

A Study on Welfare & Safety measures adopted in manufacturing industries – a case study of Thyssenkrupp India Ltd, Hyderabad

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Abstract: In a fast growing industrialisation, particularly the Indian manufacturing field of activities, welfare and safety measures assume a significant importance. As the market environment is becoming more competitive, retention of employees not only is based on the quantum of salaries, measures deployed by the management of respective enterprises also depends a lot on safety and welfare measures initiated and implemented in the respective organizations to arrest the exodus of employees. It is in this context “A study on Welfare & Safety measures adopted in manufacturing industries – a case study of ThyssenKrupp India Ltd.”, was taken up. ThyssenkruppIndia Ltd. Hyderabad (TKII) is one of the subsidiaries of a well-known and established German company has grown over a period of time and became one of the trusted names in the fields of Sugar Plants & Machinery, Cement Plants & Machinery and Industrial Boilers & Power plants etc.

Keywords: Safety, Welfare, Accidents, Manufacturing

I. Introduction:

In the current Indian manufacturing scenario, which is never ending, ever growing competition, the “**Welfare**” and “**Safety**” of the employees is becoming a major factor to arrest the exodus of their experienced employees and motivate them to continue to contribute to the productivity of the organisation; the topic of “**Employee Safety and Welfare**” is gaining a greater significance.

Safety (Vasoya etal 2017) of an employee in an organization may be defined as “relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident”

Welfare (Merriam-Webster dictionary, 2017) is defined as the state of doing well especially in respect to good fortune, happiness, well-being, or prosperity of personnel/employees.

Manufacturing industry are those industries which involve in the manufacturing and processing of items and indulge in either creation of new commodities or in value addition. Manufacturing sector is the backbone of any economy. It fuels growth, productivity, employment, and Strengthens agriculture and service sectors. According to a study conducted by global management consulting firm McKinsey (Dhawan, Swaroop & Zainulbhai, 2017) the Indian manufacturing industry is expected to touch US\$ 1 trillion by 2025. Around 90 million domestic Jobs are waiting to be created by that timeframe with the manufacturing segment contributing about 25-30% of India’s gross domestic product. India’s rapidly expanding economy is giving both international entrepreneurs and home players an array of opportunities to venture out and grow. As per the study by ASSOCHAM (**Chakraborty, 2014**), India’s manufacturing sector is all set to create 3.2 million manufacturing jobs during the period of 2012-17. Despite deceleration in performance in the past few years, the Indian manufacturing industry is getting back on track to create 3.2 million work opportunities during the 12th Plan period (2012-2017).

Thyssenkrupp is a German multinational conglomerate corporation based in Duisburg and Essen, Germany. The corporation consists of 670 companies worldwide. While ThyssenKrupp is one of the world's largest manufacturers of steel, the company also provides components and systems for the automotive industry, elevators, escalators, material trading and industrial services.

ThyssenKrupp, spread over worldwide, has 5,500 employees and generates €1.6 billion turn over. ThyssenKrupp Industries India Pvt Ltd. (TKII) is one of the subsidiaries, located at Hyderabad has grown over a period of time to become one of the most trusted names in the fields of Sugar Plants & Machinery, Open Cast Mining & Bulk Material Handling Systems, Cement Plants & Machinery and Industrial Boilers & Power plants. The company firmly believes in delivering total customer satisfaction spanning from concept to commissioning to after sales service. TKII Integrated Management System Policy on Quality, Safety, Health and Environment involves among various other aspects, complying with all applicable legal, statutory, regulatory and other

requirements to maintain workplaces to ensure the occupational health and safety of the employees and continually improve the effectiveness of Quality through adopting Safety, Health aspects of Management Systems and in this context, the company has obtained certificates of ISO 9001, Quality Management System and Organizational Safety and Health Administration OSHA 18001.

The Hyderabad unit has 90 personnel at managerial level and work force of 450. The firm caters to the need of 4 business verticals such as Cement, Boiler, Material handling equipment and Sugar plant. The turnover, depending on product mix, is 800MT and 200 crores.

II. Literature Review

In their study, (Ezekiel M. Makori(Makori, Nandi, Thuo & Wanyonyi, 2012), on “Influence of Occupational Health and Safety Programmers on Performance of Manufacturing Firms in Western Province, Kenya” stated that occupational health and safety continues to be one of the most critical of human resource management. The study findings showed a moderate positive relationship between occupational health and safety programmes (OHSP) and organizational performance of manufacturing firms. Management of firms must put in place policies and structures for improving occupational health and safety.

In his study (Chandra Sekhar Patro, 2012) on “**Employee Welfare Activities in Private Sector and Their Impact on Quality of Work Life**” stated that during the last few years the private organizations are playing an important role in the overall development of the economy. In today's competitive economy, the business organizations need to focus explicitly on providing the welfare facilities to the employees as it results in their satisfaction towards the organization and it results in improved quality of work life.

The activity of nurturing and nourishing constitutes is called "Welfare". Welfare facilities enable the employees to live a richer and more satisfactory life. The various Welfare activities that can be provided to the employees include provision of loans, free medical facilities, retirement benefits, education facilities for the employee's and their families, housing benefits, etc

Almeida et al (2013), in their study on “The Impact of Welfare on Job Satisfaction among Non-Manual Employees in the Apparel Industry in Sri Lanka” stated that there was a strong positive relationship between two variables welfare facilities and job satisfaction.

In his article,(S.Prabakar,2013) “Employees satisfaction & welfare measures - a case study with special reference to Don Bosco college of Arts & Science”, stated that the term welfare proposes many ideas, meanings and connotations, such as the state of well-being, health, happiness, prosperity and the development of human resources. As a total concept of welfare, it is a desirable state of existence involving physical, mental, moral and emotional well-being.

Emma Seppala (2015) states that a large and growing body of research on positive organizational psychology demonstrates that not only is a cut-throat environment harmful to productivity over time, but that a positive environment will lead to dramatic benefits for employers, employees, and the bottom line.

26th Conference of ILO(2010), conventions and recommendations(1949) sets forth a fundamental principle at its 26th conference held in Philadelphia recommended some of the measures in the area of welfare measures which includes adequate protection for life and health of workers in all occupations, provision for child welfare and maternity protection, provision of adequate nutrition, housing and facilities for recreation and culture, the assurance of equality of educational and vocational opportunity etc.

Shobha Mishra & Bhagat (2016) in their study on “Principles for Successful Implementation of Labour Welfare Activities”, stated that labour absenteeism in Indian cement industries can be reduced to a great extent by provision of good housing, health and family care, canteen, educational and training facilities and provision of welfare activities.

While describing the Welfare in Indian industrial sector, A.J.Todd (1933) has analysed that the labour welfare is the voluntary efforts of the employers to establish, within the existing industrial system, working and sometimes living and cultural conditions of the employees beyond what is required by law, the custom of the industry and the conditions of the market.

III. Need for the Study

Employee Welfare is defined as initiatives taken by any manufacturing firm, to make the employees life worth living in the firm and contribute to its growth and productivity on a continuous basis ThyssenKrupp India, cannot be an exception.

Industrial Safety refers to the management of all operations and events within an industry, for protecting its employees and assets by minimizing hazards, risks, and accidents. Industrial safety includes aspects such as general safety, operational, process and production, work place safety etc.

It is in the above context, the present study of “A study on Welfare & Safety measures adopted in manufacturing industries – a case study of ThyssenKrupp India Ltd” is taken up.

IV. Objectives of the Study:

The objective of the study is to examine the employee working facilities and safety measures undertaken at ThyssenKrupp India and as well to study the employee satisfaction levels towards welfare facilities provided by the firm.

V. Research Methodology:

The research pedagogy includes identifying sources of information, research instrument, sampling size and data presentation. Both primary & secondary sources of information were used. The primary source of information included responses collected from employees of the firm through a specific research instrument, questionnaire, designed for the purpose. Structured questionnaire was used to elicit information from employees of ThyssenKrupp India. The responses were collected on the following 17 parameters under category of Safety and Welfare:

A. Safety Measures:

1. Adequacy of Safety Training Programs Conducted,
2. Attended any Safety Programmes,
3. Awareness Programmes with regard to Safety,
4. Usage of the Safety Measures Provided,
5. Layout of Workplace to Avoid Accidents,
6. Safety Measures Reduce the Severity of Accidents
7. Immediate Actions taken to Investigate Accidents,
8. Risk Factor while Working,

B. Welfare Measures:

9. Working Environment of the Organization,
10. Medical Benefits provided by the Organization,
11. Working Hours,
12. Conveyance Allowance Offered,
13. Leave Policy,
14. Release of Increments Regularly,
15. Canteen Services,
16. Secure feel, and
17. Advantages of Welfare Measures

The research instrument used was a structured questionnaire consisting of multiple choice and close ended questions. Secondary source of information included data collected from sources such as Websites, Books and Journals. Sample size was 80, employees from ThyssenKrupp India. Simple random sampling method was used to arrive at the size of sample. Data thus obtained was tabulated and analysed with the help of statistical tools such as ratios/percentages.

VI. Data Analysis:

The data obtained was analysed and presented in the following tables along with inferences:

Table - 1: Adequate Safety Training Programs Conducted

Opinions	Number of respondents	Percentage
Yes	76	95
No	4	5
Total	80	100

Inference: It is found that 95% of employees positively responded that adequate safety programmes were conducted and 5% negated.

Table – 2: Attended any Safety Training Programs

Opinions	Number of respondents	Percentage
Yes	72	90
No	8	10
Total	80	100

Inference: It is found that 90% of employees have attended the training programmes and 10% of employees did not attend the same...

Table - 3: Awareness Programmes Relating to Safety

Opinions	Number of respondents	Percentage
Yes	68	85
No	12	15
Total	80	100

Inference: It is observed that 85% of employees agree that management provides awareness programs relating to safety and 15% of employees respond negatively.

Table - 4: Usage of the Safety Measures Provided

Opinions	Number of respondents	Percentage
Always	68	85
Sometimes	8	10
Never	0	0
To some extent	4	5
Total	80	100

Inference: It is observed that 85% of employees always use the safety measure provided to them, 10% of employees sometimes use the safety measures and 5% of employees use the safety measures to some extent only.

Table - 5: Layout of Workplace to Avoid Accidents.

Opinions	Number of respondents	Percentage
Yes	60	75
No	4	5
To some extent	16	20
Total	80	100

Inference: From the sample taken 75% of employees responded that workplace is properly designed to avoid accidents, 20% of employees agree to some extent and only 5% of employees say that workplace is not designed properly to avoid accidents.

Table - 6: Safety Measures Reduce the Severity of Accidents.

Opinions	Number of respondents	Percentage
Yes	60	75
No	4	5
To some extent	16	20
Total	80	100

Inference: 75% of employees say that safety measures help in reducing the severity of accidents, 5% of employees do not agree and 20% of employees agree to some extent only.

Table - 7: Immediate Actions Taken to Investigate Accidents.

Opinions	Number of respondents	Percentage
Always	72	90
Sometimes	8	10
Never	0	0
To some extent	0	0
Total	80	100

Inference: 90% of the respondents positively respond that always immediate actions are taken to investigate accidents and only 10% of negated.

Table - 8: Risk Factor While Working

Opinions	Number of respondents	Percentage
Yes	12	15
No	44	55
To some extent	20	20
Total	80	100

Inference: It is found that 15% of employees only positively responded that they perceive risk factor while working, 55% responded that they do not perceive any risk factor and 20% of employees respond that they perceive risk factor.

Table - 9: Working Environment of the Organization.

Opinions	Number of respondents	Percentage
Highly Satisfactory	28	35
Average	20	25
Satisfactory	32	40
Dissatisfactory	0	0
Total	80	100

Inference: While 35% of employees responded that working environment of the organization is highly satisfactory, 25% of employees stated that it is average and 40% of employees respond that it is satisfactory.

Table -10: Medical Benefits Provided by the Organization.

Opinions	Number of respondents	Percentage
Highly Satisfactory	28	35
Average	28	35
Satisfactory	24	30
Dissatisfactory	0	0
Total	80	100

Inference: 35% of employees equally respond 35% highly satisfactory & average towards medical benefits provided by the Organization 40% of employee's state that they are satisfactory.

Table - 11: Working Hours of the Organization

Opinions	Number of respondents	Percentage
Highly Satisfactory	24	30
Average	32	40
Satisfactory	24	30
Dissatisfactory	0	0
Total	80	100

Inference: While 30% equally respond positive to highly satisfactory and satisfactory, 40% of employees' state that they are average.

Table - 12: Conveyance Allowance offered by the Organization.

Opinions	Number of respondents	Percentage
Highly Satisfactory	12	15
Average	36	45
Satisfactory	32	40
Dissatisfactory	0	0
Total	80	100

Inference: It is found that only 15% of the employees state that conveyance allowance offered by the organization is highly satisfactory, whereas 45% of employees state that they are average and 40% of the employees are satisfied with the conveyance allowance.

Table - 13: Leave Policy of the Organization

Opinions	Number of respondents	Percentage
Highly Satisfactory	24	30
Average	44	55
Satisfactory	12	15
Dissatisfactory	0	0
Total	80	100

Inference: from the above it is observed that 30% of the employees are highly satisfied with the leave policy of the organization, 55% rate it as average and 15% stated that the leave policy as satisfactory.

Table - 14: Regular Increments.

Opinions	Number of respondents	Percentage
Yes	72	90
No	8	10
Total	80	100

Inference: 90% of the respondents state that they get regular increments and 10% of employees say that they do not get regular increments.

Table - 15: Canteen Services provided

Opinions	Number of respondents	Percentage
Highly Satisfactory	16	20
Average	44	55
Satisfactory	20	25
Dissatisfactory	0	0
Total	80	100

Inference: While 20% respondents rate the canteen services as highly satisfactory, 55% of respondent's rate as average and 25% of respondents are satisfied by the canteen services.

Table - 16: Secure feel in the organization.

Opinions	Number of respondents	Percentage
Yes	76	95
No	4	5
Total	80	100

Inference: From the sample taken 95% of respondents feel secure while working in the organization and 5% of respondents do not feel secure.

Table - 17: Advantages of Welfare measures

Opinions	Number of respondents	Percentage
Create better industrial relations	4	5
Build greater loyalty to the company	32	40
Helps fasten team spirit	4	5
All the above	40	50
Total	80	100

Inference: from the sample taken 5% of employees say that welfare measures helps in creating better industrial relations, 40% of employees say that welfare measures helps in building greater Majority agree loyalty to the company, 5% of employees say that it helps to fasten team spirit while 50% of employees agree to all the above.

VII. Summary of Study Findings:

Summary of study findings are detailed below at Table - 18:

SN	Parameter	Responses
Safety Measures		
01	Adequacy of Safety training programs	Almost all the employees gave a positive response on the adequacy of safety programs.
02	Attended any Safety Programmes	Almost everybody was part of the safety programs being conducted by the organization.
03	Awareness Programmes with regard to Safety	Almost all the employees gave a positive response towards the awareness of safety programs.
04	Usage of the safety measures provided	Almost everybody use the safety measures provided...
05	Layout of workplace to avoid accidents	Most of the employees stated that workplace is properly designed to avoid accidents.
06	Safety measures reduce the severity of accidents	Most of the employees agreed that Safety measures reduce the severity of accidents
07	Immediate actions taken to investigate accidents	Almost all the employees stated that immediate actions are taken to investigate accidents.
08	Risk Factor while working	Majority of the employees responded that there is a risk factor while working.
Welfare Measures		
09	Working Environment of the Organization	Most of the employees are satisfied with working environment.
10	Medical Benefits provided by the organization	Most of the employees are satisfied with the Medical Benefits provided.
11	Working Hours	Most of the employees are satisfied with the Working Hours.
12	Conveyance Allowance offered	Majority of the employees are satisfied with Conveyance Allowance offered.
13	Leave Policy	Majority of the employees are satisfied with the Leave Policy.
14	Regular release of Increments	Almost all the employees gave a positive response towards the increments provided.
15	Canteen Services	Majority of the employees satisfied with canteen services.
16	Secure feel	Almost everybody feel secure at work in the organization.
17	Advantages of Welfare Measures	Almost all the employees gave a positive response towards the advantages of Welfare Measures.

Table - 18

VIII. Study Conclusions:

The present study was conducted to find out the extent of implementation of “Welfare and Safety Measures “at ThyssenkruppIndia Ltd, Hyderabad.

The study revealed that a large number of employees are satisfied with various safety measures provided by the company.

Welfare facilities rendered to the employees are of commendable quality.

However, since ThyssenkruppIndia Pvt. Ltd, Hyderabad a manufacturing business enterprise, employees are prone to risk at work place which demands better and innovative preventive measures to make the company absolutely free from accidents or injuries. There is also enough room for improving welfare measures that may improve living standards of the employees in the organization. The effective and efficient implementation of safety policies and welfare measures will lead the employee to perform the job better, which would, in turn leads to enhance “Productive Performance” of ThyssenkruppIndia Pvt. Ltd, Hyderabad...

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List of Tables:

SL.NO	NAME
1)	Adequate Safety training programs conducted
2)	Attended any Safety training programs
3)	Awareness programmes relating to Safety
4)	Usage of the Safety measures provided
5)	Layout of workplace to avoid accidents.
6)	Safety measures reduce the severity of accidents.
7)	Immediate actions taken to investigate accidents.
8)	Risk factor while working.
9)	Working Environment of the Organization.
10)	Medical Benefits provided by the organization.
11)	Working hours of the organization.
12)	Conveyance Allowance offered by the Organization.
13)	Leave policy of the organization.
14)	Regular increments.
15)	Canteen Services provided.
16)	Secure feel in the organization.
17)	Advantages of Welfare measures