246	49.20
4	Satisfied	173	34.60
5	Highly Satisfied	5	01.00
	<b>TOTAL</b>	<b>500</b>	<b>100.00</b>

Table 3 depicts that nearly 49.20 percent of the respondents expressed that shelters, rest and lunch rooms were having average facilities, another 34.60 percent of the respondents were satisfied with shelters, rest and lunch rooms while another one percent of the respondents were highly satisfied, but contrarily to the above fact nearly thirteen percent of respondents are dissatisfied whereas only 2.20 percent of responders are highly dissatisfied.



Cover Page



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Table 4 Recreation facilities (Reading books, cinema and sports)

S.No	Response	Respondents	Percent
1	Highly Dissatisfied	45	9.00
2	Dissatisfied	102	20.40
3	Average	183	36.60
4	Satisfied	145	29.00
5	Highly Satisfied	25	5.00
	<b>TOTAL</b>	<b>500</b>	<b>100.00</b>

Table 4 reveals that 29 percent of the respondents satisfied about recreation facility and another 36.6 percent of the respondents stated that the recreation facility is ‘average’. Interestingly only five percent of the respondents are highly satisfied about the said facility and nearly twenty percent of respondents are dissatisfied while nine percent of responders are highly dissatisfied.

**FINDINGS**

- Maximum 83%, 90%, 75%, 80%, 73%, 68% of the respondents are satisfied with Transport facilities, medical facilities, canteen, lunch room, Sports and Recreational facilities, Children education facilities, Housing facilities, leave travel concessions, Special medical aid facilities and Retirement benefits provided by the organization.
- Minimum 46% of the respondents are highly dissatisfied with the retirement benefits and Consumer Cooperative stores provided by the CCI units.
- Minimum 60% of the respondents are moderately satisfied with the internal maintenance of hospital and accident benefits, provided by the organization.
- Most of the temporary employees are highly dissatisfied with least benefits providing to them by the organisation.

**SUGGESTIONS**

- Facilities for women should develop in form of maternity, crèche benefits.
- The researchers suggest to the hospital to check the machinery condition and make service at a periodical time to control the air pollution by planting trees around the industry and nearby villages or areas.

**CONCLUSION**

The study of Employees welfare and social security schemes and its impact on employee’s efficiency at different hospitals is satisfactory. As per the study it is observed that the hospitals are providing various facilities to the employees as per the rules and regulation of state and Indian Government. The management required to provide good facilities for both permanent and temporary employees in such way that employees become satisfied about employee welfare facilities. It increases service as well as quality and quantity. Therefore, there is necessity of making some provision for improving the welfare facility through that employee will become happy, employee’s performance level become increase. It leads to improve favourable effects of profitability and products of the organization. At last, it can be concluded that the employee welfare facilities provided by the hospital 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

Social security envisages that the employees shall be protected against all types of social risks that may cause undue hardships to them. Employees play an important role in the industrial development of a country. The human resource managers are really concerned with the management of people at work. Hence, it is necessary to secure the cooperation of labour or the employee force in order to increase production and to earn more profits. In the new developed economy, the freedom of the workers as human beings has been exposed to new dimensions of invasions and controls. To dispense with unsatisfactory economic situations in the labour field, controls through State regulations have become necessary. The main objective of the present study was to inquire into the employee welfare and social security measures provided to employees in the select hospitals of Andhra Pradesh Capital Region Development Authority (APCRDA) Region.



Cover Page



DOI: <http://ijmer.in.doi./2021/10.08.30>

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