

## **IMPACT OF WELFARE MEASURES ON EMPLOYEE PERFORMANCE IN INDIAN RAILWAYS (WITH REFERENCE TO VISAKHAPATNAM DIVISION)**

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### **ABSTRACT**

Employee welfare includes the schemes that benefit the employees working in an organisation. Although it is a costly procedure for the companies yet it is needed as it helps in the overall development of the employees. The employee welfare schemes act as a morale booster. When the employees get an appreciation for what they do, it helps in increasing the work efficiency of the employees. In order to form a competitive environment in the organisation, it must provide employees with opportunities. The competitive edge in the work environment can only help in getting the required work from the employees. Whenever any company or firm expects extra work from its employees, it should also be given extra benefits to the employees, then only the timely results could be achieved by the organization. The main aim of this study is to find out the impact of welfare measures in Indian Railways on the job performance of employees. In this regard a pre-designed questionnaire was developed and, responses were analyzed. The researcher has chosen Indian Railways and found that there is a great impact of welfare facilities on the performance of the employees.

**Key words:** Welfare measures, Employee Performance, Indian Railways.

### **Introduction**

The Indian Railways being the largest single employer in the country bears the major responsibility of looking after the welfare of a large number of employees spread over different departments. The concept of labor welfare is not a new thing for Indian Railways.

Employee welfare raises the company's expenses but if it is done correctly, it has huge benefits for both employer and employee. Under the principles of employee welfare, if an employee feels that the management is concerned and cares for him/her as a person and not just as another employee, he/she will be more committed to his/her work. Other forms of welfare will aid the employee of financial burdens while welfare activities break the monotony of work. An employee who feels appreciated will be more fulfilled, satisfied and more productive. This will not only lead to higher productivity but also satisfied customers and hence profitability for an organisation.

### **Welfare measures followed by Indian Railways**

In this research, it has been found that the Indian railways always give first priority to look after the welfare of their employees. Here the researcher shared some of the welfare measures which play a crucial role in reducing employees' occupational stress

### **a) Medical Facilities**

Indian Railways always cares about the employees' health conditions in and out working conditions of employees. The Indian Railways maintains a sophisticated hospital in Visakhapatnam along with dispensaries which contain well advanced equipment for treatments along with well experienced specialist doctors and nursing staff. It also conducts health camps for general check up frequently on a periodic basis. Indian Railways also refers some private hospitals for their employees and their families who are under severe conditions with free treatment. In this context, the employees will always be self assured and self motivated in improving their working efficiency and productivity. And, these medical facilities can act a technique for Indian Railways to reduce their employees' occupational stress.

### **b) Social Security Schemes**

The researcher states that the Social Security Schemes like "Insurance Schemes, Provident Fund Scheme, Pension Scheme, Settlement of Terminal Benefits in respect of accident or natural death cases, Group Gratuity Scheme with LIC of India, Ex-Gratia, Matching Grant, Dependant Employment, Sports and Recreational Facilities – are the future assured programs provided by Indian Railways to their employees which helps them to reduce their workplace stress and improve their efficiency and productivity in working environment.

### **c) Welfare Amenities**

Indian Railways also provide a stress-free working environment by giving proper amenities to their employees which includes insurance schemes, medical aid, supply of essential commodities, recreational facilities, educational facilities, housing, etc. These amenities make employees to feel assured better working conditions for both employees and their families which lead to reduce occupational stress.

### **Objectives**

- To study the perceptions of Indian Railway employees on the welfare measures followed by their organization.
- To find the impact of welfare measure on employees performance levels of Indian Railway employees.

### **Methodology:**

The main aim of this study is to find out the impact of welfare measures in Indian Railways on the job performance of employees. In this regard a pre-designed questionnaire was developed and collected data from 636 respondents. Random sampling method has been considered to collect data from the sample respondents who are working in various department in Visakhapatnam Railway Station. Visakhapatnam railway station is a major railway station located in Visakhapatnam, Andhra Pradesh, India. The railway station falls under the South Coast Railway zone of Indian Railways. The station is a terminal station; trains must go back the same way as they come. With many trains arriving at the same time platforms are not always available. The station is spread over an area of 103,178 m<sup>2</sup> (1,110,600 sq ft), with 08 platforms.

In this context the researcher wants to acknowledge the empirical response of subjects, who are regular employees of Visakhapatnam Railway Station. In this connection the investigator has prepared pre-designed questionnaire with 10 statements to acquire the perceptions from the employees relating to welfare measures followed by the Indian Railways and their impact on performance of the employees.

**Data analysis** In the part of investigation the researcher administered a perceptual study with a pre-designed questionnaire on the persons who are regular employees of Indian Railways and working at Visakhapatnam Railway Station. While the main objective of the study is to find out the Impact of welfare measures followed by Indian railways on performance of the employees at Visakhapatnam Railway Station.

### Impact of welfare measures on Employee performance

Perceptions of the respondents towards Welfare amenities impact on employee performance

SL. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
1	Better working conditions will help to improve the efficiency and productivity of the employees	2 (0.3)	72 (11.3)	69 (10.8)	394 (61.9)	99 (15.6)	<b>636</b> <b>(100.0)</b>
2	Sound welfare measures will help in building employee morale	58 (9.1)	73 (11.5)	117 (18.4)	335 (52.7)	53 (8.3)	<b>636</b> <b>(100.0)</b>
3	Rewards of recognition will motivate the employees for better performance	10 (1.6)	64 (10.1)	99 (15.6)	373 (58.6)	90 (14.2)	<b>636</b> <b>(100.0)</b>
4	Welfare measures enhance the performance of employees which leads to career development	8 (1.3)	38 (6.0)	64 (10.1)	440 (69.2)	86 (13.5)	<b>636</b> <b>(100.0)</b>
5	Organization provides extra curricular activities which enhances employees' productivity	10 (1.6)	126 (19.8)	100 (15.7)	297 (46.7)	103 (16.2)	<b>636</b> <b>(100.0)</b>
6	Medical and first aid facilities give employees a secured work environment which increases productivity	73 (11.5)	238 (37.4)	71 (11.2)	242 (38.1)	12 (1.9)	<b>636</b> <b>(100.0)</b>
7	Welfare amenities have an impact on employee performance	60 (9.4)	233 (36.6)	67 (10.5)	256 (40.3)	20 (3.1)	<b>636</b> <b>(100.0)</b>
8	Incentives and bonus provided by the organization encourage the employees for better performance	52 (8.2)	39 (6.1)	66 (10.4)	392 (61.6)	87 (13.7)	<b>636</b> <b>(100.0)</b>
9	Special awards and rewards given to the employees will make them sincere in their work performance	-	74 (11.6)	52 (8.2)	412 (64.8)	98 (15.4)	<b>636</b> <b>(100.0)</b>
10	The faithfulness of the employees towards their organization depends on the care and concern of the organization	28 (4.4)	88 (13.8)	88 (13.8)	345 (54.2)	87 (13.7)	<b>636</b> <b>(100.0)</b>

According to the Table it indicates the perceptions of the respondents towards welfare amenities impact on employee performance. It is observed that out of total respondents that majority group of 61.9 percent agreed and 15.6 percent strongly agreed that due to better working conditions will help to improve the efficiency and productivity of the employees. It is found from the data that 52.7 percent agreed and 8.3 percent strongly agreed that sound welfare measures will help in building employee morale. Regarding to the rewards of recognition will motivate the employees for better performance, whereas 58.6 percent agreed and 14.2 percent strongly agreed that due to impact on employee performance. It is

mentioned in the above table data that 69.2 percent agreed and 13.5 percent strongly agreed that welfare measures enhance the performance of employees which leads to career development. It is found that out of total respondents that 46.7 percent agreed and 16.2 percent strongly agreed that organization provides extracurricular activities which enhance employees' productivity.

From the above table, it can be understood that 37.4 percent disagreed and 11.5 percent strongly disagreed said that medical and first aid facilities give employees a secured work environment which increases productivity. The data reveals that 40.3 percent agreed and 3.1 percent strongly agreed that have welfare amenities impact on employee performance. It shows that above table data that 61.6 percent agreed and 13.7 percent strongly agreed that due to incentives and bonus provided by the organization encourage the employees for better performance. It is also observed that 64.8 percent agreed and 15.4 percent strongly agreed that special awards and rewards given to the employees will make them sincere in their work performance. It is noticed from the data that 54.2 percent agreed and 13.7 percent strongly agreed that due to say faithfulness of the employees towards their organization depends on the care and concern of the organization.

### **Conclusion**

Indian Railways is stressing towards the improvement in quality and productivity of the personnel and inclusive welfare schemes have been initiated in the organisation, with the purpose to improve employees working and living environment, in order to make them committed towards work. Therefore through this study the researcher found that Indian Railways is safeguarding the employees by providing a safe and secured environment which act as a morale booster to the employees supporting them to work efficiently with improvement in productivity and performance thereby leading to individual and organizational development.

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