

WELFARE & SATISFACTION OF COAL MINING CONTRACTUAL EMPLOYEES

(A Study with special reference to Seirra Infrastructure Pvt Ltd at Chhattisgarh)

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Abstract

This research paper investigates contractual employees' welfare and satisfaction levels, focusing on factors influencing their work environment, job security, and overall well-being. This study uses a comprehensive survey methodology to explore key variables such as compensation, benefits, work-life balance, and professional development opportunities. The findings, presented through graphical analysis, reveal significant correlations between employee welfare initiatives and job satisfaction among contractual staff. This study underscores the importance of tailored welfare policies to enhance satisfaction and retention within the contractual workforce. Recommendations for policymakers and organizational leaders aim to foster a more supportive work environment that addresses the unique challenges faced by contractual employees, promoting both their productivity and personal fulfillment.

Introduction

Employee welfare includes all the necessary services and benefits the employer offers to an employee. Welfare does not mean in monetary terms only, but it can be of any kind. The basic things that are generally included in employee welfare schemes are accommodation allowances, traveling allowances, drinking water facilities, medical facilities, medical insurance, and a safe working environment. The basic motto of an employee welfare scheme is to make the life of employees' worth living. In today's dynamic work environment, contractual employees have emerged as the most prominent way of staffing. Most of the contractual employees specialize in their field and are dynamic as they have developed their efficiency working in different environments. However, contractual employees may face challenges related to work conditions and social benefits, etc., and may also compromise with safety standards. This may affect their overall job satisfaction, which will directly influence their productivity. This study seeks to highlight the requirements of the contractual employees which could help the organization to improve their employment policies which will create equity for both contractual and permanent employees.

Principles of Employee Welfare Service

The following are generally given as the principles to be followed in setting up an employee welfare service:

- The service should satisfy the real needs of the workers, this means that the manager must determine what the employee's real needs are with the active participation of workers.
- The service such as would be handled by a cafeteria approach. Due to the difference in Sex, Age, Marital Status, number of children, type of job, and the income levels of the employees, there are large differences in their choices of a particular benefit system. This is known as the cafeteria approach. Such an approach individualizes the benefit system though it may be difficult to operate and administer.
- The cost of the service should be calculated, and its financing should be established on a sound basis.
- The employer should not assume a benevolent posture.

Features of Employee Welfare:

- Employee Welfare is a comprehensive term including various services, facilities and amenities provided to employees for their betterment.
- Welfare measures are in addition to regular wages and other Economic benefits available to employees under legal provisions and collective bargaining.
- The basic purpose of Employee Welfare is to improve the quality of the working Class and thereby make a worker a good employee and better citizen.
- Employee Welfare is an essential part of Social Welfare. It involves adjustment of an employee's work life and family life to the community or social life.
- Employee Welfare measures may be both Voluntary and Non-Voluntary.

A Brief Profile on Seirra Infraventure Pvt Ltd.

Seirra Infraventure Private Limited is a Private incorporated on 13 June 2008. It is classified as a non-government company and is registered at the Registrar of Companies, Kolkata. Its authorized share capital is Rs. 40,000,000 and its paid-up capital is Rs. 920,000. It is involved in Real estate activities with owned or leased property. [This class includes buying, selling, renting, and operating of self-owned or leased real estate such as apartment buildings and dwellings, non-residential buildings, developing and subdividing real estate into lots, etc. Also included are the development and sale of land and cemetery lots, operation of apartment hotels and residential mobile home sites, Coal Mining, etc.

Seirra Infraventure Private Limited's Annual General Meeting (AGM) was last held on 30 September 2019 and as per records from the Ministry of Corporate Affairs (MCA), its balance sheet was last filed on 31 March 2019.

The directors of Seirra Infraventure Private Limited are Ashok Jain, Murugesan Bommiah, and Sidharth Munot,. Seirra Infraventure Private Limited's Corporate Identification Number is (CIN) U70102WB2008PTC230283 and its registration number is 230283. Its Email address is ashoksmpl@gmail.com and its registered address is BL-162, SEC-II, SALT LAKE CITY KOLKATA Kolkata WB 700091 IN, -,

The current status of Seirra Infraventure Private Limited is - Active.

Link:<https://www.zaubacorp.com/company/SEIRRA-INFRAVENTURE-PRIVATE-LIMITED/U70102WB2008PTC230283>

Review of Literature

Joshi (1927)¹ in his book, "Trade Union Movement in India" felt that welfare work covers all the efforts that employers make for the benefit of their employees over and above the minimum standard of working conditions fixed by the Factories Act and over and above the provisions of the social legislations providing against accident, old age, unemployment, sickness, etc.

Seth (1940)² in his book "Labour in Indian Coal Industry" discussed the agonies of Indian Coal miners under colonial rule.

Radha Kamal Mukerjee (1945)³ in the book, "The Indian Working Class" dealt with the problems of low earnings and the sad state of housing then prevalent in the Indian Collieries.

Srivastava (1970)⁴ in his book, “A Socio-Economic Survey of the Workers” in the Coal Mines of India (with special reference to Bihar) studied the socio-economic conditions of coal workers in Bihar. The study found that the socio-economic conditions of miners in Bihar are so poor due to high indebtedness, low wages, and poor welfare facilities.

Kudchelkar (1979)⁶ in his book, “Aspects of Personnel Management and Industrial Relations” felt that the need for labor welfare arises from the very nature of the industrial system. He felt that employers need to provide welfare facilities to employees as the latter are exposed to various risks and at the same time they must work in an entirely strange atmosphere.

OBJECTIVES OF THE PRESENT STUDY:

The present study is undertaken with the following objectives

- (a) To find out the living conditions of the employees and facilities provided by the employer to them.
- (b) To find out the satisfaction level of employees.

SCOPE OF THE STUDY

In the geographical area, it controls the area related to Chhattisgarh, India, though academically the area covers the entire world scenario of the coal industry.

SIGNIFICANCE OF THE STUDY

The study is significant from various points of view:

- The study helps to find out welfare schemes related to Seirra Infraventure Pvt Ltd contractual employees.
- The study is significant from the point of view that it helps us to find out the satisfaction level of contractual employees in Seirra Infraventure Pvt. Ltd at the local level. This mini project would help us to find out the satisfaction level of employees at the national and international levels.
- The study is significant from the point of view that it enables us to get a real picture of Seirra Infraventure Pvt. Ltd contractual employees and how they can be satisfied; such suggestive measures can be achieved through it.
- The study can result in a guide to government policy planners and designers to solve the problems of employees.

Research Methodology:

The methodology adopted for the present study is explanatory cum analytical in nature for this purpose, the questionnaire is prepared to collect the primary data from different respondents. Thus, the present study is largely based on primary data collected from different respondents. The primary data was further supplemented by discussion and observations whenever it was necessary to do so. The secondary information has been collected from books, research journals/various publications, and internet sources.

The present study is confined to Sierra Infraventure Pvt. Ltd., Chhattisgarh. There are 130 contractual employees out of which 40% have been taken as a sample. 52 sample employees are taken up on simple random sampling collected data for further classification according to Name, gender, marital status as the tenure of the employer, employee welfare facilities such as canteen facilities, drinking water facilities, latrines, and Urinal facilities, first aid services and medical facilities, etc searches to find out the welfare conditions available in Chhattisgarh and through response regarding the satisfaction of available facilities of workers and percentage method is used for interpretation to arrive at meaningful conclusions.

Data Analysis & Interpretation

An employee survey should consider employees' satisfaction or non-satisfaction. 52 respondents who work under Sierra Infraventure Pvt Ltd were selected randomly to conduct the survey. The respondents work on a contractual basis. The issue questionnaire collected the information; this type of analysis helps understand the welfare facilities and satisfaction of coal mining employees and other opinions about the improvement needed in the company.

Table 1: Demographic profile of the respondents:

Particulars	No of respondents	Percentage
1. Age Group		
Below 25	6	11.53%
25-35	20	38.47%
35-45	18	34.61%
45-55	8	15.39%
55 above	0	0%
2. Gender		
Male	52	100%
Female	0	0%
3. Marital Status		
Married	32	61.53%
Unmarried	20	38.47%
4. Period of services		
0-5 years	10	19.22%
5-10 years	26	50.00%
10-15 years	9	17.31%
More than 15 years	7	13.47%

Table 2: Employees' opinion regarding Rest room and Canteen facilities

Sl no	Employees opinion	No of respondents	% of respondents
1	Highly Satisfied	0	0
2	Satisfied	22	42.30
3	Average Satisfied	24	46.16
4	Dissatisfied	6	11.54
	Total	52	100

Source: Field survey

There is only one canteen in Sierra Infraventure Pvt Ltd, and regarding canteen and restroom facilities, Table 2 reveals that nobody is highly satisfied. 42.30% of respondents are satisfied, 46.16% are averagely satisfied, and 11.54% are dissatisfied.

Table no 3: Drinking water facilities

Sl no	Employees opinion	No of respondents	% of respondents
1	Highly satisfied	0	0
2	Satisfied	16	30.77
3	Averagely Satisfied	32	61.53
4	Dissatisfied	4	7.70
	Total	52	100

Source: Field survey

It is evident from Table no 3 that the majority (61.53%) are averagely satisfied regarding the drinking water facilities. While 30.77% of respondents are satisfied and 4 respondents (7.70%) are dissatisfied.

Table no 4: Quality of latrines and urinals

Sl no	Employees opinion	No of respondents	% of respondents
1	In good condition	38	73.08
2	In bad condition	14	26.92
	Total	52	100

Source: Field survey

Regarding urinal and latrine facilities, it is found from Table 4 that a large majority (73.08%) of respondents find it in good condition and 26.92% find it in bad condition. Therefore overall, the conditions of latrines and urinal facilities are almost good.

Table no 5: (First-aid services) Medical facilities

Sl no	Employees opinion	No of respondents	% of respondents
1	Good	10	19.23
2	Satisfied	20	38.47
3	Need some improvement	22	42.30
	Total	52	100

Source: Field survey

Table 5 highlighting first-aid services shows that 19.23% of respondents regard first-aid services as good, 38.47% are satisfied with them, and 42.30% say that they need some improvement.

Table no 6: Facilities of bonus

Sl no	Employees opinion	No of respondents	% of respondents
1	Highly Satisfied	–	–
2	Satisfied	16	30.77
3	Averagely Satisfied	30	57.70
4	Dissatisfied	6	11.53
	Total	52	100

Source: Field survey

Table no 6 shows the facilities of bonus and satisfaction level of respondents. 57.70% are averagely satisfied with the bonus facilities provided to them, 30.77% are satisfied with the bonus facilities and 11.53% are not at all satisfied with the bonus facilities. There is not a single respondent who is highly satisfied with the bonus facilities.

Table no: 7 (Facilities expecting from the company)

Sl no	Employees opinion	No of respondents	% of respondents
1	Allowance	16	30.77
2	Overtime Facilities	14	26.92
3	Training Facilities	4	7.70
4	Others	18	34.61
	Total	52	100

Source: Field survey

Table no 7 shows extra facilities expected by employees from the company. 30.77% of respondents feel that they should get an extra allowance, 26.92% wants overtime facilities and 7.70% expects the training facilities.

Table:8 (Improvements needed in the company)

Sl no	Employees opinion	No of respondents	% of respondents
1	Infrastructural improvements	4	7.70
2	Safety and securities	22	42.30
3	Vehicle improvements	0	0
4	Others	26	50
	Total	52	100

Source: Field survey

Table no 8 shows the improvement demanded by employees. 7.70% of respondents demand improvement in infrastructure, 42.30% of respondents feel and demand that they need more improvement in safety and security, and 50% demand improvement in other areas. Therefore all 52 respondents demand improvements and their percentage are 100%.

Table 9: (Overall impression on the company)

Sl no	Employees opinion	No of respondents	% of respondents
1	Excellent	0	0
2	Good	36	69.23
3	Average	16	30.77
4	Poor	0	0
5	Very Poor	0	0
	Total	52	100

Source: Field survey

Table no 9 shows the overall impression of the respondents over the company. The majority (69.23%) respondents rated the facilities provided by the company as good while 30.77% respondents think it as average. There is not a single respondent who is not at all satisfied with the facilities provided to them as no one has rated it as poor. Therefore, our hypothesis that the sample employees are satisfied with the welfare facilities is accepted.

Findings

In the area of interpretation and analysis, we find that respondents within the age group of below 25 are 11.53%, within the age group of 25-35 is 38.47, between the age group of 35-45 is 34.61%, within the age group of 45-55 is 15.39%. Moreover, the sex ratio shows that 100% of respondents are male, 61.53% of them are married 38.47% are unmarried, and 100% of respondents are contractual workers. In response to service, 50% of respondents' period of service is from 5 to 10 years regularly & 13.47% of respondents' period of service is more than 15 years. There is a canteen facility in the workplace and 42.30% are satisfied with the canteen facilities and 46.16% are average in the level of satisfaction. In the sphere of drinking water facilities 30.77% regard, it was good and 61.53% are satisfied with drinking facilities & 7.70% think that drinking water facilities are poor. In the sphere of latrines and urinal facilities, 73.08% think that it is in good condition & 26.92% are not satisfied with its condition. About First-Aid services, 19.23% regard them as good, 38.47% think it is satisfactory, and 42.30% find that it needs some improvements. In the sphere of bonus facilities, 30.77% are satisfied, 57.70% of respondents are averagely satisfied & 11.53% are dissatisfied. In terms of expected facilities from the company, 30.77% want allowances, 26.92% like overtime facilities, 7.70% like training facilities and 34.61% want other facilities.

In the sphere of improvement 7.70% like improvement in infrastructure, 42.30% like improvement in safety and security, and 50% like improvement in other areas. Regarding the overall opinion of the study, 69.23% of respondents are satisfied with the welfare facilities provided to them and have rated it as good.

Positive aspects related to employees of Seirra Infraventure Pvt Ltd

1. The company is trying to improve its employees' living standards.
2. Bonus is given to employees to fulfill their festival and other needs.
3. Seirra Infraventure Pvt Ltd Mining play's vital role in absorbing extra employment to unemployed youth.
4. Seirra Infraventure Pvt Ltd Mining is working positively in the economic development of the area.
5. Seirra Infraventure Pvt Ltd Mining provides that it should be made as a subject matter of the research-oriented studies.
6. It brings people of different languages & communities together; therefore, it brings a sense of national unity and integrity.

The problem faced by contractual employees in Seirra Infraventure Pvt Ltd

1. The role of contractual employees is not permanent therefore they remain always insecure.
2. There is a lack of permanent residential facilities. Thus, it creates a problem of inhabitation
3. There is a lack of security for the contractual employees. Thus, it places them in a dangerous position.
4. Most of the employees have no educational background.
5. The bonus facilities provided to them are not sufficient.
6. The structural improvement and better environmental facilities are needed for the effective working of the company.

Suggestions:

From the above study the following suggestions are needed:

1. Infrastructure facilities for employees must be increased.
2. The educational environment needs to be uplifted to the proper welfare of employees.
3. Recreational environment must be provided to each employee.
4. Training facilities are needed for the employees for their increasing capacity of work.
5. More safety facilities must be provided for the respondents.
6. Vehicle improvement facilities must be provided for the employees.

Conclusion

From the above study, we conclude that mining industries are the important industries in India that are working in both public and private sectors. The present study of Seirra Infraventure Pvt Ltd (SIPL), shows that workers are satisfied on average. There is a need for more training facilities, infrastructure, allowance, bonuses, and educational improvement in the company. There is an important need to provide a satisfactory work environment in the industry. It would help employees to work in more satisfactory ways.

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