

# STUDY OF OPERATIONS AT RETAIL INDUSTRY

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**Abstract** - The welfare of the workforce is a crucial aspect of industrial relations. Employee retention and upkeep are necessary in order to keep them working for the organisation after they have been hired, trained, and paid. Welfare facilities are intended to look after the wellbeing of the employees; they often do not provide financial rewards to the employees. Additionally, the employer does not supply these facilities alone. The wellbeing of employees is supported by both public and private organisations, as well as trade unions. The necessity for and significance of labour welfare are becoming recognised across the developed world. The speed of modern life is too fast for the worker in either industry or agriculture, even with the bare necessities. For his body and soul to remain united, he needs further stimulation. Employers have acknowledged the significance of operation.

**Key Words:** Labor; welfare; facilities

## 1. INTRODUCTION

Prof. Richardson defined labour welfare as arrangement of working conditions, organization of social and sport clubs and establishment of funds which contributes to the workers health and safety components and efficiency, economic, security, education and recreation. Prof. S.D. Pinker has been defined as "Labor Welfare is also understood mean such services facilities and amenities which may be established in industries to enable person employed there in to perform their work in healthy and congenial surrounding and to promote them with amenities to conduct good health and good moral." A significant definition describes labor Welfare works as "the voluntary efforts of the employer to improve living and working condition of these employees. The underlying assumptions of course, being that the first essential to the welfare of the employees, on steady work a fair wage, responsible house of labour.

Labor welfare has been defined in several ways and therefore understood various ways in various countries.

The term welfare is one with lead itself to various interpretations and it has not always the same significant in different countries. Author defined give to the welfare work that it is anything for the comfort and improvement, intellectual or social of the employees over the wages paid, which is neither necessary of the industry nor required by law.

Then welfare work can be defined on work for improving the health safety generator well being and the industrial efficiency of the workers beyond the minimum standards laid down by the factory act and the another legislations. The whole fields of welfare is one which must can be done to combat the sense of frustration of the industrial workers to relieve of personal and family worries to improve his health to make him offered means of self expression to after him. Same spears in which can be excelling all other help him winder connection of life.

Today in competitive market, everyone aims to profit human beings are the most important factors of production in order to facilitated the satisfaction of human being these welfare measures are very important.

### 1.1. Importance of welfare work in india.

Labour welfare work got importance because of the following reasons.

- 1) The welfare activities influence the sentiments of the workers. When worker feels that the employers and the state are interested in their happiness, his tendency to grouse and grumble will steadily disappear. The development of such feeling paves the way for industrial peace.
- 2) the provision of various welfare measures makes the worker realize that they also some stake in the undertaking in which they are engaged and so think

thrice before taking any reckless action which might prejudice the interest of undertaking

- 3) The welfare measures like cheap food in canteens, free medical and educational facilities etc. Indirectly increase industrial dispute the real income of the workers. Hence they try to avoid industrial dispute, as far as possible and do not go on strikes on flimsy grounds.
- 4) Welfare activities will go a long way to better the mental and moral health of workers by reducing the incidence of vices of industrialization.
- 5) Welfare activities will reduce labour turnover and absenteeism and create permanent settled labour force by making service attractive to the labour.
- 6) Welfare measures will improve the physique, intelligence morality and standard of living of the workers which in turn will improve their efficiency and productive

### 1.2. SCOPE OF LABOUR WELFARE WORK

It is somewhat difficult to accurately lay down the scope of labour welfare work, especially because of the fact that labour class is composed of dynamic individuals with complex needs. In a world of changing values, where ideologies are rapidly undergoing transformation, rigid statements about the field of labour welfare need to be revised. Labour welfare work is increasing with the growing knowledge and experience of techniques. An able welfare officer would, therefore, include in his welfare programmed the activities that would be conducive to the well-being of the worker and his family. The test of the welfare activity is that it removes, directly or indirectly, any hindrance, physical or mental of the worker and restores to him the peace and joy of living the welfare work embraces the worker and his family The following list, which is by no means exhaustive, gives the items under which welfare work should be conducted inside and outside the work place.

- **Conditions of work environment:**

The workshop sanitation and cleanliness, humidity, ventilation, lighting, elimination of dust, smoke, fumes and gases, convenience and comfort during work, operative postures, sitting arrangements etc; distribution of work hours and provision for rest times, breaks and workmen's safety measures.

- **Workers health services:**

These should include factory health centre; medical examination of workers, factory dispensary and clinic for general treatment; infant welfare; women's general education; workers recreation facilities; education, etc;

- **Labor welfare programmed:**

These should cover factory council consisting of representatives of labor and employers; social welfare departments; interview and vocational testing; employment, follow-up, research bureau; workmen's arbitration council.

- **Labor's Economic welfare programmed:**

These should include co-operatives or fair price shops for consumer necessities; co-operative credit society, thrift schemes and savings bank; health insurance; employment bureau; etc.

## 2. WELFARE ORGANIZATIONS AND WELFARE OFFICERS :

Some large organization set up welfare organization with a view to provide all types of welfare facilities at one centre and appointed welfare officer to provide welfare benefits continuously and effectively to all employee fairly.

### 3. DATA COLLECTION, ANALYSIS & INTERPRETATION

Are you satisfied with the recreational facilities?

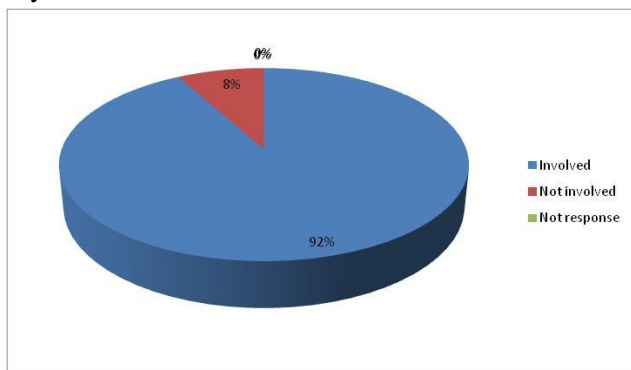


Figure No. 01

From the above figure it shows that 92% employees are involved in Recreational activities and 8% employees are not involved.

How is the house keeping inside the company?

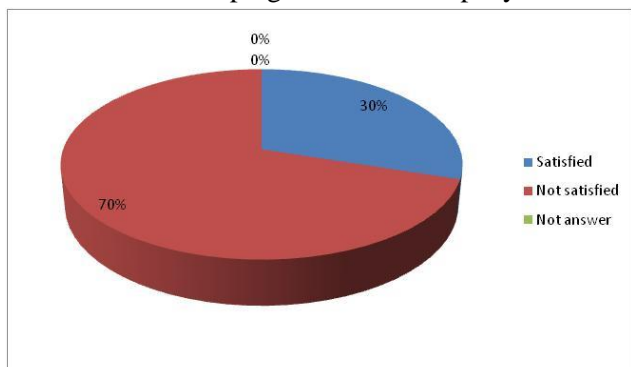


Figure No. 02

The above chart shows that 70% employees are not satisfied and 30% employees satisfied with the house keeping inside the factory.

Are you taking safety precaution during working?

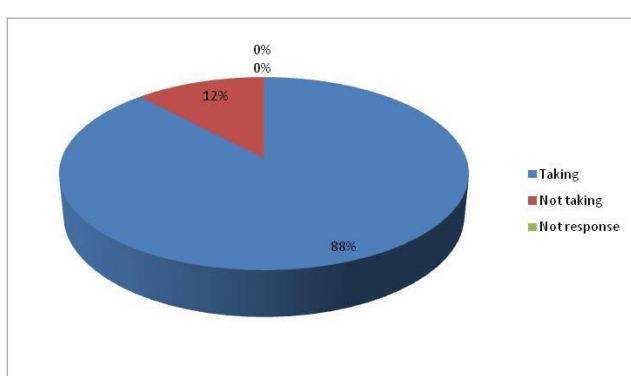


Figure No. 03

The above chart shows that 88% employees are taking safety precaution during working and 12% employees are not taking safety precaution during working. However

during the discussion with workers it was revealed that the safety awareness among their 12% employees is lacking.

How is the sitting facility inside the company?

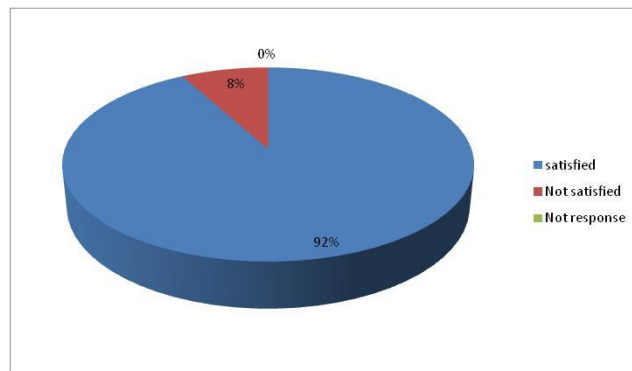


Figure No. 04

The above chart shows that 80% employees are satisfied & 20% employees are not satisfied with the sitting facility.

Are you satisfied with the storing and drying clothing facility?

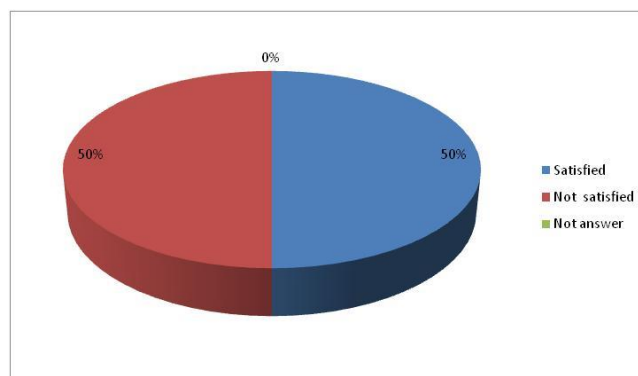


Figure No. 05

The above chart shows that 50% employees are satisfied with the Storing & Drying clothing facility and 50% employees are not satisfied.

How nutritious is the food provided to you?

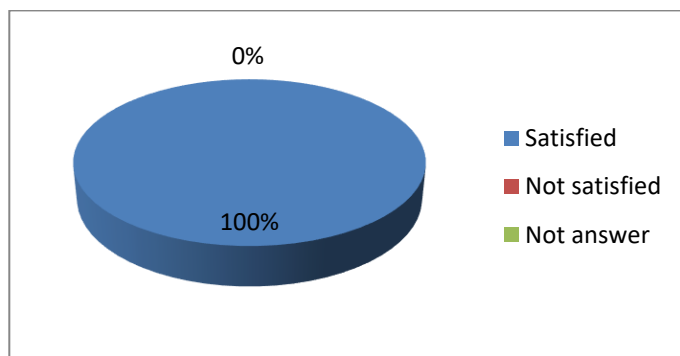


Figure No. 06

The above chart shows that 100% employees are satisfied with the medical facilities provided from the company. The doctors visited 2 times in a week in organized by the management of the organization.

How often first aid box with prescribed contents is available?

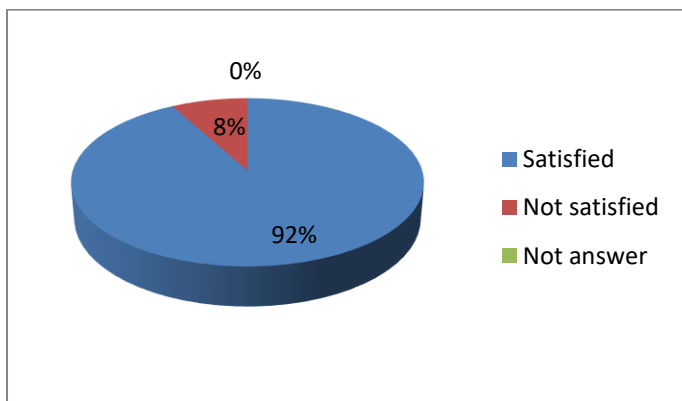


Figure No. 07

The above chart shows that 92% employees are satisfied with the drinking water facility and 8% employees are not satisfied with the drinking water facility.

With how much time the injured worker is given treatment?

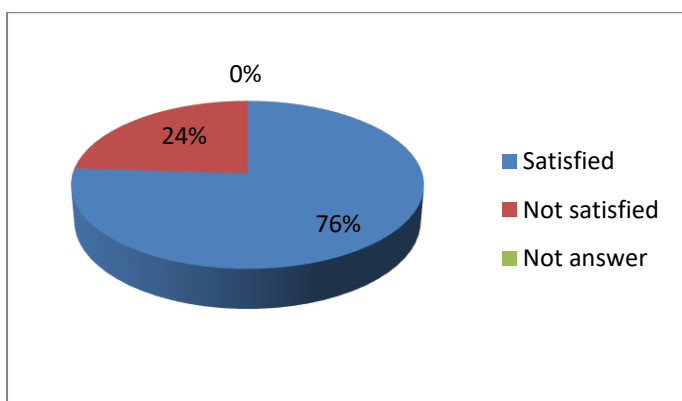


Figure No. 08

The above chart shows that 76% employees are satisfied with the quality and quantity of food and 24% employees are not satisfied with the quality and quantity of food. However .it was found during the personal interaction that there is mast dissatisfaction at the quality of the food and cleanliness.

How is the satisfaction level of the labours with the participation in the decision related to there improvements?

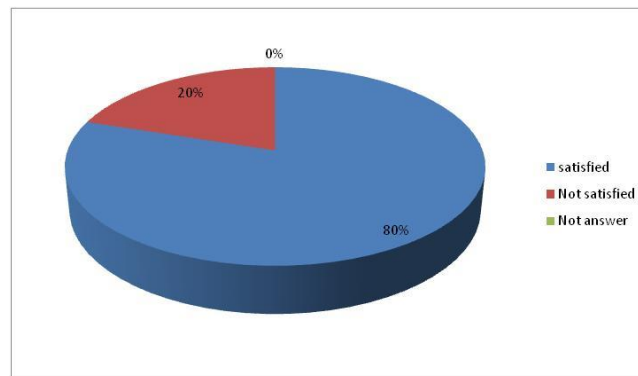


Figure No. 09

The above chart shows that 80% employees are satisfied with the cleanliness in the canteen and 20% employees are not satisfied . However it was found during the personal interaction that there is mast dissatisfaction at the cleanliness.

How do you satisfied with the following advances?

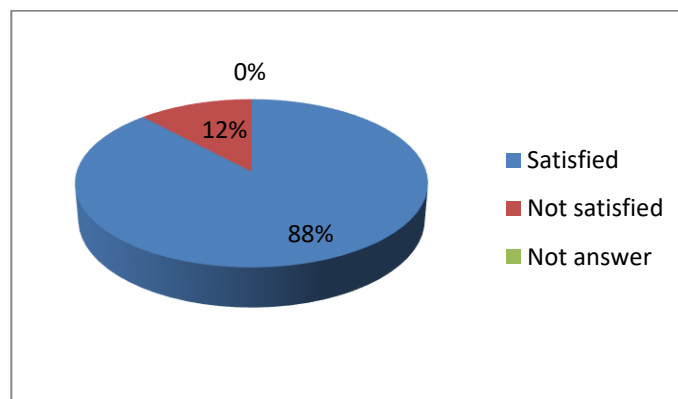


Figure No. 10

The above chart shows that 88% employees are satisfied with the cleanliness in the bathrooms; toilet set and 12% employees are not satisfied

Is the hr dept. Conducting any employee counseling programmers?

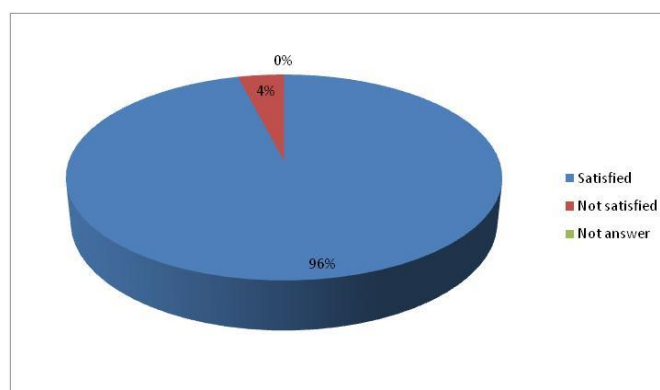


Figure No. 11

The above chart shows that 96% employees are satisfied with washing facility and 4% employees are not satisfied.

#### 4. FINDINGS, SUGGESTION, LIMITATIONS

##### 4.1. Findings

The results are based on the welfare survey of the employees and overall study of the piaggio vehicles pvt. Ltd. Related with welfare activities and through the analysis of the primary and secondary data.

- All employees are satisfied with the medical facility provided by the company because the doctor visited two times in a week in organization.
- During the personal interaction with the workers there is dissatisfaction towards the quality of the food and cleanliness.
- Because of lack of communication from management about recreational activity the maximum no of employees are not participated in recreational activity.
- The educational facilities are provided
- Maximum no of employees are involving in the problem solving.
- The company provides safety measures to the employees there for maximum no of employees are felt safe while working in the company.
- They provided good washing facility & sitting facility to the workers.
- Working condition inside the factory is not good.
- Storing & Drying clothing facility is not well maintained.

##### 4.2. Limitations

- Due to time constraints and busy schedules of the employees it was difficult to interact with the company.
- Some people were not interested to give answer of the question.
- The response may be influenced by personnel bias.

- Difficult to getting the data because of the confidentiality.

#### 5. CONCLUSIONS

Welfare facilities are statutory provisions under facility act 1928. Every organization provides these facilities to the workers.

Welfare facilities are very important aspect in every organization. The welfare facilities help to organization for increasing the productivity and efficiency of the workers.

In piaggio vehicles Ltd. Maximum numbers of employee are dissatisfied with welfare facilities very few employees are satisfied because company does not provide welfare facility properly. Some welfare facilities are not well maintained in the company. Welfare facilities plays motivational role in organization.

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