

Project Report On

“An Analysis of Employees Welfare facilities at WCL (Sillewara)”

Submitted to
**G.S. College of Commerce & Economics
Nagpur**

In partial fulfillment for the award of the degree of
Bachelor of Business Administration

Submitted by
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Under the Guidance of
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G.S. College Of Commerce & Economics, Nagpur

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CERTIFICATE

This is to certify that "**Nargis A. Kureshi** " has submitted the project report titled "**An Analysis of Employees Welfare facilities at WCL (Sillewara)** ", towards partial fulfillment of **BACHELOR OF BUSINESS ADMINISTRATION** degree examination. This has not been submitted for any other examination and does not form part of any other course undergone by the candidate.

It is further certified that he has ingeniously completed his project as prescribed by Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur.

Dr.Pragati Pandey
(Project Guide)

Dr.Afsar Sheikh
(Co-ordinator)

Place:Nagpur

Date:



DECLARATION

I here-by declare that the project with title "An Analysis of Employees Welfare facilities at WCL (Sillewara)" has been completed by me in partial fulfillment of BACHELOR OF BUSINESS ADMINISTRATION degree examination as prescribed by Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur and this has not been submitted for any other examination and does not form the part of any other course undertaken by me.

Nargis A. Kureshi

Place: Nagpur

Date:



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With immense pride and sense of gratitude, I take this golden opportunity to express my sincere regards to Dr.N.Y.Khandait, Principal, G.S. College of Commerce & Economics, Nagpur.

I am extremely thankful to my Project Guide Dr. Pragati Pandey for his guideline throughout the project. I tender my sincere regards to Co-ordinator, Dr. Afsar Sheikh for giving me outstanding guidance, enthusiastic suggestions and invaluable encouragement which helped me in the completion of the project.

I will fail in my duty if I do not thank the Non-Teaching staff of the college for their Co-operation.

I would like to thank all those who helped me in making this project complete and successful.

Nargis A. Kureshi

Place: Nagpur

Date:

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INTRODUCTION

HUMAN RESOURCE MANAGEMENT

Human resource management is the strategic and coherent approach to the management of an organization's most valued assets the people working there who individually and collectively contribute to the achievement of the objectives of the business HRM is the acronym for the term "Human Resource Management". Human Resource Management is the organizational function that deals with issues related to people such as compensation, hiring, performance management, organization development, safety, wellness, benefits, employee motivation, communication, administration, and training. HRM can also be performed by line managers

A Human Resource Management System (HRMS), Human Resource Information System (HRIS) HR Technology or also called HR modules, or simply "Payroll", refers to the systems and processes at the intersection between human resource management (HRM) and information technology. Human Resource management is based in the efficient utilization of employees in achieving two main goals within a corporation of or other type organization.

The first goal is to effectively make use of the talents and abilities of employees to achieve the operational objectives that are the aim of the organization. Along with realizing the goals of the organization. Human Resource management also seeks to ensure that the individual employee is satisfied with both the working environment and the compensation and benefits that he or she receives.

Human resources are used to describe both the people who work for a company or organization and the department responsible for managing resources related to employees. The term human resources were first coined in the 1960s when the value of labour relations began to garner attention and when

notions such as motivation, organizational behaviour, and selection assessments began to take shape. Human resource management is a contemporary, umbrella term used to describe the management and development of employees in an organization. Also called personnel or talent management (although these terms are a bit antiquated), human resource management involves overseeing all things related to managing an organization's human capital. Human resource management involves developing and administering programs that are designed to

increase the effectiveness of an organization or business. It includes the entire spectrum of creating, managing, and cultivating the employer-employee relationship. Human resource management involves both strategic and comprehensive approaches to managing people, as well as workplace culture and environment.

The role of human resources professionals is to ensure that a company's most important asset its human capital is being nurtured and supported through the creation and management of programs, policies, and procedures, and by fostering a positive work environment through effective employee employer relations.

EMPLOYEE WELFARE

Employee welfare entails everything from services, facilities and benefits that are provided or done by an employer for the advantage or comfort of an employee. It is undertaken to motivate employees and raise the productivity levels.

In most cases, employee welfare comes in monetary form, but it doesn't always bend that way, Other forms of employee welfare include housing, health insurance, stipends, transportation and provision of food. An employer may also cater for employees' welfare by monitoring their working conditions.

Maintaining a healthy and safe work environment and improving staff motivation and productivity are critical issues for every workplace. Significant social, economic and demographic changes have led organisations to review how they manage and support individuals and the level of flexibility that they can make available. This section provides an overview of the area of health and safety, which is highly regulated and prescriptive. Employers have more options they can consider and tailor to their own needs in the less regulated areas of work-life balance initiatives and employer assistance

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 employer 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 the company. A satisfied employee will also not go looking for other job

opportunities and hence an employer will get to keep the best talents and record lower employee turnover.

During employment, the offered benefits will determine whether an employee commits to and organization or not. As such, good employee welfare enables a company to compete favourably with other employers for the recruitment and retention of quality personnel. Welfare includes anything that is done for the comfort and improvement of employees and is provided over and above the wages. Welfare helps in keeping the morale and motivation of the employees high to retain the employees for longer duration. The welfare measures need not to be in monetary terms only but in any kind/forms. Employee welfare includes monitoring of working conditions, creation of industrial harmony through infrastructure for health, industrial relations and insurance against disease, accident and unemployment for the workers and their families.

WELFARE FACILITIES PROVIDED TO THE EMPLOYEES IN SILLEWARA AREA OFFICE OF WCL

Welfare service may broadly be classified into two categories:

- 1) Intramental Activities: -which are provided within the establishment such as toilets, rest centres, canteen uniforms, etc.

- 2) Extramental activities: - which are undertaken outside the establishment such as family planning, child welfare, cooperative stores credit societies, vocational guidance, holiday, home, leave, travel facilities.

Intramental Activity:

- Drinking water
- Toilet
- Washing and Bathing facilities
- Rest Shelters
- Uniform and protective clothing
- Recreation facilities
- Canteen

Extremental facilities: -

- Housing
- Education facilities
- Maternity benefits
- Transportation
- Sport facilities
- Vocational facilities
- Holiday .

Employee's welfare work may also be divided into categories:

1. Statutory welfare facilities:

Washing facilities

Consumer co-operative store

Education

Housing

Transportation

Recreation

Canteen, lunchroom facilities

Restroom facilities

Clothing

2. Non-statutory employees welfare facilities:

Uniform

Safety helmet

Driving helmet

Sweaters

Raincoat

Marriage loan facilities

Bonus

Welfare fund

Credit society

Leave provision

The welfare board at corporate level consisting of equal representative of the workman and management has been planning, supervising, monitoring and evaluating various measures. Similarly, area welfare committee has been functioning in the areas for ensuring proper implementation of welfare activities.

COMPANY PROFLE

COMPANY PROFILE



Coal India Ltd

Nagpur area is one of the total 10 (ten) areas of WCL, Nagpur Area lies in Nagpur district which is in North side of Nagpur city. It has 9 underground (UG) mines and 2 opencast (OC) mines, located in the five sub-areas i.e. Kamptee, Sillewara, Pipla, Saoner, and Gondegaon projects/mines of Nagpur area are in the three tahsils - Kamptee, Parsconi and Saoner of Nagpur district. Area head quarter (HQ) office of Nagpur area is situated at Jaripatka, Nagpur.

WCL Solution is the specialist for optimizing business processes. We focus on automating business processes, capturing, processing, managing and archiving of documents and data. Our goal is to provide total solution to customers based on their needs. WCL Solution works closely with world's leading manufacturers to provide the most cutting-edge and reliable technologies in the market. We offer a comprehensive set of software and hardware solutions to fulfil customers' needs and optimize their business processes.

The mission of WCL Solution, is to become well-known as a reliable and trusted partner in the market and to provide excellent services to customers with comprehensive and user-friendly solutions to improve the efficiency and reduce the cost of business operations. We do this by taking highresponsibility in every project. We understand many customers have limited technical knowledge in their team. This is highlighted as WCL Solution assumes integration and interoperability responsibility, which very large technology providers often

ignore this and serve their customers poorly. We are enthusiastic in sharing our knowledge with customers and helping customers to improve their business operation. We aim to develop long term business relationship with customers and to continue supporting and bringing new technologies and values to them.

SILLEWARA AREA comprises of the following project/mines:

A) ONGOING PROJECT:

I. Pipla	Sillewara sub-area
II. Sillewara	Sillewara sub-area
III. AB Incline	Sillewara sub-area

B) NEW PROJECT:

- i. Bhanegaon O/C of Sillewara sub-area
- ii. Singhori O/C of Sillewara sub-area

Presently there are 700 to 800 employees working in Sillewara Area Office of WCL. In June 2007, government has granted status of MINIRATNA to the company and now the motto of the company is to achieve the status of a NAVRATNA company in the days to come. In order to achieve this goal, the company has to days to as one cohesive unit with focused attention on: -

- 1) Sound corporate governance
- 2) Timely completion of new project and advance planning for opening new mines.

- 3) Efficient utilization of all available resource with more trust on human resource, the most precious one.
- 4) High priority to consumer satisfaction.
- 5) Economizing cost and maximizing profitability as a true commercial organization.
- 6) Achieving high standard of safety of men, material and vital installation.
- 7) Diversification of activities and exploring new avenue as business strategy in the form of form of joint venture etc.

There are 11 major department in area office named as:

- 1) Finance department
- 2) Sales and marketing department
- 3) Personnel department
- 4) Mining department
- 5) Material management department
- 6) Excavation department
- 7) Civil department
- 8) Electrical& Mechanical department
- 9) Planning department
- 10) Training department
- 11) Security department-

Out of all these departments mining is the main department of this organization. Beside these there are also many minor departments. The main and basic facilities provided to the employees of area - medical, housing, education, community development, etc.

MISSION

To produce and market the planned quantity of coal and coal products efficiently and economically in an eco-friendly manner with due regard to safety, conservation and quality.

VISION

To emerge as a global player in the primary energy sector committed to provide energy security to the country by attaining environmentally & socially sustainable growth through best practices from mine to market.

LITERATURE REVIEW

LITERATURE REVIEW

"Wellness in organizations" should focus on the well being of individual workers. At a time when the wellness of individuals is increasingly being threatened in our workplaces, argue that one way wellness can be sought is through careful examination of routine organizational practices. To make this point, I look to the problem of bullying in organization and, in particular, traditional organizational responses to bullying. The paradoxes of protective legislation and protective workplace policies are explored, before numerous organizational masks that serve to bolster these paradoxes are discussed: the mask of stereotypes; the mask of Alternative Dispute Resolution (ADR); the mask of counseling; and the mask of training. The way towards wellness in organizations lies with the recognition of unintended distortions and limitations on existing legislation, policy and process, and the critical assessment of traditional remedies. Margaret H. Vickers, (November 2006)

There persists a considerable amount of controversy in the economics literature to how to explain the large variation in wealth holdings at retirement. One aspect that has been difficult to assess in empirical studies is the role of expectations regarding future retirement income and how it influences saving behavior. In this paper the authors investigated the effect deviations between individuals anticipated and realized Social Security benefits on several measures of well-being in retirement, such as the change in consumption expenditures retirement, a self-assessed measure of how retirement years compare to the years before retirement, and whether the individual is worried about having enough income to get by retirement. Using longitudinal data from the Health and Retirement Study, it was found clear evidence that people who over estimated their Social Security benefits are worse off according several measures of well being in retirement. They tend to have larger negative consumption expenditure changes at retirement than those who under estimated or correctly estimated their benefits. Once retired, they have more worries about how to get by with the resources they have. They also more often report that retirement years turned out worse than expected. In Multivariate analyses, these conclusions remain valid, although significance levels are sometimes low. The relationship seems to be more pronounced for respondents who claimed benefits earlier than anticipated than for respondents who were simply misinformed. Susann Rohwedder, (May 6), Et.al

This study examines the effects of pay-as-you-go social security programs in aging economies when the middle-aged both educate their dependent children and subsidize the retirement of the old. Using an overlapping generations framework in which agents are three periods lived but timing of death in the third period is uncertain, we analyze the effects of social security tax schemes, under various demographic assumptions, on capital accumulation, education expenditures, social welfare, and economic growth. It has been found that in many cases social security crowds out education, and reduces

economic growth and social welfare. wena A. Pecchenino (November 1999), Et.al

Staff spends at least half their waking time at work or in getting to it or leaving it. They w they contribute to their organization when they are reasonably free from worry, and they perhaps in articulately, that when they are in trouble they are due to get something back from organization .People are entitled to be treated as full human being with personal needs, hopes anxieties; they are employed as people, they are employed as people, they bring themselves at k, not just their hands, and they cannot readily leave their trouble at home. Martine (1957)

Adequate welfare facility should avail in the organization. As, Absenteeism is also due to lequate welfare facilities to workers, for a vast majority of industries lists in India still look a welfare work as a barren liability rather than a wise investment. The National Commission Labour observes. "The Statutory welfare amenities have not been properly and adequately vided. In several cases, particularly in medium and small sized units, the standard are distinctly t. The studies made by some states in respect of the different components of welfare include tation, washing and bathing facilities, first aid appliances, ambulance rooms, drinking water, ch strengthen the general impression that compliance with statutory welfare provision is half ted and inadequate, "fed up with the absence of basic facilities, the worker often migrates to ural home. Mamoria C.B, Gankar S.V (2003)

RESEARCH STUDY

OBJECTIVE

- To find whether welfare activities are contributing to the productivity and profitability of the WCL.
- To find the satisfaction level of the employees with the welfare measure taken by WCL.
- To know the motives of WCL behind the welfare activities.
- To assess the effectiveness of welfare system.
- To know whether enough technology provided to the employees.
- The accommodation and other facilities will be same to all employees.
- To study the welfare facilities provided to employees by Sillewara Area Office WCL.
- To study how the organization, motivate the employees by identifying and satisfying their unsatisfied needs.
- To know which special facilities are provided to reserved class categories like SC, ST, OBC, etc.... by the organization.

NEED & SCOPE OF THE STUDY

- Determining the needs of further improvement in welfare measure taken by WCL Sillewara
- To assess the effectiveness of welfare system
- Motivating employees by indicating the development in welfare measures.
- To understand the relationship between organisation and employee which is build up by the facilities of the organisation.
- To evaluate whether the employees are satisfied with the organisational welfare facilities given by WCL Sillewara.
- To make the research more easier for other researcher who want to know about the welfare facilities.

HYPOTHESIS

H0: Employees welfare facilities do not contribute to increase in productivity and profitability of Sillewara Area Office WCL.

H1: Employees welfare facilities contribute to increase in productivity and profitability of Sillewara Area Office WCL.

RELEVANCE OF THE STUDY

The research problem undertaken for study must be carefully selected. The problem must be defined thoroughly and should be framed into meaningful terms from the analytical point of view. The areas of working must be decided. I have defined my problem as "To study the welfare facilities provided to employees by Sillewara Area Office WCL. I had got the information from the HOD of HR department and from some of the employees. Industrial progress largely depends on committee employee's force the benefits which go under this nomenclature are of great importance to the employees and which he is unable to secure by himself. The scheme of employee's welfare may be regarded as a wise investment which should on usually does brings profitable return in the form of greater efficiency. Thus, we can say that welfare facilities are the base of effective and efficient working of the employees in the organization in my opinion welfare has a great importance in the organization.

RESEARCH METHODOLOGY

In research process, the first and foremost step is selecting and defining a research problem. A research should at find the problem. Then he should formulate it so that it become susceptible research. For a systematic presentation, the process of- research may be classified under three stage - primary stage, secondary stage, and the tertiary stage.

The primary data includes: -

- 1) Observation
- 2) Interest
- 3) Formulating research problem
- 4) Documentation

The secondary data includes: -

- 1) Data collection
- 2) Analysis of data

The tertiary data includes: -

- 1) Report writing
- 2) Observation, suggestion, and conclusion
- 3) Preparation of a bibliography

OBSERVATION

Research start with observation, which leads to curiously to learn more about what has been observed. While observation leads to research the research result in elaborate observation and conclusion or even further research.

The observation method is widely used mainly because of its simplicity usefulness in the framing of hypothesis, its accuracy the possibilities of getting convincing result, the possibility of the test of validity etc. to be precise observation tend to be the back of any research.

INTEREST

The observation of certain occurrences creates an interest and inquisitiveness in the mind of the research to study its future. This is the basis of interest to study the subject matter of observation. The interest is the guiding force behind any research.

DOCUMENTATION

The documentary source is an important source of information for a researcher. A document is any writing a record, files or dairies, published or unpublished which can be extracted and used in research. It is a very valuable source of information for a research. Documentation is the process of collecting & extracting the document which are relevant to research.

DATA COLLECTION

Data collection is one of the most important aspect of research. For the success of any project accurate data is very important and necessary. The information collected through research methodology mush be accurate and relevant.

The data collection method can be classified into two method:

Primary data

Secondary data

- **Primary data**

Data collected by a researcher is known as primary data. It is collected by a person for his own use obtained from finding. This is considered as first-hand information. This is that data which is collected by us to meet our own specific purpose. The data is collected by the mean of questionnaire filled in by employees at different posts of Nagpur Area Office. This method of data collection is very popular particularly in big organizations.

THE RESEARCH APPROACH:

Survey method

THE RESEARCH INSTRUCTION:

Questionnaire and Interview

THE RESPONDENT:

The employees of the organization.

- **Secondary data**

Secondary data means data that are already available i.e. they refer to data which has already

been collected and analysed by someone else. This type of data information can also be used by the

researcher for his use as second hand information sources through which secondary data can be collected. Secondary data may either be published data or unpublished data:

Published data used here is from:

- 1) Annual report of the company
- 2) Newspaper, etc.

SAMPLING SIZE

The sampling size on which the analysis is based is 50.

SAMPLING TECHNIQUES

The sampling technique used for carrying out this study is RANDOM sampling technique.

PREPARATION OF REPORT AND PRESENTATION OF REPORT

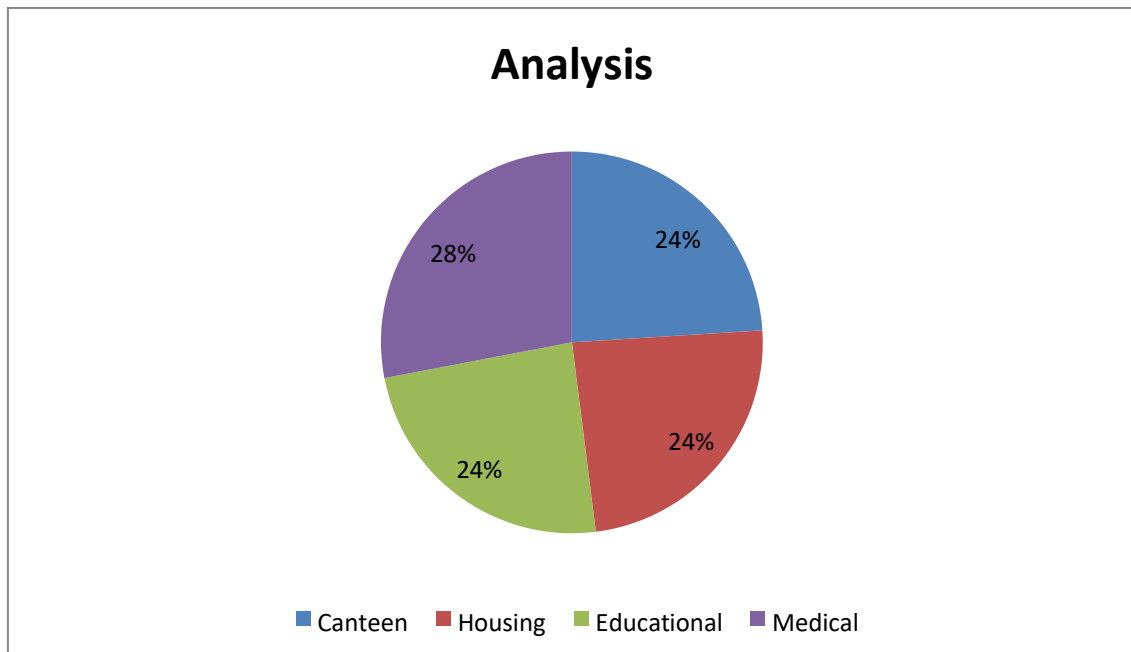
Finally, the researcher must prepare a final report along with conclusion and suggestion.

DATA ANALYSIS AND INTERPRETATION

DATA ANALYSIS & INTERPRETATIONS

1) How many facilities provided by the company to you?

Sr. No.	Facilities	Respondent
1	Canteen	12
2	Housing	12
3	Education	12
4	Medical	14
5	TOTAL.	50

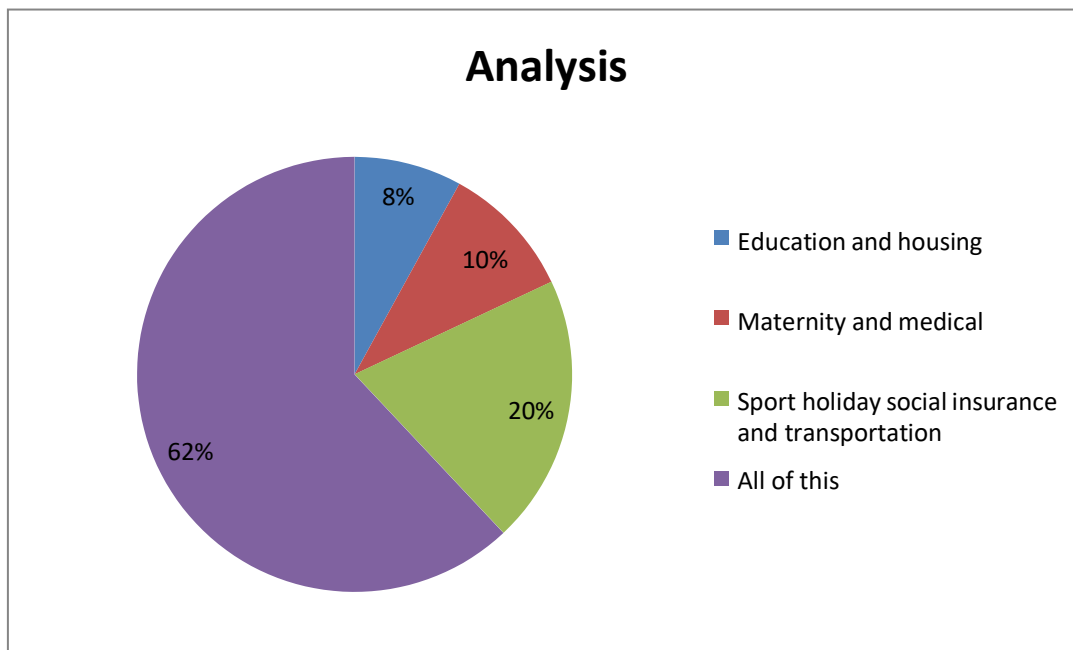


Interpretation:

From the above table, the employees say that the medical facilities available to each employee working in the WCL (SILLEWARA) and indirectly reduced the burden on their pocket, and many of the employees tell that they are availed the education, canteen and housing facilities.

2) **How many special facilities have you availed?**

Sr. No.	Special Facilities	Respondent
1	Education and housing	4
2	Maternity and medical	5
3	Sport holiday social insurance and transportation	10
4	All of this	31
	TOTAL	50

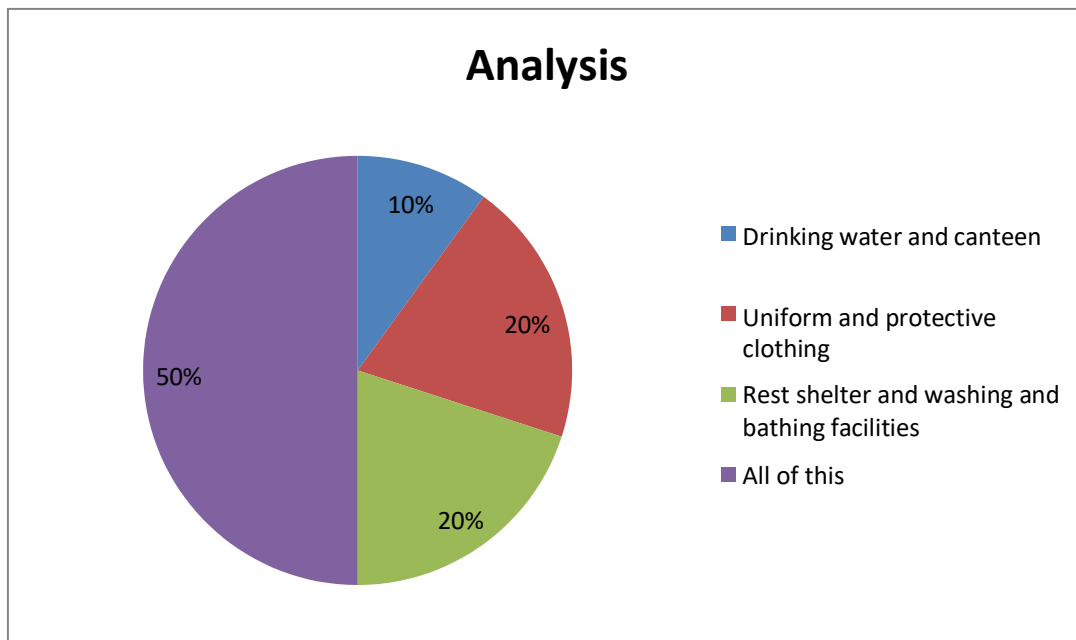


Interpretation:

From the above table, it's mentioned that maximum employees have availed special facilities and few of the employees whose joining before the 4 to 5 year ago, they only availed sport, holiday, social insurance and transportation facilities and rest of the employees who is working as a trainee, they only availed medical, education and housing facilities in any critical condition.

3) How many facilities are you availed on routine basis?

Sr. No.	Routine facilities	Respondent
1	Drinking water and canteen	5
2	Uniform and protective clothing	10
3	Rest shelter and washing and bathing facilities	10
4	All of this	25
	TOTAL.	50

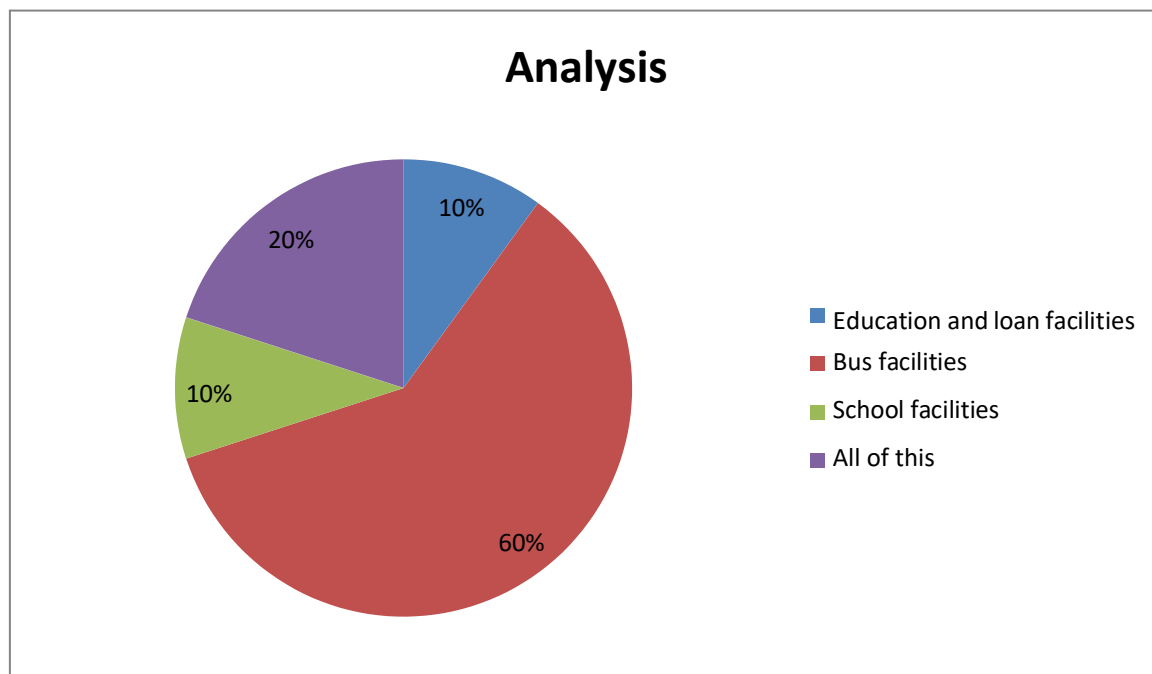


Interpretation:

From the above table mentioned that all the routine facilities availed to the employees at the time and they satisfied their routine facilities, the employees need have fulfil according to their want at the time, they want fresh and clean water after the working hour, they also want uniform and protective clothing when working on a underground(U/G) mining. If any problem in a working hour they also want rest shelter and washing and bathing facilities in a routine basis.

4) How many facilities are provided for education of children to employees?

Sr. No.	Facilities for Children	Respondent
1	Education and loan facilities	5
2	Bus facilities	30
3	School facilities	5
4	All of this	10
	TOTAL	50

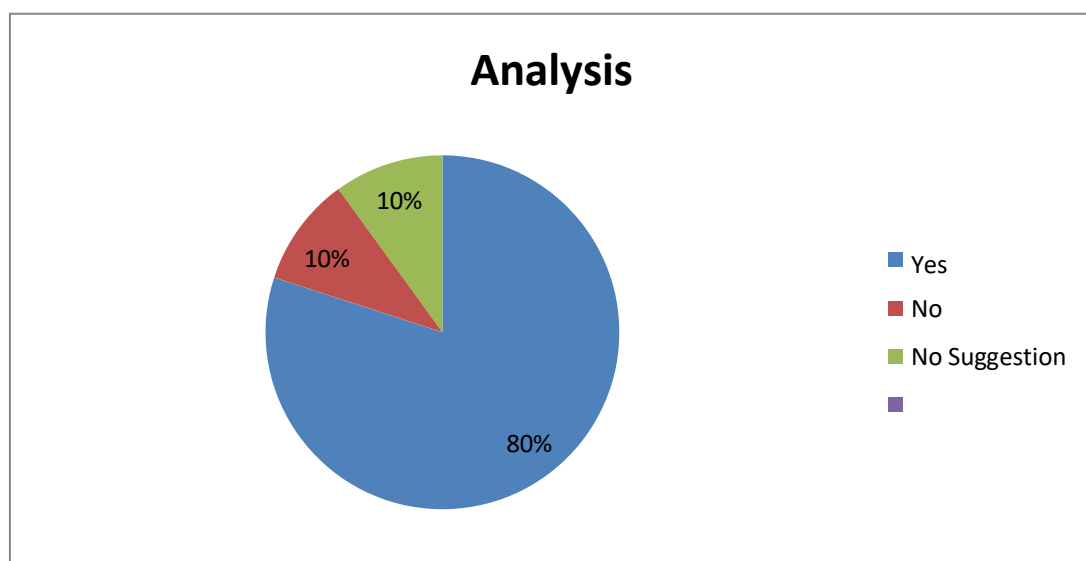


Interpretation:

From the above table, it is observed that the children of WCL employees have availed the bus facilities for take care and easily reach the school in proper time, they don't face any problem of transportation. As compared to education and loan facilities and school facilities is less use by the employees for their children because of the government school have less provided information and didn't have new technology for teach a student and present scenario there are lots of well school in every city, i.e. the reason the employees don't admit their children in government school.

5) Are you getting wages / salary per basic minimum criteria allotted by government?

Sr. No.	Wages/Salary	Respondent
1	Yes	40
2	No	5
3	No Suggestion	5
	TOTAL	50

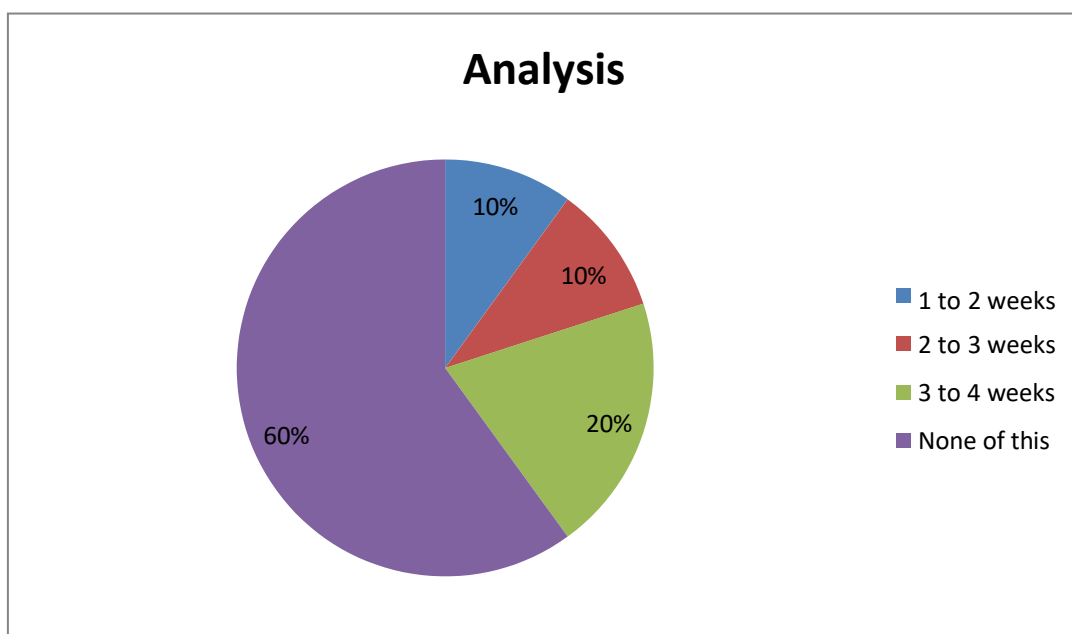


Interpretation:

From the above table, the employees of WCL are fully satisfied in their wages/salary as per the working hours allotted by government. Wages/salary should be enough flexible to each employee. Any company pay the fair wages/salary to the employees, to improve motivational and morale of employees and to improve union management relations.

6) How much time it will take for sanctioning special welfare facilities?

Sr. No.	Special facilities	Respondent
1	1 to 2 weeks	5
2	2 to 3 weeks	5
3	3 to 4 weeks	10
4	None of this	30
	TOTAL	50

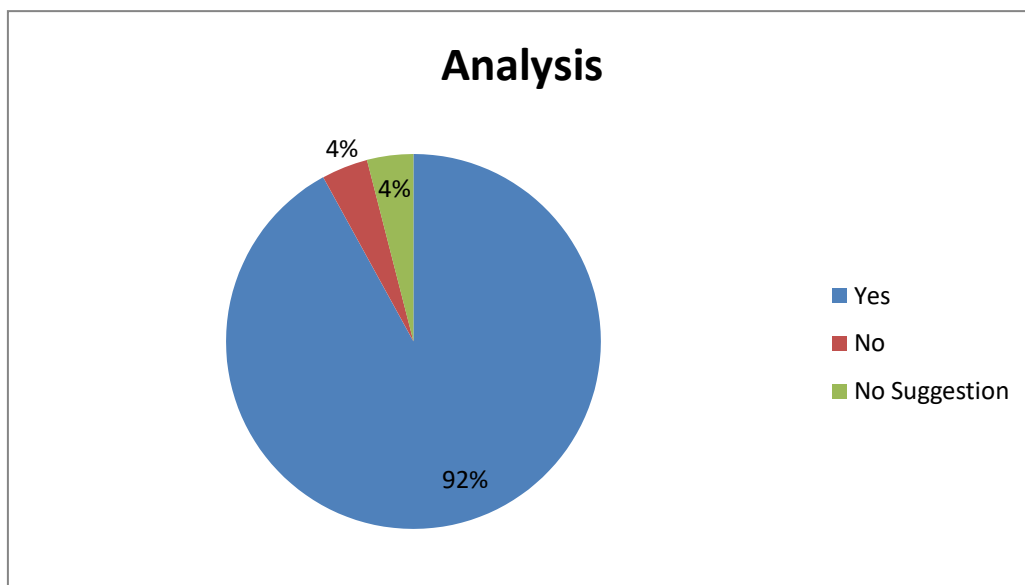


Interpretation:

From the above data collection, Special Welfare facilities provided by WCL can those be sanctioning within a time period of 2 month there is no exiting for making the progress. Quite late for the employees. If any emergency how to manage employees without any special facilities i.e. the reason employee wants special benefits within 2 months

7) Is there suitable ventilation and good environment in the work place?

Sr. No.	Ventilation and good environment	Respondent
1	Yes	46
2	No	2
3	No Suggestion	2
	TOTAL	50

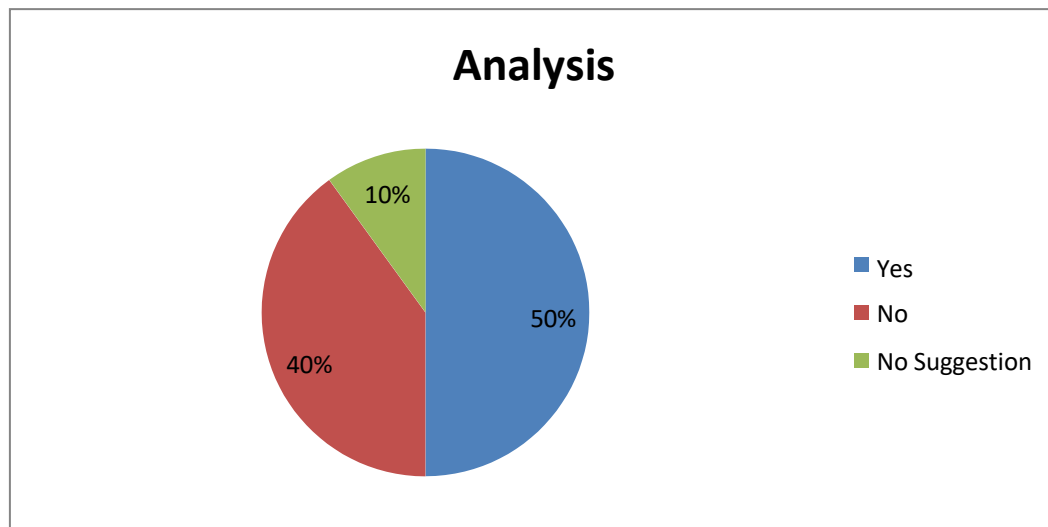


Interpretation:

From the above table, every employee says that, there are suitable ventilation and good environment in the work place but they the staff of the company is no supportive and they always talk rudely and well attitude staffs. But otherwise the suitable environment in the workplace and colleagues is very helpful.

8) Is the work place regularly cleaned?

Sr. No.	Work place (clean)	Respondent
1	Yes	25
2	No	20
3	No Suggestion	5
	TOTAL	50

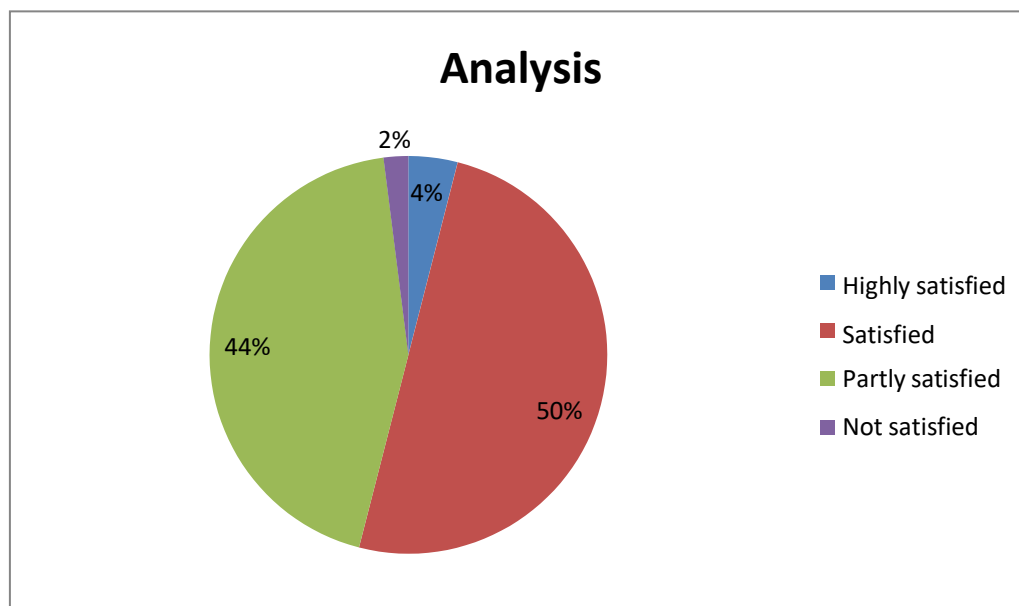


Interpretation:

From the above table, shows that the workplace is regularly clean and hygienic in the point of view of employees, we focus on the hygiene and health related matter so that permanently appointing swipers. And the workplace of employees are mine which is underground (U/G) and open caste (O/C)

9) How much are you satisfied by the procedure of availed routine and special welfare facilities ?

Sr. No.	Satisfied	Respondent
1	Highly satisfied	2
2	Satisfied	25
3	Partly satisfied	22
4	Not satisfied	1
	TOTAL	50

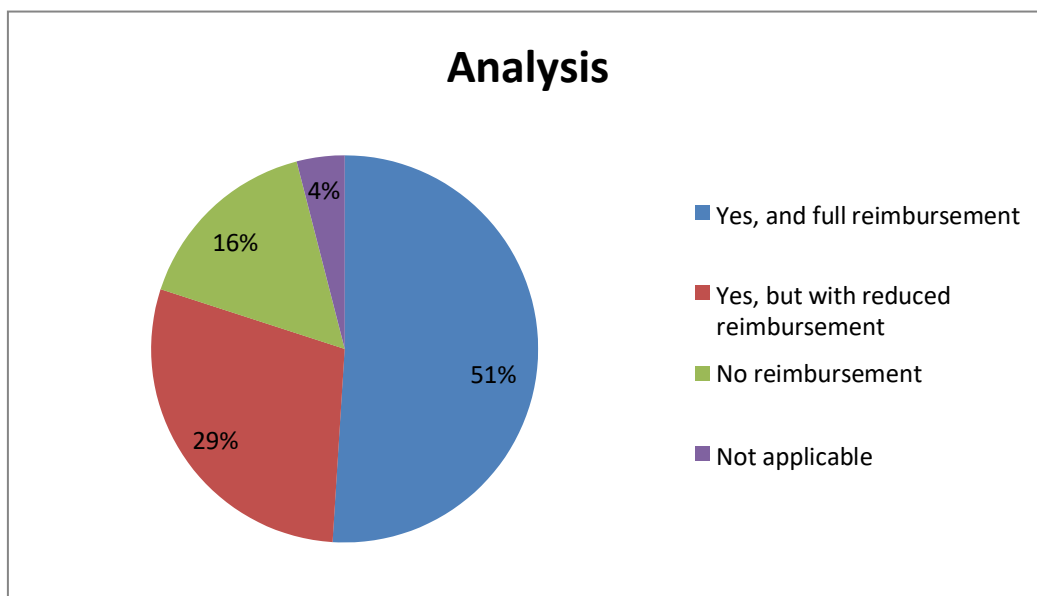


Interpretation:

From the above table, the employees are satisfied the procedure of availed routine facilities and the special facilities. Because of the routine facilities is available in the time but the special facilities are not available in proper time when they need i.e. the reason the employees only satisfied.

10) Do you get medical reimbursement on time?

Sr. No.	Medical reimbursement	Respondent
1	Yes, and full reimbursement	26
2	Yes, but with reduced reimbursement	15
3	No reimbursement	8
4	Not applicable	2
	TOTAL	50

**Interpretation:**

From the above table, the reimbursement facilities are availed to all employees at the time and the employees agree that they get full medical reimbursement. And, some of the employees says that they get medical reimbursement when emergency time only.

HYPOHESIS TESTING

HYPOTHESIS TESTING

H0: Employees welfare facilities do not contribute to increase in productivity and profitability of Sillewara Area Office WCL.

H1: Employees welfare facilities contribute to increase in productivity and profitability of Sillewara Area Office WCL.

Hypothesis Testing:-

From above study it is found that Hypothesis Number. H1-“ Employees welfare facilities contribute to increase in productivity and profitability of Sillewara Area Office WCL.” is found to be true so it is accepted and alternate hypothesis that is H0- “Employees welfare facilities do not contribute to increase in productivity and profitability of Sillewara Area Office WCL.” It is rejected.

**CONCLUSION
AND
LIMITATION**

CONCLUSION

The employees of the organization are found to be satisfied with the facilities provided to them by the company. They still want to focus on family welfare. They want that the time period for the sanctioning special welfare should be reduced. A neat, clean and peaceful environment of the organization helps in maintaining satisfaction and enthusiasm to perform work among the employees. The employees of the Milleara Area Office of WCL are satisfied with the routine welfare facilities which they are availing on a regular basis.

- The routine welfare facilities are availed by the minimum employees in the organization by filling an application with the proof and the time required is also high.
- The time required for sectioning the special welfare facilities is more than 1 month.
- The process if availing special facilities is very lengthy and hence it can be availed by the following process

LIMITATIONS

- 1) The study does not cover the entire work for as sampling size is 50.
- 2) The study is based on a class of employees i.e. officer, clerk. Labour etc.
- 3) The result depends upon on the answers received from respondent which may be biased.

**RECOMMENDATIONS
AND
SUGGESTIONS**

RECOMMENDATIONS AND SUGGESTION

- 1) Sanctioning time of special welfare facilities should be reduced.
- 2) New facilities should be added to the existing ones by early action taken by management.
- 3) Medical reimbursement should also be continuous after the retirement for him/her as well as their families.
- 4) Bathing and toilet facilities should be improved.
- 5) Drinking water not available pure because of RO plant not working.
- 6) All facilities provided by the company is very good, but it should be done with proper guiding and with requirement of materials.

BIBLIOGRAPHY

BIBLIOGRAPHY

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Websites:

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www.coalindia.nic.in

QUESTIONNAIRE

AN ANALYSIS OF EMPLOYEES WELFARE FACILITIES AT WCL

NAME:-----

CONTACT NO.:-----

ADDRESS:-----

1) How many facilities provided by the company to you?

- a) Canteen
- b) Housing
- c) Education
- d) Medical

2) How many special facilities have you availed?

- a) Education and housing
- b) Maternity and Medical
- c) Sport, holidays, social insurance and transportation
- d) All the above

3) How many facilities are you availing on routine basis?

- a) Drinking water and canteen clothing
- b) Uniform and protective
- c) Rest shelters and washing and bathing facilities
- d) All the above

4) How many facilities are provided for education of children to employees?

- a) Education loan facilities
- b) Bus facilities

c) School facilities

d) All the above

5) Are you getting wages / salary per basic minimum criteria allotted by government?

a) Yes

b) No

c) No suggestion

6) How much time it will take for sanctioning special welfare facilities?

a) 1 to 2 weeks

b) 2 to 3 weeks

c) 3 to 4 weeks

d) None of this

7) Is there suitable ventilation and good environment in the work place?

a) Yes

b) No

c) No suggestion

8) Is the work place regularly cleaned?

a) Yes

b) No

c) No suggestion

9) How much are you satisfied by the procedure of availed routine and special welfare facilities?

a) Highly satisfied

b) Satisfied

c) Partly satisfied

d) Not satisfied

10) Do you get medical reimbursement on time?

a) Yes, and with full reimbursement

b) Yes, but with reduced reimbursement

c) No reimbursement

d) Not applicable