

A STUDY ON THE COVID WELFARE MEASURES UNDERTAKEN BY THE ORGANISATIONS DURING THE PANDEMIC TIME

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

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SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **ANSOLOM CHRISTOPHER J 40410017** who carried out the project entitled **"A STUDY ON THE COVID WELFARE MEASURES UNDERTAKEN BY THE ORGANISATIONS DURING THE PANDEMIC TIME"** under my supervision from January 2022 to March 2022.

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DECLARATION

I **ANSOLOM CHRISTOPHER J (40410017)** hereby declare that the Project Report entitled “**A STUDY ON THE COVID WELFARE MEASURES UNDERTAKEN BY THE ORGANISATIONS DURING THE PANDEMIC TIME**” done by me under the guidance of **DR.N.KUMAR, MA, MPhil, MBA, PhD Assistant professor** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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ABSTRACT

Most of the companies are afraid of reopening their offices and going back to the traditional way of working as they understand the responsibility and the risks of the Covid-19. While WFH may not be a replacement for the traditional way of working, it is a good way to supplement the operations of any organization. WFH may result in more productivity and is more time-efficient as it removes the need to travel to the office, which also results in more savings from the employee; WFH needs certain things to be successful.

Covid welfare measures increase the productivity of organization and promote healthy relations thereby maintaining peace. Facilities like housing schemes, medical benefits, and education and recreation facilities for employees' families help in raising their standards of living.

Primary objective of this study is to study the effectiveness of Covid welfare measures undertaken by the organizations during pandemic time. Secondary objectives are to understand the WFH facilities provided by the organizations, assess the working conditions and nature of the job during work from home, understand the direct monetary & healthcare benefits provided by the organizations and understand the mental stress management measures made by the organizations.

Convenience sampling method has been used in the research work. Multiple choice questions have been chosen to collect the responses from 180 employees from multiple companies in Chennai. The data collected has been analyzed through various statistical tools like Karl Pearson's Correlation, Chi-square test and One-way Anova test. Numerous new findings has been derived from this research has helped to provide few suggestions for the improvement in the Covid welfare measure activities during the pandemic time.

CHAPTER 1

1. INTRODUCTION

In March 2020, the World Health Organisation (WHO) declared COVID-19 a pandemic, and soon enough, many countries around the world started announcing lockdowns and strict social distancing, respiratory hygiene and handwashing protocols to control the global and rapid spread of the disease.

While many essential service providers had to still travel to their workplaces every day, most other offices transitioned to work from home for all employees. This meant that all kinds of professionals, from those working in IT to journalists and moviemakers, shifted from structured workstations to the confines of their homes.

Nine months on, the offices that can still function perfectly without requiring the physical presence of their employees are choosing to continue to do so. Such a huge and prolonged shift was always likely to have a deep impact on all the affected professionals globally.

A new study published in the Journal of Occupational and Environmental Medicine highlights some of the major health issues that have arisen due to working from home.

A study into working from home

The study, conducted by researchers at the University of South California, set out to understand the impact of social, behavioural and physical factors on the wellbeing of office employees during the early COVID-19 work from home (WFH) phase. The researchers created a questionnaire which was deployed between April and June 2020. While nearly 1,000 respondents participated in the survey, the researchers picked 988 as valid for their study. They then conducted mechanisms like linear regression, multinomial logistic regression, and chi-square tests to understand the factors that were associated with the overall physical and mental health status of the participants. They also used the same methods to understand which physical and mental health issues were new and had only emerged during this WFH phase.

Some effects of work from home

They found that employees across the board reported working at least one-and-a-half hours extra during WFH and were most likely to have less job satisfaction and increased neck pain. They also found that over 64 percent of the respondents had one or more new physical health issues while almost 75 percent of the participants reported one new mental health issue.

The study also illustrated the differential impact WFH had on women, employees with kids, and those with a lower income.

For example, the study showed that female employees with lower annual incomes were more likely to report two or more physical and mental health issues than employees who earned better salaries. They also had a significantly higher incidence of depression.

Almost 75 percent of the employees reported they had increased their working hours, while more than 33 percent said they had scheduled their own work to suit others. Both these categories of employees also reported new physical and mental health issues.

Handling WFH as it continues

Unsurprisingly, almost all employees decreased their levels of physical activity and exercise while also reporting an increase in overall food intake. This not only correlated with a decrease in their mental wellbeing but also correlated with an increase in junk food consumption. Having a pet — which is usually considered to improve mental health and physical activity — did not have any impact at all according to the study's findings.

Employees who were parents to infants reported better mental health while those with toddlers showed better physical health. However, the researchers found that these parents were more at risk of developing new mental or physical health issues in the coming months as the novelty of the situation dies down. On the other hand, living with at least one teenager reportedly lowered the risk of new health issues, physical or mental, from emerging.

Notably, the researchers concluded that most of these issues arose from the fact that not all these employees had a separate area of work. Only about 33 percent of the respondents reported having a dedicated space for work at home and at least 47.6 percent shared their home workspace with others.

The researchers thus recommend that as WFH continues; designating a separate space for work is most likely to have a positive impact on employees. Setting the appropriate view, lighting,

and temperature in the workspace and distance from others at home during working hours is also likely to lower the risk of developing new physical and mental health issues.

Is work from home (WFH) the new normal?

Is WFH better than working at a designated workplace?

Is it just a temporary measure or is it here to stay?

Why are companies not keen on opening right now?

Is WFH a feasible solution considering that people are complaining about the barrier between work and life disappearing almost entirely?

We must face the fact that working from home is nothing new and has been around for a while. It was not thought up at the moment when the pandemic happened, but it was already a reality. Many companies and organizations have already been practicing WFH even before the outbreak of COVID-19 which offered flexibility to their employees. There is nothing abnormal about WFH. In certain industries, just about everything can be done and managed from home, including meetings, daily tasks, scrums, follow-ups, etc.

It is not a practical option for those who are in manufacturing, hospitality, performing arts and heavy industries, WFH is a new thing for such organizations that have never had it as a part of their culture. In trying times like these, WFH is a saviour for many companies that would have otherwise shut down and cost billions of professionals their jobs. Even leading PSUs and the government sector, that previously never accepted the idea of WFH have embraced it for the greater good.

What are the benefits of Work from Home?

WFH has many benefits and is better such as:

- employees are safe from getting infected
- can practice social distancing with ease, and
- are comfortable while working.
- It is also preferred as the virus can reappear in patients who made a full recovery.

Therefore, WFH complies with the guidelines issued by WHO in terms of social distancing and kept isolated from the rest of the world. WFH has been instrumental in maintaining the social distancing norms which would have been impossible otherwise.

The only thing left that the companies should look after is the proper and efficient management of the workforce with the help of digital tools and ensuring that everyone is doing their respective tasks.

Protection of data and better communications is also something that should not be skipped over as WFH becomes a long-term alternative, companies should invest in improving data security and infrastructure.

COVID-19: Why are companies afraid of reopening workplaces?

As of now, most of the companies are afraid of reopening their offices and going back to the traditional way of working as they understand the responsibility and the risks of the virus. Even a

single employee getting infected can wreak havoc in the workplace, which will spell nothing but disaster for the entire company. Organizations that have their employees working from home are taking all the possible measures to prevent the further spread of the virus. One thing is assured that when the offices reopen, everyone will be making huge changes to ensure a safe and virus-free environment in their workplaces.

While WFH may not be a replacement for the traditional way of working, it is a good way to supplement the operations of any organization. WFH may result in more productivity and is more time-efficient as it removes the need to travel to the office, which also results in more savings from the employee, WFH needs certain things to be successful. Building good communication and trust is vital as well as establishing guidelines that clarify what good work ethics are. Adaptation is the need of the hour and those showing resilience will not have trouble down the line.

While there are many benefits, health and productivity wise, to work from home right now, it also comes with its own set of challenges.

Working remotely could sometimes lead to differences between managing your own personal and professional space.

Traditionally, when you work from an office setup, the mindset is focused towards work and home chores are the least of your concerns, which might not be true in a home-setup. Also, staying inside home for long periods of time can also take a toll on one's mental wellness. Hence it is extremely important for organizations to create a company culture in which there is a constant touch with colleagues and there is enough digital engagement happening for employees even when they are remote.

Overall, these are testing times for all of us. Organizations and individuals need to come together to build a culture that will be less disruptive and beneficial for both parties. As the world recovers from the pandemic, it is important to understand that we are venturing into uncharted waters and there are many new things to learn.

1.1. Definition:

Labour welfare has been defined in various ways, though unfortunately no single definition has found universal acceptance. The Oxford Dictionary defines labour welfare as “efforts to make life worth living for employee”

Chamber's Dictionary defines welfare as “a state of faring or doing well; freedom from calamity, enjoyment of health, prosperity.”

The ILO report refers to labour welfare as “and congenial surroundings and provided with amenities conducive to such services, facilities, and amenities, which may be established in, or in the vicinity of undertakings to enable persons employed therein to perform their work in healthy good health and high morale”

The project is based on welfare facilities. The subject of the study was “a study on Covid welfare measures with special reference to Organizations”. 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 so as to retain the employees for longer duration. The Covid welfare measures need not be in monetary terms only but in any kind/forms. Covid 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 employees and their families.

Labor welfare entails all those activities of employer which are directed towards providing the employees with certain facilities and services in addition to wages or salaries.

WELFARE MEASURES

Covid welfare defines as “efforts to make life worth living for workmen”. These efforts have their origin either in some statute formed by the state or in some local customs in collective agreement or in the employer’s own initiative.

- To give expression to philanthropic and paternalistic feelings.
- To win over employee’s loyalty and increase their morale.
- To combat trade unionism and socialist ideas.
- To build up stable labour force, to reduce labour turnover and absenteeism.
- To develop efficiency and productivity among employees.
- To save oneself from heavy taxes on surplus profits.
- To earn goodwill and enhance public image.
- To reduce the threat of further government intervention.
- To make recruitment more effective (because these benefits add to job appeal).

PRINCIPLES OF COVID WELFARE SERVICE:

Following are generally given as the principles to be followed in setting up a Covid welfare service:

- The service should satisfy real needs of the employees. This means that the manager must first determine what the employee’s real needs are with the active participation of employees.

- The service should such as can be handled by cafeteria approach. Due to the difference in Sex, age, marital status, number of children, type of job and the income level of employees there are large differences in their choice of a particular benefit. This is known as the cafeteria approach. Such an approach individualizes the benefit system though it may be difficult to operate and administer.
- The employer should not assume a benevolent posture.
- The cost of the service should be calculate and its financing established on a sound basis.
- There should be periodical assessment or evaluation of the service and necessary timely on the basis of feedback.

1.2 STATEMENT OF THE PROBLEM

As of now, most of the companies are afraid of reopening their offices and going back to the traditional way of working as they understand the responsibility and the risks of the virus. Even a single employee getting infected can wreak havoc in the workplace, which will spell nothing but disaster for the entire company. Organizations that have their employees working from home are taking all the possible measures to prevent the further spread of the virus. One thing is assured that when the offices reopen, everyone will be making huge changes to ensure a safe and virus-free environment in their workplaces.

While WFH may not be a replacement for the traditional way of working, it is a good way to supplement the operations of any organization. WFH may result in more productivity and is more time-efficient as it removes the need to travel to the office, which also results in more savings from the employee, WFH needs certain things to be successful. Building good communication and trust is vital as well as establishing guidelines that clarify what good work ethics are. Adaptation is the need of the hour and those showing resilience will not have trouble down the line.

The main problems that are occurred in organizations are less productivity, absenteeism, employee stress etc., and the reason for that is the employees are not satisfied with their welfare facilities that are provided by the organizations during this pandemic period.. This research will helpful to know the employee's expectations and their needs, changes that are have to be done in their working environment. So that the management can be able to adapt the changes in the working place according to employee's expectations.

1.3 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVE

To study the effectiveness of Covid welfare measures undertaken by the organizations during pandemic time.

SECONDARY OBJECTIVES

- To understand the WFH facilities provided by the organizations.
- To assess the working conditions and nature of the job during work from home.
- To understand the direct monetary & healthcare benefits provided by the organizations.
- To understand the mental stress management measures made by the organizations.
- To give suggestions for the improvement in the Covid welfare measure activities during the pandemic time.

1.4 NEED FOR THE STUDY

- Covid welfare measures increase the productivity of organization and promote healthy relations thereby maintaining peace.
- Facilities like housing schemes, medical benefits, and education and recreation facilities for employees' families help in raising their standards of living. This makes employees to pay more attention towards work and thus increases their productivity.
- Employers get stable labor force by providing welfare facilities. Employees take active interest in their jobs and work with a feeling of involvement and participation.
- If they provide better physical and mental health to employees and thus promote a healthy work environment.

1.5 SCOPE OF THE STUDY

- The study on the Covid welfare measures provides an attempt to know the extent of satisfaction of the employees towards those measures offered by the organizations during the pandemic time.
- The study would provide an idea about the various expectations of the Covid welfare measures offered and suggest the necessary changes to be done.
- The study also helps to get the opinion to the management about the various welfare measures offered to the employees while they work from home.

1.6. LIMITATIONS OF THE STUDY

- The study was conducted only among 180 respondents working in various organizations. So, the overall result may vary from the result shown in this study.
- Time consumption for this study is less.
- There is a possibility for a respondent's bias in the opinion of the respondents while filling the questionnaire.

CHAPTER 2: REVIEW OF LITERATURE

According to Dr. parandikar, “labour welfare work is work for improving the health, safety and general well being and the industrial efficiency of the employee beyond the minimum standard laid down by labour legislation”. Welfare measures may also provided by the government, trade unions and non-government agencies in addition to the employer. The basic purpose of welfare is to enrich the life of employee and keep them happy and contended.

According to Randhir Kumar Singh The welfare measures involve three major aspects which are - occupational health care, suitable working time and appropriate salary. It refers to the physical, mental, moral, and emotional well-being of an individual (Aswathappa; 2004). The safe work environment provides the basis for the person to enjoy working. The work should not pose a health hazard for the person. The welfare measures aim at integrating the socio-psychological needs of employees, the unique requirements of a particular technology, the structure and processes of the organization and the existing socio-cultural environment. It creates a culture of work commitment in organizations and society which ensure higher productivity and greater job satisfaction to the employees.

According to Todd Covid welfare means anything done for the comfort and improvement, intellectual or social, of the employees over and above the wages paid which is not a necessity of the industry. •

The oxford dictionary definitions Covid welfare as “effort to make life worth living for workmen”. These efforts have their origin either in some statue formed by the state or in some local custom or in a collective agreement or in the employer’s own initiative.

The international labour organization defined “labour welfare as a term which is understood to include such service, facilities and amenities as may be established in or in the vicinity of undertaking to enable the persons employed in the to perform their work in healthy, congenial surroundings and to provide them with amenities conducive to good health and high morale”.

According to committee on labour welfare (CLW), welfare services should mean “such services, facilities, and amenities as adequate canteens, rest and recreation facilities, sanitary and medical facilities, arrangements for travel to and from place of work, and for the accommodation of employees employed at s distance from their homes; and such other services, amenities and facilities, including social security measures, as contribute to the conditions under which employees are employed.

The Encyclopaedia of social sciences has defined labour welfare work as “The voluntary 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 country and the conditions of the market.

1. Benefits of Labour Welfare Measures: Literature Review

Labour Welfare measures is a convenient term to cover all those aspects of industrial life which contribute to the well being of the Employees .It includes various facilities services and amenities provide to workers for improving their health , efficiency betterment and social status .The organisation should provide these facilities to Employees .It has challenge to keep labour welfare and keep our environment safe. The basic purpose of labour welfare is to enrich the life of employees and keep them happy and contented. Welfare facilities enable Employees to have a richer and more satisfying life. In order to maintain better industrial relations and stability in the organizations, these types of welfare facilities can go a long way in improving efficiency in the organizations. Employees have always been an integral part of an organisation and in this study an effort is put to realize the measures implemented to seek Covid welfare in service sector by the way of making their work life contented. It has been observed that the workers do not need only monetary benefits but non-monetary also.

2. Covid welfare is the key

Employees are undeniably crucial stakeholders who influence organisational effectiveness by stabilizing the tremors caused by business environment. Every organisation has an inexplicable role to play in providing welfare facilities to the stakeholders not just monetary but also non-monetary, which go beyond money of which employees are the one who make the cut if prioritized. A satisfied employee is the key ingredient for progress of every organisation and the concept of Covid welfare was and will always a part of organisational efficiency. These facilities may either be voluntarily provided by the progressive and enlightened employers at their will as a social responsibility towards employee, or laws may compel them to make provision for these facilities by the government and the trade unions. Employees have always been an integral part of an organisation and in this study an effort is put to realize the measures implemented to seek Covid welfare in service sector by the way of making their work life contented. This paper also draws empirical evidence by studying the impact of welfare measures on the employee's performance in both public and private organisations.

3. A study on Covid welfare measure with reference to IT industry

The present study is made an attempt to identify the Covid welfare measures adopted in IT industry. Covid welfare means anything done for the comfort and improvement of the employees over and above the wages paid which is not a necessity of the industry. The basic purpose of Covid welfare is to enrich the life of employees and keep them happy. Employees spend at least half their time at work or getting to it, or leaving it. They know that they contribute to the organization when they are reasonably free from worry and they feel that when they are in trouble/ problems, they are due to get something back from the organization. People are entitled to be treated as full human beings with personal needs, hopes and anxieties.

4. ORGANIZATIONAL CLIMATE AND JOB SATISFACTION

The concept of job satisfaction has been widely defined by different people. (Locke 1979) specified that job satisfaction is a pleasurable or positive emotional state resulting from the appraisal of one's job experiences. Spector (1997) refined the definition of job satisfaction to constitute an attitudinal variable that measures how a person feels about his or her job, including different facets of the job. Rice, Gentile and Mcfarlin (1991) defined job satisfaction as an overall feeling about ones job or career in terms of specific facets of job or careers (e.g. compensation, autonomy, coworkers). It can be related to specific outcomes, for example, productivity. Many studies on the determinants of job satisfaction in higher educational institutions in the developed world are available (Hickson and Oshagbemi, 1999; Brewer and McMahan- Landers, 2003 and Turrel, Price and Joyner, 2008). However, in developing countries such as Nigeria, efforts in this direction are scarce. Examples of investigated jobs are: Satisfaction among heads of post-primary institutions in Delta state, Nigeria (Whawho, 2008; Edem and Lawal, 2006).

5. An Organizational Study and a Study on Covid welfare with Special Reference to Sakthi Sugars Ltd, Appakudal.

Welfare is the measures of promoting the efficiency of employee. The various welfare measures provided by the employer will have immediate impact on the health, physical and mental efficiency, alertness, morale and overall efficiency of the worker and thereby contributing to the higher productivity. The basic propose of Covid welfare is to enrich the life of employees and to keep them happy and conducted. The objective of the study was to find out extend of utilization of Covid welfare facility by the workers. The design used in the project is descriptive type. The analytical tool used in the survey is percentage analysis. From the finding the research conclude

that the Covid welfare facilities are provided properly, in addition to that the research suggested some ideas to improve the welfare facilities. Some of the employee's suggestions are to improve the medical facilities and canteen facilities. Here, The researcher conclude that Sakthi Sugars is one of the best organizations in providing facilities to employees. Therefore, he have taken up a study on Covid welfare at SAKTHI SUGARS LTD., APPAKUDAL and hope that this study will be useful to the research and to the industry for satisfying their employees in the future period. Index Terms – Covid welfare, Productivity, Analytical Tool.

6. A Study on Satisfaction of Employees Towards the Organisation's Welfare Measures

Welfare to employees is one of the essential activities of the top management through Human Resource Department. It has multi-dimensional benefit to the organization like, employees retention in the organization for a longer period, fulfilling the legal requirements of the state and effective management of the Human resource. In the modern times, manager in organizations face one of the biggest challenges is to meet the requirements of their employees. Workforce requirements and expectations are to be fulfilled to contribute to reduce turnover and to increase productivity and innovation. Employees often expect some facilities in the work place and career development for the work they perform. In this paper the survey was conducted to analyze the factors influencing labour welfare at a product manufacturing company.

7. A Study of Labour Welfare Measures and Its Impact on Employees

Report of National Commission on Labour (2002), Government of India, made recommendations in the area of labour welfare measures which include social security, extending the application of the Provident Fund, gratuity and unemployment insurance etc. A Study done by P.R. China in 2003, Great expectations are being placed on rms to act with increasing social responsibility, which is adding a new dimension to the role of management and the vision of companies. They argue that social welfare activities are strategic investments for rm. They can create intangible assets that help companies overcome entry barriers, facilitate globalization, and outcompete local rivals. They are simple contribution, topic contribution, collaboration with non-prot organizations or government organizations, and establishment of corporation charity fund. Future research on corporate citizenship would be strengthened in philanthropic strategy and management.

8. A Study on the welfare measures and their Impact on QWL provided by the Sugar companies with reference to East Godavari District, Andhra Pradesh, India.

The Sugar factories play a vital role in human life. Sugar industry is one of the important industries of India for earning Foreign Exchange and giving employment to lakhs of workers. Because of being highly labour intensive industry it needs to concentrate more in the area of employee's welfare measures. East Godavari District in Andhra Pradesh, India has taken as a sample for this study, for identifying various methods and also to identify the effectiveness of the methods. The study shows that 15% of the employees are highly satisfied with their welfare measures. 22% of the employees are satisfied with their welfare measures. 39% of the employees are average with their welfare measures. 16% of them are in highly dissatisfied welfare measures play an important role in employee satisfaction and it results in improved quality of work life. This study throws light on the impact of welfare measures on QWL among the employees of Sugar factories in Andhra Pradesh.

9. COVID WELFARE MEASURES IN MEDIUM SCALE INDUSTRY

In the economic development of a country, industries play a significant role. Industries constitute the backbone of any economy of the country and the prosperity of any country is directly related to its industrial wealth and their judicious utilization. Covid welfare is an inclusive term including various facilities offered to employees of the industry. Covid welfare activities are those benefits provided to the employees by the employer on an intentional terms. The term "employee" and "labour" is used interchangeably in the study. In this study Covid welfare refers to welfare of labour /worker. Efficiency of the workforce is directly and indirectly linked with the conditions and environment under which they are required to work. Even the most sincere employee cannot contribute his productivity which is bound to increase when he is comfortable at the workplace and he is conscious of the welfare amenities. This explains why organization and nations take good steps to ensure the effectiveness of individual. Human beings endow with ideas, innovations, invention and thereby wealth for the benefit of employers and labour/ worker. A study on Covid welfare measures in Nashik MIDC throws light on statutory welfare measures.

10. Covid welfare Measures- A Study on Cement Corporation of India Units, in Thandur and Adilabad

Employee's welfare refers to "the efforts which are provided by the employer for the good life worth of its employees". Employees welfare means anything done for the comfort and intellectual, improvement or social, of the employees over and more than the wages paid which is

not a necessity of the industry.”Organizations provide welfare facilities to their employees to keep their motivation levels high enough. The Covid welfare schemes can be classified into two categories viz. Intra-mural and Extra-Mural. The Intra-Mural schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. The Extra-Mural schemes differ from organization to organization and from industry to industry. The main purpose of employees’ welfare is to enrich or develop the quality of life of employees and keep them satisfied and contented. Extra-Mural benefits are the result of employer’s generosity, enlightenment and philanthropic feelings. This paper contributes the in-depth of analysis of both Intra-Mural and Extra-Mural and its impact on employee satisfaction in Cement Corporation of India units in Thandur and Adilabad. And also focussed on layoff benefits, welfare measures providing by the organisation to its temporary employees.

11. The Study on Impact of Covid welfare Measures in Automobile Industry

This study explores the importance of welfare rule structures for understanding the effects of the firm compensation practices of the employee force. And by identify the areas to take timely correct action to improve the welfare and satisfaction of the employees. Employee plays an important role in the industrial production of the company. Hence, the organization should give cooperation to the employees in order to increase the production and to earn higher profits. Employee benefits constitute a major vehicle for the provision of income and security. It also helps in finding out the employees relations between the management. Employees are the pillar of the organization. They should be benefited by certain plans like pension plan, children education, Insurance etc. The social evils prevalent among the employee such as substance abuse are reduced to a greater extent by the policies.

12. EFFECTIVENESS OF COVID WELFARE IN MARUTI SUZUKI IN VARANASI REGION

Welfare of employee and his family members is an effective advertising and also a method of buying the gratitude and loyalty of employees. Covid welfare is a comprehensive term including various services, benefits and facilities offered by the employer. The basic purpose of labour welfare is to enrich the life of employees and keep them happy and contented. Welfare facilities enable workers to have a richer and more satisfying life. It raises the standard of living of workers by indirectly reducing the burden on their pocket. Welfare means improving, faring or doing well. It is a comprehensive term, and refers to the physical, mental, moral and emotional well-being of an individual. Further, the term welfare is a relative concept, relative in time and space. It therefore, varies from time to time, region to region and from country to country. Labour welfare

is an important aspect in every organization with some added incentives which enable the workers to lead a decent life.

13. Covid welfare measures in Auto sector

Covid welfare “ the efforts to make life worth living for workmen ”. Covid welfare means anything done for the comfort and improvement , Intellectual or social , of the employees over and above the wages paid which is not a necessity of the industry.”Organizations provide welfare facilities to their employees to keep their motivation levels high. The Covid welfare schemes can be classified into two categories viz. Statutory and non-statutory welfare schemes. The statutory schemes are those schemes that are compulsory to provide by an organization as compliance to the laws governing employee health and safety. The non statutory schemes differ from organization to organization and from industry to industry. The basic purpose of employees welfare is to enrich the life of employees and keep them happy and contented. Non-statutory benefits are the result of employers generosity, enlightenment and philanthropic feelings. It is one of many ways for people to feel heard, cared for, to be informed and to be involved. It is equally important to ensure that leaders and employees at all levels of the organization

14. IMPACT OF COVID WELFARE SCHEMES ON EMPLOYEE SATISFACTION

Employee satisfaction and engagement have been the prime focus of human resource managers. The contractual worker is the concept which is being adopted by many originations especially manufacturing industry to curtail the labour cost. It is being observed that neither principal employer nor contractor take serious concern about the welfare of contractual workers. This situation keeps contractual workers dissatisfied and sometimes we observe industrial disputes. In this study, researchers tried to identify the impact of welfare facilities on employee satisfaction. Apart from this, researchers observed the level of satisfaction of employees of both the groups for different welfare amenities being provided by their organization. This study was conducted in the manufacturing areas of Uttar Pradesh. The study shows that impact of different welfare amenities is different for the regular and contractual workers. For contractual workers job security and wages being paid, the level of hygiene, safety at work, transportation facility, training facilities & canteen facilities were on highest priority while for regular workers better working conditions, daily working hours & transport facilities were a major concern.

15. A Study on Labour Welfare Measures in Tamil Nadu State Transport Corporation, Villupuram Division

This paper analyses the Labour Welfare facilities provided in the State Transport corporation, Villupuram Division of Tamil Nadu. With the help of the sample respondents from the SETC, the labour welfare measures provided to the employees have been analysed and necessary solution has also been provided. The Human Resource is the potential of any country and the economic development of any nation depends on the effective mobilization of these resources. In order to make this resource effectively, the government of India has set up an Independent Ministry of HRD to improve the development of human resource. Labour, is a factor of production has certain characteristics apart from others assets like capital and land. And at the same time transport plays vital role in economic development. The attitude of a labour towards his work holds the key performance and unless a labour is enthusiastic, committed and devoted.

16. A STUDY ON COVID WELFARE MEASURES AT SOUTHERN POWER DISTRIBUTION COMPANY

The purpose of this study is to illuminate the importance and effectiveness of Covid welfare measures those routes for the employee satisfaction, motivation, morale, reduction of turnover and absenteeism, enrichment of life of employees and their enhancement in performance. The study entitled "A STUDY ON COVID WELFARE MEASURES AT APSPDCL, TIRUPATI," aims to find out the employee's awareness and satisfaction level with respect to the various welfare, working condition and social security schemes provided by the organization with the objectives, study the perception of the employees regarding the welfare measures, analyze the level of satisfaction of employees towards the welfare facilities and understand the awareness of welfare facilities among the employees provided by the organization. In this study the researchers took the sample size of 101 and applied 'Chi Square test' as an analytical tool for the study with the hypothesis. The study concludes that "there is no significant relationship between work experience and overall satisfaction" with the acceptance of H_0 , i.e., despite of work experience, majority of the respondents have expressed their satisfaction with regard to the Covid welfare measures provided, which is commendable. But still there is a scope for further improvement. So that efficiency, effectiveness and productivity can be enhanced and the employee can do the job more effectively.

17. A STUDY ON LABOUR WELFARE MEASUREMENT IN THE PRIVATE ENTERPRISES OF AMBATTUR INDUSTRIAL ESTATE, CHENNAI

After workers have been prepared and compensated they should be retrained and kept up to serve the associations better. Welfare offices are intended to deal with the prosperity of the workers. Workers are thought to be the foundation of the associations that makes the associations targets to materialize. The worker welfare and security measures are thought to be the integral part of the associations. It is the unimportant obligation of the association to give the welfare and security measures according to the Factory's act 1948. Welfare incorporates anything that is improved the situation the solace and change of workers and is given well beyond the wages. Welfare helps in keeping the confidence and inspiration of the representatives high in order to hold the workers for longer term. This paper aimed to study the labour welfare measure in the private manufacturing companies .It is a compressive term, and alludes to the physical mental, moral and passionate prosperity of a person. Representative welfare involves every one of those exercises of manager which are coordinated towards giving the workers certain offices and administrations notwithstanding wages or pay rates. Welfare needs are considered. Our welfare program tends to sick wellbeing, deprivation, directing, and business related anxiety, staff health and instruction help.

18. A STUDY ON LABOUR WELFARE MEASURES WITH REFERENCE TO SELECTED CEMENT INDUSTRY IN TELANGANA

The present study is undertaken to know the satisfaction levels of employees about Labour Safety, Health and Welfare Measures in KCSIL limited (Cement Division). The effectiveness of health, safety and welfare measures provided by the organization can provide better development to employee's status both socially and economically. Thus they are correlated with each other. For the purpose to attain current objective, the researcher has adopted to carry out the study by convenience random sampling method. The data were collected by questionnaires acquired from the working employees, covering almost all the departments of the organization. Sample of the study consists of 395 respondents. The results of the research revealed that majority of the employees are satisfied with all the health, safety and welfare measures prevailing in the organization.

19. Welfare Measures Enhances the Satisfaction level of Employees

Work contentment and Workers wellbeing deeds are one of the major factor which has to be keep in view as they are the dear possessions of an organization. Job satisfaction is the broad-spectrum

outlook concerning the work. An Covid welfare practice plays a very important role in the overall development of an organisation and its employees and provides motivational rip for the workforce. The Banking Industry has a vital role in the economy of the country. Bank of Baroda state owned nationalized banking and financial institution in India, it gives a special attention to the Covid welfare activities, they have a separate department to solve the employee grievances, so that the employees fell motivated and there level of gratify will be enhanced. This manuscript is staunch to swot lying on outcome of wellbeing process on worker's contentment in Indian Banking. The prime motto of the Covid welfare is to institute and uphold rapport at all the levels of administration by providing gratifying condition of service. The industrial welfare measures cover the whole gamut of activities to give the complete satisfaction to its employees, to make then a better civilian and develop their competence and fiscal pose. This paper will shows the clear depiction on the satisfaction level of the employees with the help of various welfare measures. For this purpose a study of 100 respondents was conducted from employees of "Bank of Baroda (BoB) Jaipur".

20. EMPLOYEES SATISFACTION & WELFARE MEASURES

Report of National Commission on Labour (2002), Government of India, made recommendations in the area of labour welfare measures which include social security, extending the application of the Provident Fund, gratuity and unemployment insurance etc. Shobha, Mishra & Manju Bhagat, in their "Principles for Successful Implementation of Labour Welfare Activities", stated that labour absenteeism in Indian 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. A. Sabarirajan, T. Meharajan, B.Arun (2001) analyzed the study on Covid welfare in Textile industry. The study shows that 15% of the employees are employees are satisfied with their welfare measures. 39 % of the employees is average with their welfare measures. 16% of them are in highly dissatisfied level. This study throws light on the impact of welfare measures on QWL among the employees of textile mills in Salam district." While describing the Welfare in Indian INDUSTRIAL SECTOR, A.J.Todd (1933) was analyzed 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.

CHAPTER 3

RESEARCH METHODOLOGY

Fundamental to the success of any formal marketing research project is a sound research design. A good research design has the characteristics of problem definition, specific methods of data collection and analysis, time required for research project and estimate of expenses to be incurred. The function of a research design is to ensure that the required data are collected accurately and economically. A research design is purely and simply the framework or plan for an analysis of data. It is a blue print that is followed in completing a study. It resembles the architect's blue-print (map) for constructing a house. It may be worthwhile to mention here that a research design is nothing more than the framework for the study ensures that the study will be relevant to the problem and the study will employ economical procedures.

Claire seltizetal defines Research Design as "Research design is a catalogue of the phases and facts relating to the formulation of a research effort. It is the arrangement of collection and analysis of data in a manner that aims to combine relevant to the research purpose with economy in procedure".

Three important about research design are

1. The design of investigation should stem from the problem
2. Whether the designs are productive in a given problem setting depends on how imaginatively they are applied. An understanding of the basic design is needed so that they can be modified to suit specific purpose
3. The three basic design are as follows
 - i. Exploratory Research design
 - ii. Descriptive Research design
 - iii. Casual Research design

The Research design used in the study is descriptive research design

3.1 RESEARCH DESIGN

Descriptive research design is also called explanatory design. This is the one that simply describes something such as demographic characteristics. The descriptive study is typically concerned with determining frequency with which something occurs or how two variables vary together.

3.2 SAMPLE SIZE

It refers to the number of elements of the population to sample. The sample size is 180 employees and samples are selected on the basis of convenient from multiple companies in Chennai.

3.3 DATA SOURCES

After identifying and defining the research problem and determining specific information required to solve the problem, the researcher's task is to look the type and sources of data which may yield the desired results. Data sources are of two types through which data is collected.

Data sources may be classified as

1. Primary data
2. Secondary data

PRIMARY DATA

Primary data is the original data collected by the researcher first hand. It is collected for the first time through field survey. These are those that are gathered specifically, for the problem at hand. The various sources for collecting primary data are questionnaire, observation, interview etc. The primary source used for the study is questionnaire.

SECONDARY DATA

Secondary data is the information which is already available in published or unpublished form. When the needed information is collected from the census of population available in a library means then it is a secondary data. It is also used for collecting historical data. The various sources of secondary data are books, periodicals, journals, directories, magazines, statistical data sources etc. The secondary source used for this study is company profile, scope, need, review of literature.

3.4 RESEARCH INSTRUMENTS

Research instrument are the instruments which is used for gathering or collecting information. The instruments used in the study are

1. Direct questions
2. Close end questions
3. Dichotomous questions
4. Multiple choice questions

DIRECT QUESTIONS

Direct questions are just what their names indicate. They explicitly ask for the desired data. However the directness of the question also relates to the way a response is interpreted.

CLOSE END QUESTIONS

Such questions are also called fixed alternative questions they refer to those questions in which the respondent is given a limited number of alternative response frame which he/she is to select one that most closely matches his/her opinion or attitude.

DICHOTOMOUS QUESTIONS

A dichotomous question refers to one which offers the respondent a choice between only two alternatives and reduces the issue to its simple terms. The fixed alternatives are of the type, yes/no, agree/disagree, true/false etc.

MULTIPLE CHOICE QUESTIONS

A multiple choice question refers to one which provides several set alternatives for its answers. Thus, it is a middle ground between free answers and dichotomous question.

3.5 SAMPLING

Collecting data about each and every unit of the population is called census method. The approach, where only a few units of population under study are considered for analysis is called sampling method. There are two main categories under which various sampling method can be put.

The two categories are

1. Probability sampling
2. Non-probability sampling

The sampling method adopted for the study is convenience sampling under non-probability sampling.

NON-PROBABILITY SAMPLING

In non-probability sampling, the chance of any particular unit in the population being selected is unknown, since randomness is not involved in the selection process. But this does not mean that the findings obtained from non-probability sampling are of questionable value. If properly conducted their findings can be accurate as those obtained from probability sampling. The three frequencies used non-probability designs are

1. Judgment sampling
2. Convenience sampling
3. Quota sampling

3.6 CONVENIENCE SAMPLING:

In this method, the sample units are chosen primarily on the basis of the convenience to the investigator. The units selected may be each person who comes across the investigator.

3.7 SAMPLE FRAME:

A Sample frame may be defined as the listing of the general components of the individual units that comprise the defined population.

3.8 SAMPLE DESIGN

Sample design is the theoretical basis and the practice means by generalizing from characteristics of relatively few of the comprising population. It is the method by which the sample is chosen.

3.9 ANALYTICAL TOOLS

ANALYSIS USING KARL PEARSON'S CORRELATION:

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables. The Pearson product-moment correlation coefficient is a measure of the strength and direction of association that exists between two variables measured on at least an interval scale. It is denoted by the symbol r .

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

CHI- SQUARE TEST I – (χ^2)

A chi-squared test, also referred to as chi-square test or χ^2 test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

The χ^2 test was first used by Karl Pearson in the year 1900. The quantity χ^2 describes the magnitude of the discrepancy between theory and observation.

It is calculated using:

$$\chi^2 = \sum [(O_i - E_i)^2 / E_i] \text{ with } (n - 1) \text{ degrees of freedom. Where,}$$

O_i refers to the observed frequency & E_i to the expected frequencies. χ^2 was used as a test of independence and goodness of fit.

ONE WAY ANOVA

The ANOVA tests the null hypothesis that samples in two or more groups are drawn from populations with the same mean values. To do this, two estimates are made of the population variance. The ANOVA produces an F-statistic, the ratio of the variance calculated among the means to the variance within the samples. If the group means are drawn from populations with the same mean values, the variance between the group means should be lower than the variance of the samples, following the central limit theorem. A higher ratio therefore implies that the samples were drawn from populations with different mean values.

PERCENTAGES

Percentages refer to a special kind of ratio. Percentages are used in making comparison between two or more series of data. Percentages are used to describe relationships, it is expressed as.

$$\text{Percentage} = (\text{no of employees} / \text{total no of employees}) 100$$

CHARTS:

Charts are graphic displays of data for easy understanding of relative positions that is not always possible with descriptive words or numbers. Types of charts commonly used in business data presentation are: Bar and pie.

BAR CHARTS:

The bar chart is commonly used for presentation of qualitative data. The data can be continuous or discrete data, which are plotted against discrete data intervals. The vertical bar diagram, also called bar chart where the length or height of bars represent the numerical value of the event or measurement. Width or gap between the bars is of no significance to the bar chart data, but they are uniform in a diagram.

CHAPTER 4

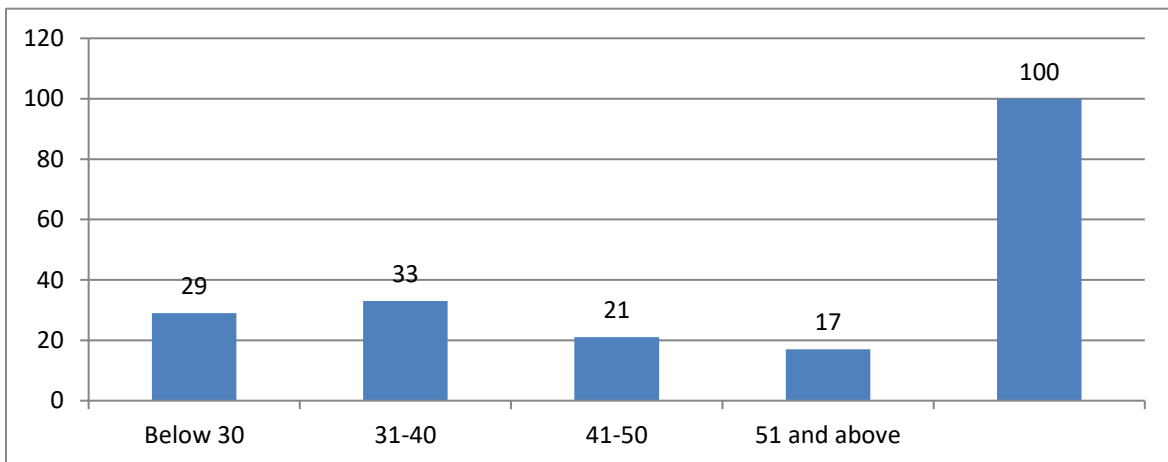
DATA ANALYSIS & INTERPRETATION

4.1. SIMPLE PERCENTAGE ANALYSIS

TABLE 1: TABLE SHOWING AGE CLASSIFICATION:

Particular	Number of respondents	Percentage
Below 30	53	29
31-40	60	33
41-50	37	21
51 and above	30	17
Total	180	100

CHART 1: CHART SHOWING AGE CLASSIFICATION



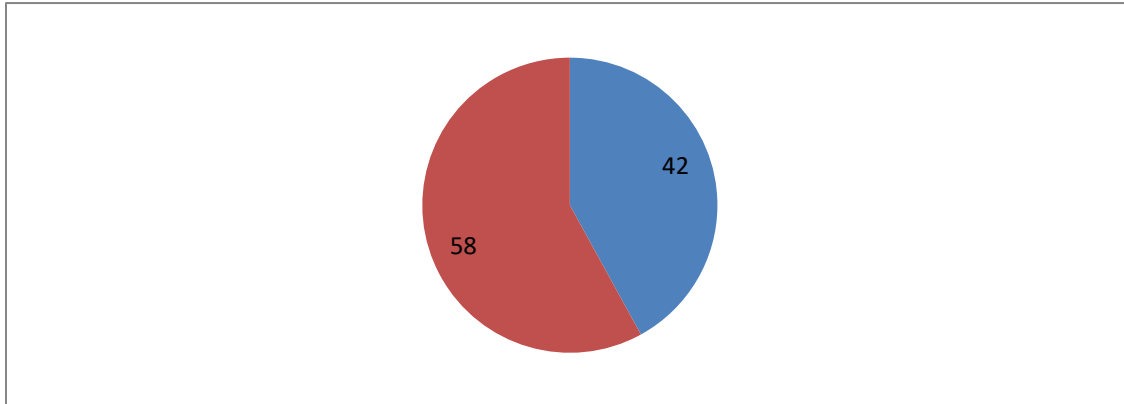
INFERENCE:

The Above table shows that there are 33 % of the respondents at the age of 31-40 years, 29% of the respondents at the age below 30 years, 21% of the respondents are between 41-50 years and 17% of the respondents are at the age of above 51 years. Therefore 33 % of the respondents are at the age of 31-40 years.

TABLE 2: TABLE SHOWING GENDER WISE CLASSIFICATION:

Particular	Number of respondents	Percentage
Male	75	42
Female	105	58
Total	180	100

CHART 2 : CHART SHOWING GENDER WISE CLASSIFICATION:



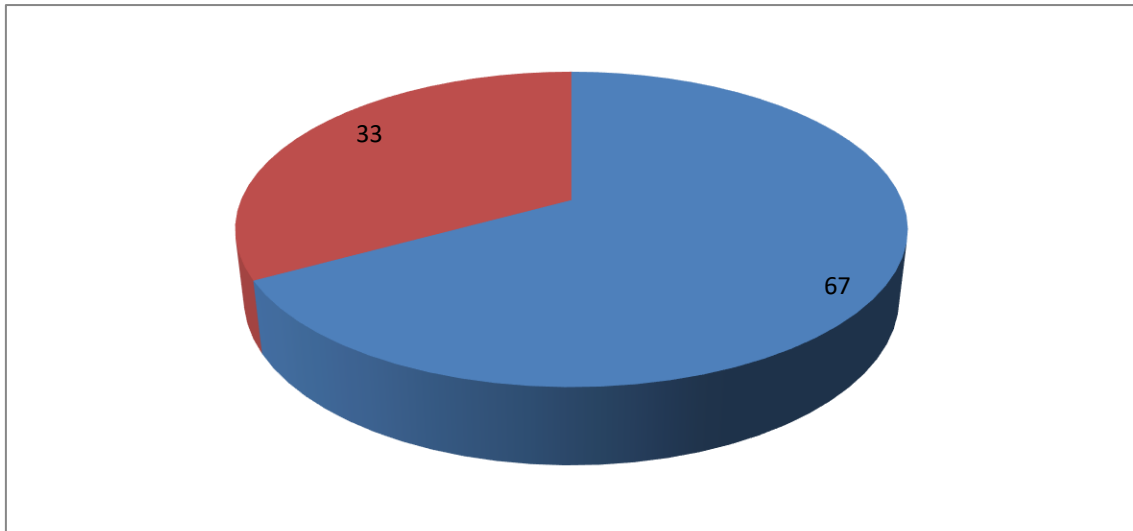
INFERENCE:

The above table shows that there are 58 % of the respondents are female and 42 % of the respondent are male. Therefore 58% of the respondents are female.

TABLE 3: TABLE SHOWING MARTIAL STATUS:

Particulars	Number Of Respondents	Percentage
Married	180	67
Unmarried	60	33
Total	180	100

CHART 3: CHART SHOWING MARTIAL STATUS :



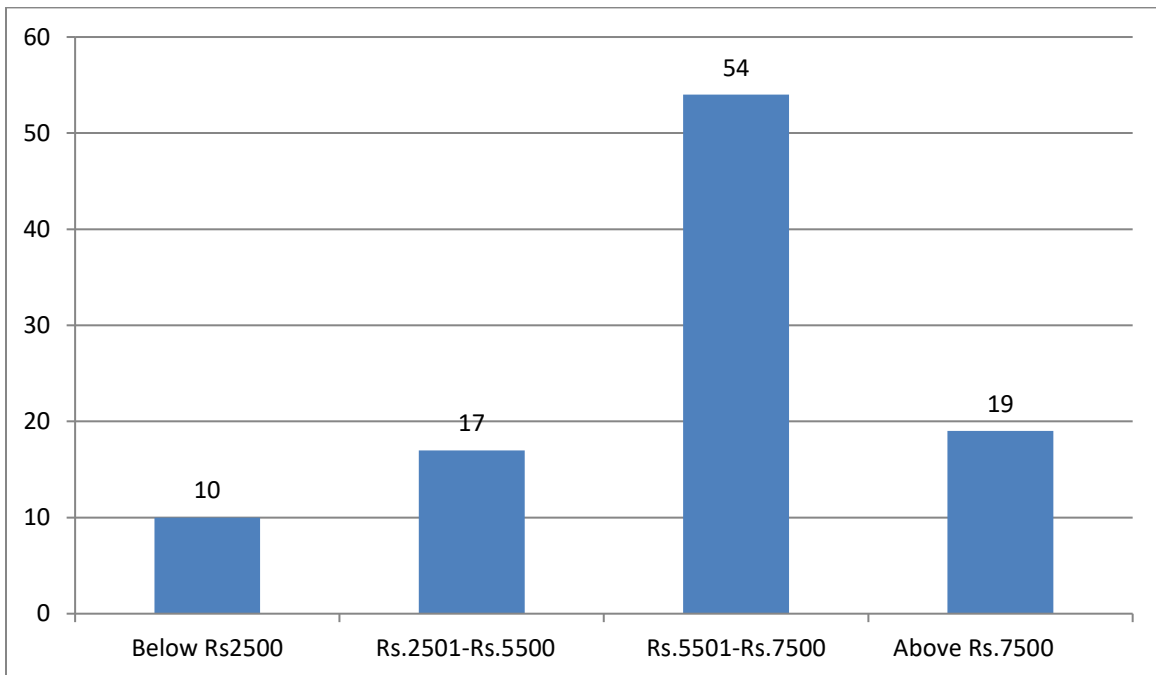
INFERENCE:

The above table shows that there are 67% of the respondents are married and 33% of respondents are unmarried. Therefore 67% of the respondents are married.

TABLE4: TABLE SHOWING INCOME WISE CLASSIFICATION:

Particulars	Number of Respondents	Percentage
Below Rs.10000	18	10
Rs.10001-Rs.20000	30	17
Rs.20001-Rs.50000	97	54
Above Rs.50000	35	19
Total	180	100

CHART4: CHART SHOWING INCOME WISE CLASSIFICATION:



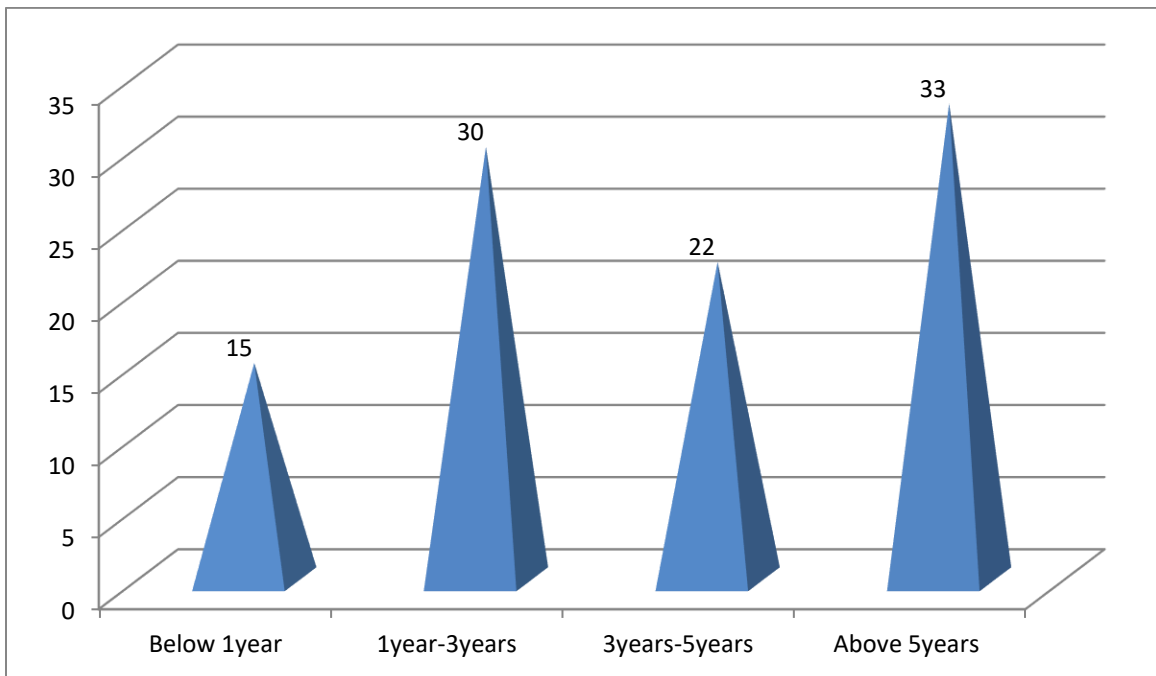
INFERENCE:

The above table shows that there are 54% of the respondent's income level is between Rs.20001-Rs.50000, 19% of the respondent's income level is above Rs.50000, 17% of the respondent's income level is between Rs.10001-Rs.20000 and 10% of the respondent's income level is below Rs.10000. Therefore 54% of the respondent's income is between Rs.20001-Rs.50000.

TABLE 5: TABLE SHOWING EXPERIENCE WISE CLASSIFICATION:

Particulars	Number of Respondents	Percentage
Below 1year	27	15
1year-3years	54	30
3years-5years	39	22
Above 5years	60	33
Total	180	100

CHART5: CHART SHOWING EXPERIENCE WISE CLASSIFICATION :



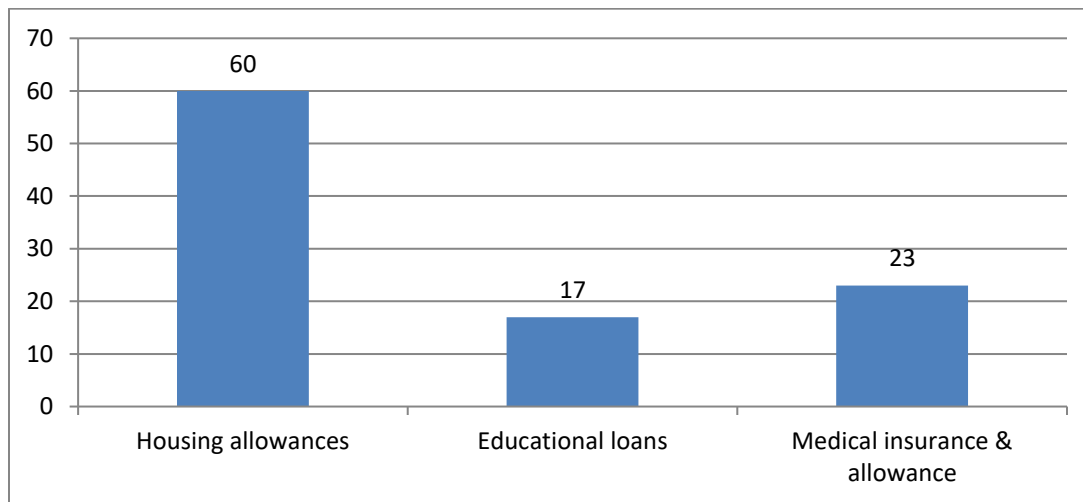
INFERENCE:

The above table shows that there are 33% of the respondents have an experience of above 5years, 30% of the respondents have an experience of 1-3years, 22% of the respondents are 3-5years, and 15% of the respondents are below 1year. Therefore 33% of the respondents have an experience of above 5years.

TABLE 6: TABLE SHOWING LOANS AND ALLOWANCE FOR THE FAMILY GIVEN BY ORGANIZATIONS:

Particulars	Number Of Respondent	Percentage
Housing allowances	108	60
Educational loans	30	17
Medical insurance & allowance	42	23
Total	180	100

CHART 10: CHART SHOWING LOANS AND ALLOWANCE FOR THE FAMILY GIVEN BY ORGANIZATIONS:



INFERENCE:

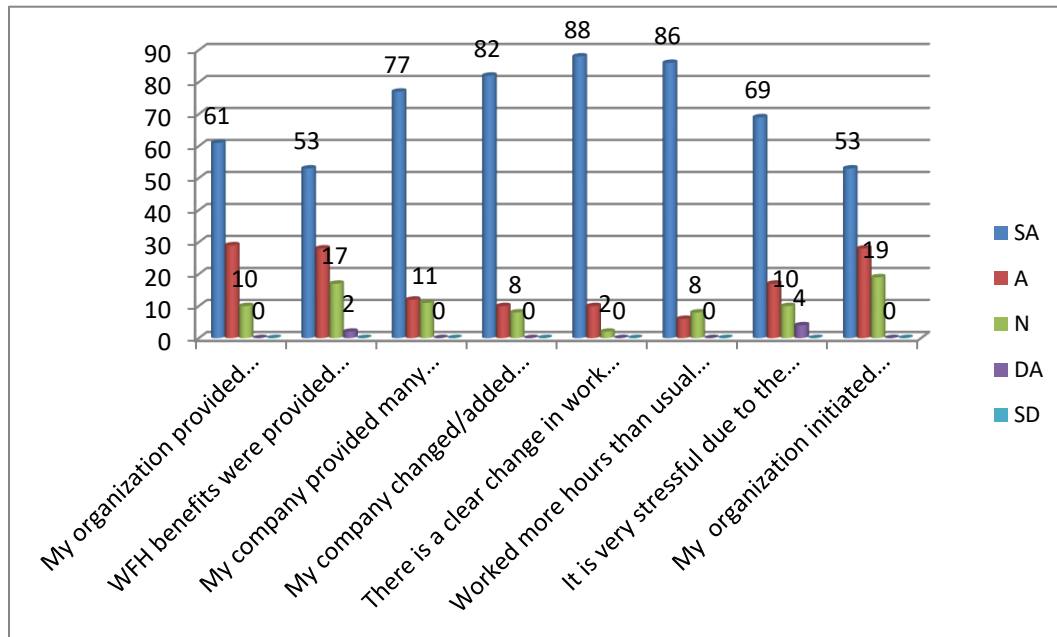
The above table shows that 60% of the respondents are provided with housing allowance, 23% of the respondents are provided with medical insurance and allowance and 17% of the respondents are provided with educational loan, Therefore 60% of the respondents are provided with housing allowance.

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TABLE 7: TABLE SHOWING WORKING CONDITIONS AND NATURE OF THE JOB DURING WORK FROM HOME:

S. No.	Particulars	SA	%	A	%	N	%	DA	%	SD	%	TOTAL
1	My organization provided facilities for setting up the home workspace during the pandemic time	109	61	53	29	18	10	0	0	0	0	180
2	WFH benefits were provided through monetary reimbursements	96	53	51	28	30	17	3	2	0	0	180
3	My company provided many healthcare benefits	138	77	22	12	20	11	0	0	0	0	180
4	My company changed/added new healthcare benefits during pandemic time	147	82	18	10	15	8	0	0	0	0	180
5	There is a clear change in work style/nature during WFH	157	88	18	10	5	2	0	0	0	0	180
6	Worked more hours than usual during WFH	155	86	10	6	15	8	0	0	0	0	180
7	It is very stressful due to the new work culture	124	69	30	17	18	10	8	4	0	0	180
8	My organization initiated programs to address the stress faced by you	96	53	49	28	35	19	0	0	0	0	180

CHART 7: WORKING CONDITIONS AND NATURE OF THE JOB DURING WORK FROM HOME



INFERENCE:

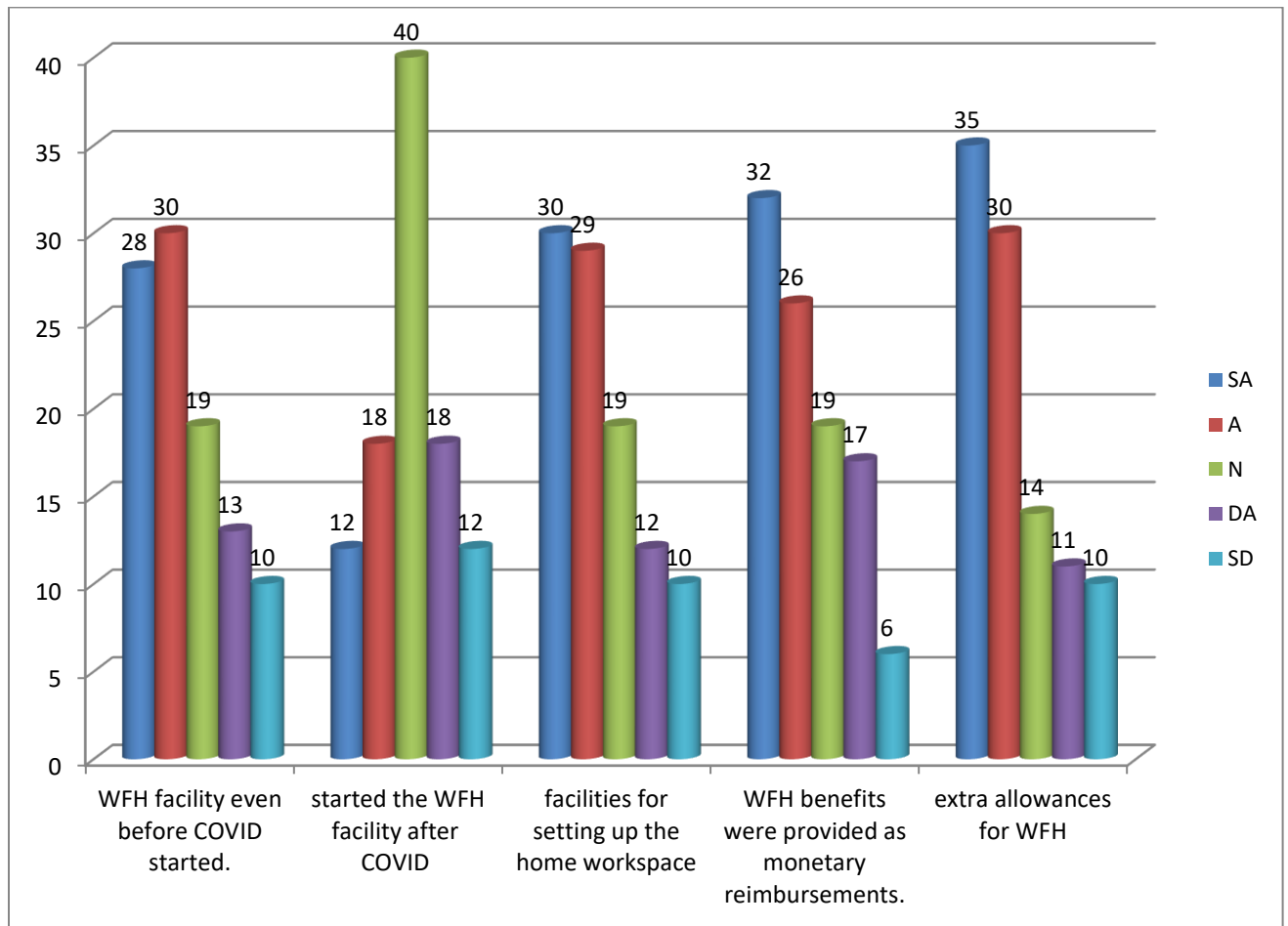
This table shows that :

- 61% of the respondents said that their organization provided facilities for setting up the home workspace during the pandemic time
- 53% of the respondents feel that WFH benefits were provided through monetary reimbursements.
- 77% of the respondents feel that their company provided many healthcare benefits.
- 82% of the respondents said that their company changed/added new healthcare benefits during pandemic time.
- 88% of the respondents said that there is a clear change in work style/nature during WFH.
- 86% of the respondents said that they worked more hours than usual during WFH
- 69% of the respondents say that it is very stressful due to the new work culture.
- 53% of the respondents said their organization initiated programs to address the stress faced by them.

TABLE 8: TABLE SHOWING WFH FACILITIES PROVIDED BY THE ORGANIZATIONS:

S. No.	Particulars	SA	%	A	%	N	%	DA	%	SD	%	TOTAL
1	My company provides a WFH facility even before COVID started.	51	28	54	30	34	19	24	13	17	10	180
2	My company started the WFH facility after COVID	21	12	33	18	72	40	33	18	21	12	180
3	My organization provided facilities for setting up the home workspace during the pandemic time	54	30	52	29	35	19	21	12	18	10	180
4	WFH benefits were provided as monetary reimbursements.	57	32	46	26	35	19	30	17	12	6	180
5	My company provided extra allowances for WFH	63	35	54	30	26	14	19	11	18	10	180

CHART 8 : CHART SHOWING WFH FACILITIES PROVIDED BY THE ORGANIZATIONS:



INFERENCE:

This table shows that:

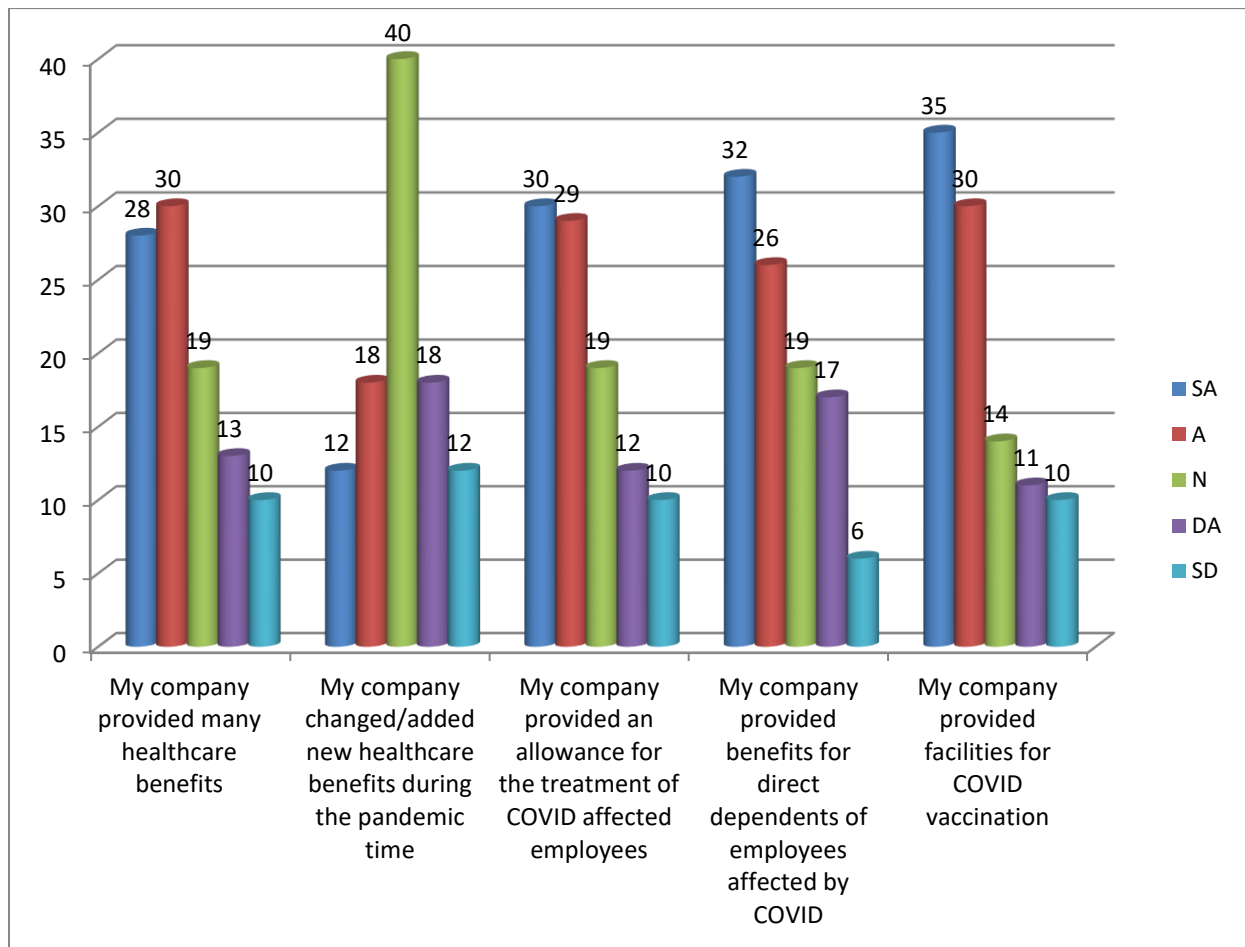
- 30% of respondents agreed that their company provides a WFH facility even before COVID started.
- 40% of the respondents say that their company started the WFH facility after COVID.
- 30% of the respondents agreed that their organization provided facilities for setting up the home workspace during the pandemic time.
- 32% of the respondents agreed that they are satisfied with WFH benefits were provided as monetary reimbursements.
- 35% of the respondents agreed that their company provided extra allowances for WFH.

TABLE 9: TABLE SHOWING DIRECT MONETARY AND HEALTHCARE BENEFITS PROVIDED BY THE ORGANIZATIONS:

S. No.	Particulars	SA	%	A	%	N	%	DA	%	SD	%	TOTAL
1	My company provided many healthcare benefits	51	28	54	30	34	19	24	13	17	10	180
2	My company changed/added new healthcare benefits during the pandemic time	21	12	33	18	72	40	33	18	21	12	180
3	My company provided an allowance for the treatment of COVID affected employees	54	30	52	29	35	19	21	12	18	10	180
4	My company provided benefits for direct dependents of employees affected by COVID	57	32	47	26	34	19	30	17	12	6	180
5	My company provided facilities for COVID vaccination	63	35	54	30	25	14	20	11	18	10	180

CHART 9:

CHART SHOWING DIRECT MONETARY AND HEALTHCARE BENEFITS PROVIDED BY THE ORGANIZATIONS:



INFERENCE:

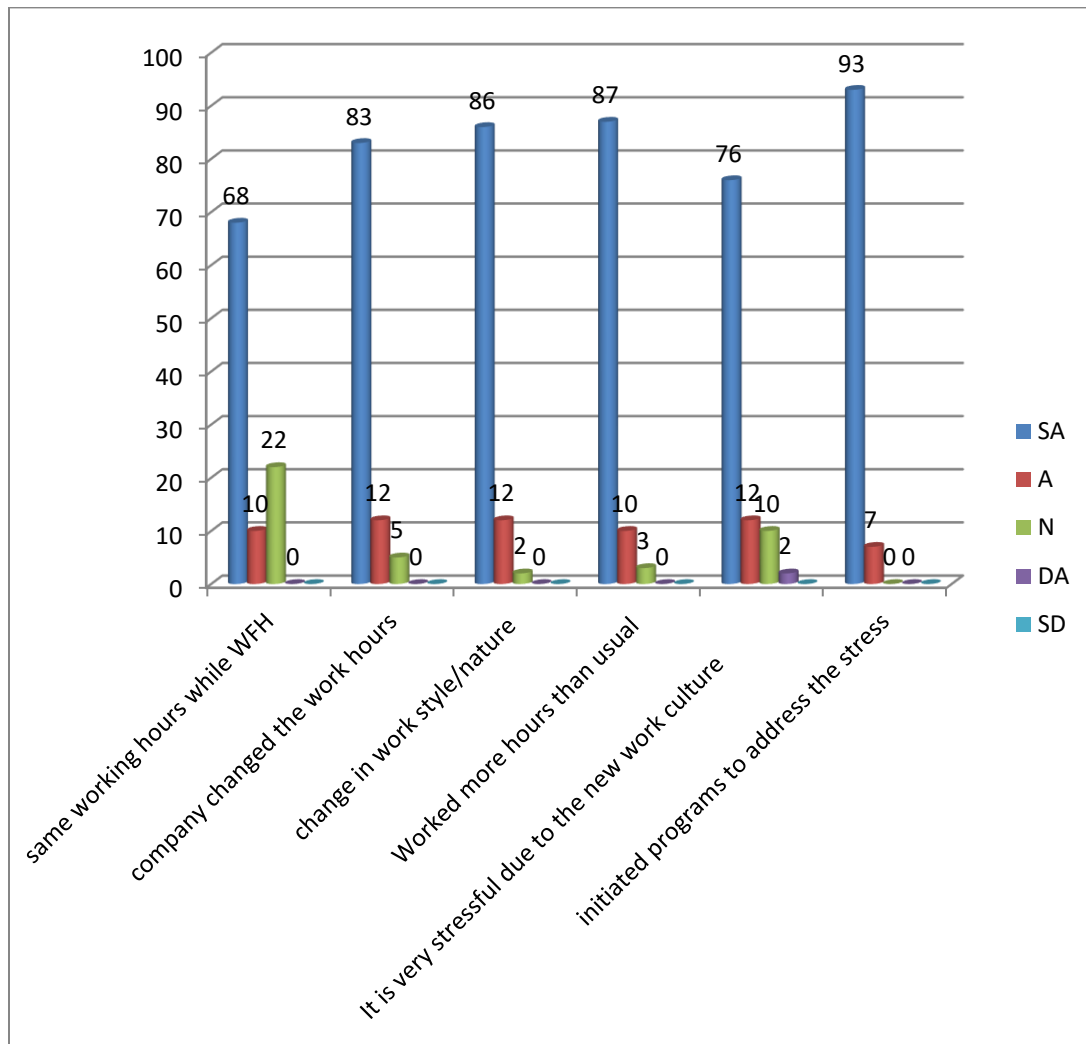
This table shows that:

- 30% of respondents agreed that their company provided many healthcare benefits.
- 40% of the respondents say that their company changed/added new healthcare benefits during the pandemic time.
- 30% of the respondents agreed that their company provided an allowance for the treatment of COVID affected employees.
- 32% of the respondents agreed that their company provided benefits for direct dependents of employees affected by COVID.
- 35% of the respondents agreed that their company provided facilities for COVID vaccination.

TABLE 10: MENTAL STRESS MANAGEMENT MEASURES MADE BY THE ORGANIZATIONS

S. No.	Particulars	SA	%	A	%	N	%	DA	%	SD	%	TOTAL
1.	My company followed the same working hours while WFH	123	68	18	10	39	22	0	0	0	0	180
2.	My company changed the work hours to accommodate more tasks	149	83	22	12	9	5	0	0	0	0	180
3.	There is a clear change in work style/nature during WFH	155	86	22	12	3	2	0	0	0	0	180
4.	Worked more hours than usual during WFH	157	87	18	10	5	3	0	0	0	0	180
5.	It is very stressful due to the new work culture	138	76	21	12	18	10	3	2	0	0	180
6	My organization-initiated programs to address the stress faced by you	168	93	12	7	0	0	0	0	0	0	180

CHART 10: MENTAL STRESS MANAGEMENT MEASURES MADE BY THE ORGANIZATIONS:



INFERENCE:

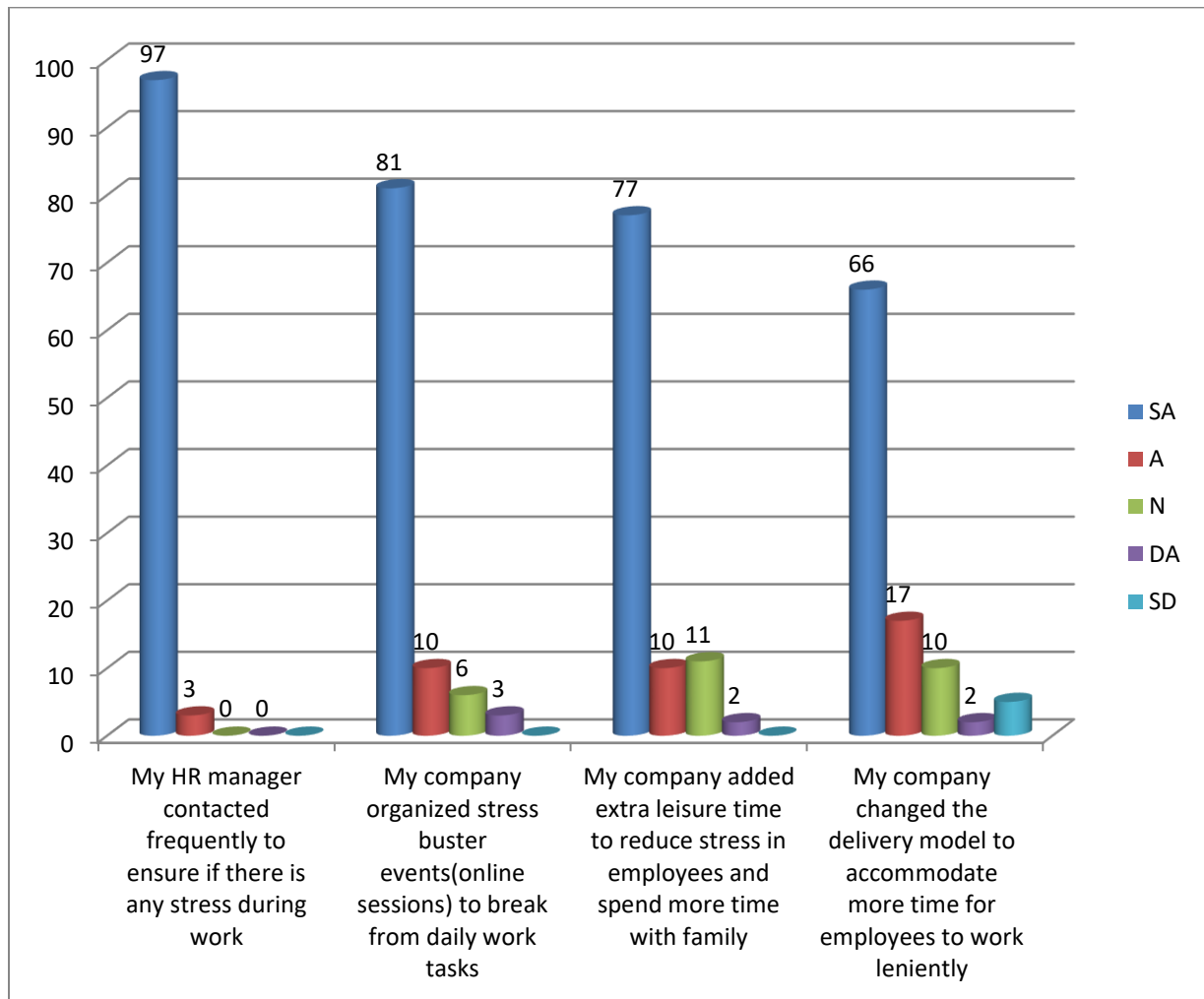
This table shows that :

- 68% of the respondents say that their company followed the same working hours while WFH.
- 83% of the respondents say that their company followed the same working hours while WFH.
- 86% of the respondents say that their company changed the work hours to accommodate more tasks.
- 87% of the respondents say that there is a clear change in work style/nature during WFH.
- 76% of the respondents say that they worked more hours than usual during WFH.
- 93% of the respondents say that it is very stressful due to the new work culture.

**TABLE 11: SUGGESTIONS FOR THE IMPROVEMENT IN THE COVID WELFARE MEASURE ACTIVITIES
DURING THE PANDEMIC TIME**

S. N o.	Particulars	SA	%	A	%	N	%	DA	%	SD	%	TOTAL
1.	My HR manager contacted frequently to ensure if there is any stress during work	175	97	5	3	0	0	0	0	0	0	180
2.	My company organized stress buster events(online sessions) to break from daily work tasks	147	81	18	10	10	6	5	3	0	0	180
3.	My company added extra leisure time to reduce stress in employees and spend more time with family	139	77	18	10	20	11	3	2	0	0	180
4.	My company changed the delivery model to accommodate more time for employees to work leniently	119	66	31	17	18	10	3	2	9	5	180

CHART 11 : SUGGESTIONS FOR THE IMPROVEMENT IN THE COVID WELFARE MEASURE ACTIVITIES DURING THE PANDEMIC TIME



INFERENCE:

This table shows that:

- 97% of the respondents say that their HR manager contacted frequently to ensure if there is any stress during work.
- 81% of the respondents say that their company organized stress buster events(online sessions) to break from daily work tasks.
- 77% of the respondents say that their company added extra leisure time to reduce stress in employees and spend more time with family.
- 66% of the respondents say that their company changed the delivery model to accommodate more time for employees to work leniently.

STATISTICAL TOOLS AND ANALYSIS

CHI- SQUARE TEST I – (ψ^2)

Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (Ho):

There is a relationship between the income and experience.

Alternate hypothesis (H1):

There is no relationship between the income and experience.

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
INCOME * EXPERIENCE	180	100.0%	0	0.0%	180	100.0%

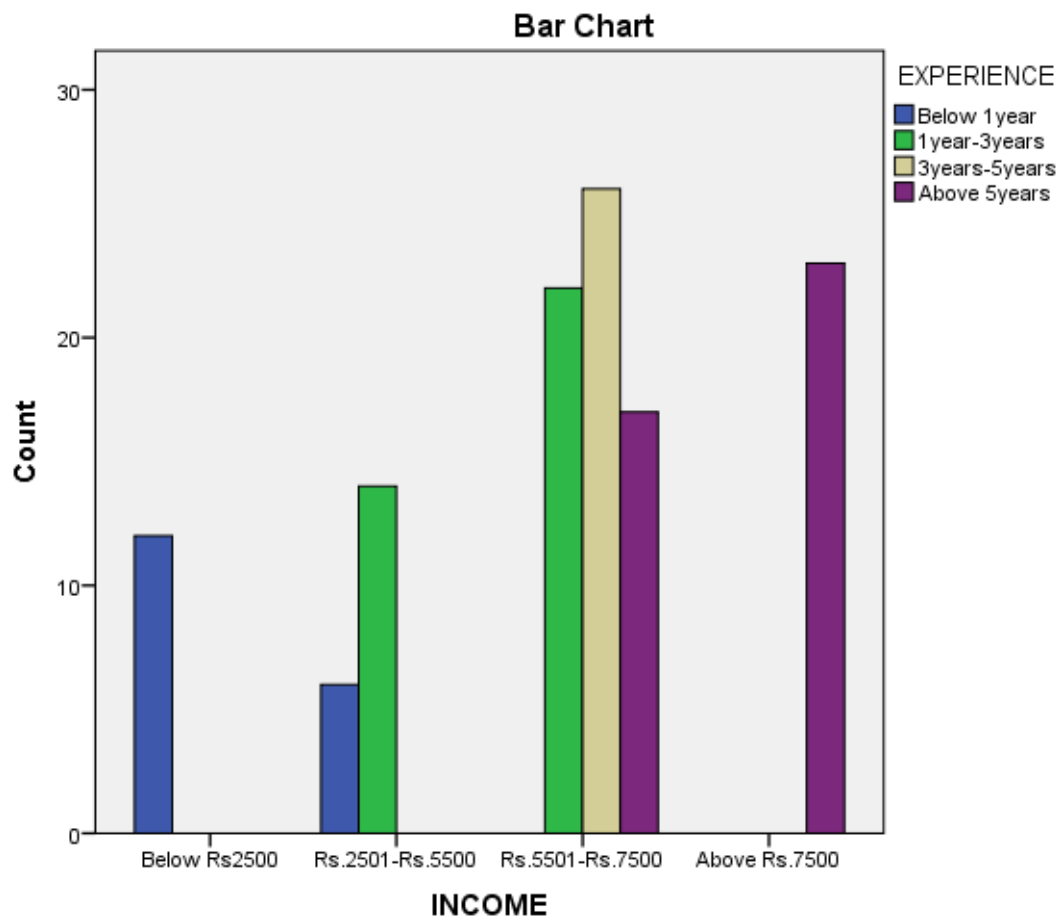
INCOME * EXPERIENCE Crosstabulation

			EXPERIENCE				Total
			Below 1year	1year-3years	3years-5years	Above 5years	
INCOME	Below Rs10000	Count	18	0	0	0	18
		% within INCOME	100.0%	0.0%	0.0%	0.0%	100.0%
		% within EXPERIENCE	66.7%	0.0%	0.0%	0.0%	10.0%
		% of Total	10.0%	0.0%	0.0%	0.0%	10.0%
	Rs. 10001-Rs.20000	Count	9	21	0	0	30
		% within INCOME	30.0%	70.0%	0.0%	0.0%	100.0%
		% within EXPERIENCE	33.3%	38.9%	0.0%	0.0%	16.7%
		% of Total	5.0%	11.7%	0.0%	0.0%	16.7%
	Rs. 20001-Rs.50000	Count	0	33	39	25	97
		% within INCOME	0.0%	33.8%	40.0%	26.2%	100.0%
		% within EXPERIENCE	0.0%	61.1%	100.0%	42.5%	54.2%
		% of Total	0.0%	18.3%	21.7%	14.2%	54.2%
	Above Rs.50000	Count	0	0	0	35	35
		% within INCOME	0.0%	0.0%	0.0%	100.0%	100.0%
		% within EXPERIENCE	0.0%	0.0%	0.0%	57.5%	19.2%
		% of Total	0.0%	0.0%	0.0%	19.2%	19.2%
Total		Count	27	54	39	60	180
		% within INCOME	15.0%	30.0%	21.7%	33.3%	100.0%
		% within EXPERIENCE	100.0%	100.0%	100.0%	100.0%	100.0%
		% of Total	15.0%	30.0%	21.7%	33.3%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	159.826 ^a	9	.000
Likelihood Ratio	157.051	9	.000
Linear-by-Linear Association	81.626	1	.000
N of Valid Cases	180		

a. 8 cells (50.0%) have expected count less than 5. The minimum expected count is 1.80.



$$\text{Degree of Freedom} = (r-1) * (c-1)$$

$$= 3 * 3 = 9$$

Calculated value = 159.826

Tabulated value = 16.919

$Z = Z_{cal} > Z_{tab}$

$$Z = 159.826 > 16.919$$

Hence, the Alternate hypothesis [H1] is accepted

INFERENCE:

Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is a relationship between the income and experience.

ONE-WAY ANOVA CLASSIFICATION

Null hypothesis (Ho):

There is a significance difference between the martial status and loans & allowance for the family given by organizations.

Alternate hypothesis (H1):

There is no significance difference between the martial status and loans & allowance for the family given by organizations.

Descriptives

LOANS & ALLOWANCES

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Housing allowances	108	1.00	.000	.000	1.00	1.00	1	1
Educational loans	30	1.60	.503	.112	1.36	1.84	1	2
Medical allowances & Insurance schemes	42	2.00	.000	.000	2.00	2.00	2	2
Total	180	1.33	.473	.043	1.25	1.42	1	2

Test of Homogeneity of Variances

MARTIAL STATUS

Levene Statistic	df1	df2	Sig.
1170.000	3	177	.000

ANOVA

MARTIAL STATUS

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	21.867	3	10.933	266.500	.000
Within Groups	4.800	177	.041		
Total	26.667	180			

Calculated value = 266.500

Tabulated value = 3.09

$F = F_{cal} > F_{tab} \quad F = 266.500 > 3.09$

Hence, the Alternate hypothesis [H1] is accepted.

INFERENCE:

The calculated value of F is greater than the tabulated value. Hence, we reject the null hypothesis and conclude that there is no significance difference between the marital status and loans & allowance for the family given by organizations.

ANALYSIS USING KARL PEARSON'S CORRELATION

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

Null hypothesis (H0):

There is a positive relationship between worked more hours than usual during WFH and organization-initiated programs to address the stress faced by them.

Alternate hypothesis (H1):

There is a negative relationship between worked more hours than usual during WFH and organization-initiated programs to address the stress faced by them.

Orrelations

		Worked more hours than usual during WFH	Organization-initiated programs to address the stress faced by them
Worked more hours than usual during WFH	Pearson Correlation	1	.763**
	Sig. (2-tailed)		.000
	N	180	180
Organization-initiated programs to address the stress faced by them	Pearson Correlation	.763**	1
	Sig. (2-tailed)	.000	
	N	180	180

** . Correlation is significant at the 0.01 level (2-tailed).

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

r=.763

INFERENCE:

Since r is positive, there is positive relationship between worked more hours than usual during WFH and organization-initiated programs to address the stress faced by them.

CHAPTER 5

5.1 FINDINGS:

- 33 % of the respondents are at the age of 31-40 years.
- 58% of the respondents are female.
- 67% of the respondents are married.
- 54% of the respondent's income is between Rs.20001-Rs.50000.
- 33% of the respondents have an experience of above 5years.
- 60% of the respondents are provided with housing allowance.
- 61% of the respondents said that their organization provided facilities for setting up the home workspace during the pandemic time
- 53% of the respondents feel that WFH benefits were provided through monetary reimbursements.
- 77% of the respondents feel that their company provided many healthcare benefits.
- 82% of the respondents said that their company changed/added new healthcare benefits during pandemic time.
- 88% of the respondents said that there is a clear change in work style/nature during WFH.
- 86% of the respondents said that they worked more hours than usual during WFH
- 69% of the respondents say that it is very stressful due to the new work culture.
- 30% of respondents agreed that their company provides a WFH facility even before COVID started.
- 40% of the respondents say that their company started the WFH facility after COVID.
- 30% of the respondents agreed that their organization provided facilities for setting up the home workspace during the pandemic time.
- 32% of the respondents agreed that they are satisfied with WFH benefits were provided as monetary reimbursements.
- 35% of the respondents agreed that their company provided extra allowances for WFH.
- 30% of respondents agreed that their company provided many healthcare benefits.
- 40% of the respondents say that their company changed/added new healthcare benefits during the pandemic time.
- 30% of the respondents agreed that their company provided an allowance for the treatment of COVID affected employees.
- 32% of the respondents agreed that their company provided benefits for direct dependents of employees affected by COVID.
- 35% of the respondents agreed that their company provided facilities for COVID vaccination.
- 68% of the respondents say that their company followed the same working hours while WFH.

- 83% of the respondents say that their company followed the same working hours while WFH.
- 86% of the respondents say that their company changed the work hours to accommodate more tasks.
- 87% of the respondents say that there is a clear change in work style/nature during WFH.
- 76% of the respondents say that they worked more hours than usual during WFH.
- 93% of the respondents say that it is very stressful due to the new work culture.
- 97% of the respondents say that their HR manager contacted frequently to ensure if there is any stress during work.
- 81% of the respondents say that their company organized stress buster events(online sessions) to break from daily work tasks.
- 77% of the respondents say that their company added extra leisure time to reduce stress in employees and spend more time with family.
- 66% of the respondents say that their company changed the delivery model to accommodate more time for employees to work leniently.

5.2 SUGGESTIONS

- During WFH, employees are prone to burnout, loneliness and may struggle to maintain a strict routine outside of the office. The stress of the pandemic, along with tense and difficult political situations in many countries, has also contributed to poorer overall mental health. Companies can instruct its employees to take an extra day off as a time for “collective wellbeing”.
- As many employees are facing the problem of workloads, companies should reduce the workload of the employees.
- Companies could guarantee that employees who have to take time off because they are sick will continue to receive 100% of their wages for up to eight weeks. Anybody unable to work beyond this period, either because they are ill or have to care for loved ones, qualifies for 60% of pay.
- Companies could provide an additional allowance for the treatment of COVID affected employees.
- All the companies could provide facilities for COVID vaccination camps every day to overcome the pandemic situation very soon.
- Companies should suitable measures to manage the stress level of employees during this pandemic time. It can be like weekly self-care videos, manager wellbeing calls, meditation sessions, resilience training and numerous activities geared towards fostering workplace happiness and boosting employee satisfaction.

5.3 CONCLUSION

Many companies and organizations have already been practicing WFH even before the outbreak of COVID-19 which offered flexibility to their employees. Companies have begun strategizing measures to ease life in this pandemic time for its employees. While it was about making work from home more convenient early on, as the months wore on, the focus shifted to the mental and physical impact of COVID, what with employees and their near-and dear ones reeling under its effect amid the country's crumbling healthcare sector.

One big worry for many MNC employees in was that the probability of having to take time off work at varying times to care for self or extended family would deplete leaves or even result in unpaid days. With many employees who are COVID positive often under home isolation, companies have worked out ways in which they can help them at times like this. These range from assistance packages that include medical care and advisory services and other expert help.

This study has been undertaken to study the effectiveness of employee Covid welfare measures undertaken by the organizations during pandemic time. For this purpose, responses from the employees from various companies in Chennai have been collected and analyzed. Based upon the findings out of the research, few valuable suggestions have been given for the improvement in the Covid welfare measure activities during the pandemic time.

APPENDICES

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WEBSITE:

www.factories.act.1948.com

QUESTIONNAIRE

The purpose of collecting such information is to know the level of satisfaction among the employees in organizations. Further it will also help to know the various job related and personal factors and their extent to which they affect the satisfaction level of employees, so that meaningful conclusions and suggestions could be made in order to make the human resource policies and practices of the company more effective and efficient.

Dear respondents,

Your Co-operation in the context shall go a long way helping me to draw conclusive inferences for which I shall be grateful.

1. Age group:

- | | |
|-----------------------------------|-------------------------------------|
| ☐ Below 30 | ☐ 31-40 |
| ☐ 41-50 | ☐ 51 & above |

2. Gender: ☐ Male ☐ Female

3. Martial status: ☐ Married ☐ Unmarried

4. Income:

- | | |
|--|--|
| ☐ Below Rs.10000 | ☐ Rs.10001-Rs.20000 |
| ☐ Rs.20001-Rs.50000 | ☐ Above Rs.50000 |

5. Experience:

- | | |
|--|---------------------------------------|
| ☐ Below 1year | ☐ 1year-3years |
| ☐ 3years-5years | ☐ Above 5years |

6. Give your opinion about the loans & allowances for the family given by your organization during the pandemic time?

- | | |
|---|--|
| ☐ Housing allowances | ☐ Educational loans |
| ☐ Medical allowances & Insurance schemes | ☐ The above |

Please indicate your level of agreement in connection with the following factors:

SA= Strongly Agree, A= Agree, N= Neutral, DA= Disagree, SD=Strongly Disagree

7. Working conditions and nature of the job during Work from Home

S. No.	Particulars	SA	A	N	DA	SD
1	My organization provided facilities for setting up the home workspace during the pandemic time					
2	WFH benefits were provided through monetary reimbursements.					
3	My company provided many healthcare benefits					
4	My company changed/added new healthcare benefits during pandemic time					
5	There is a clear change in work style/nature during WFH					
6	Worked more hours than usual during WFH					
7	It is very stressful due to the new work culture					
8	My organization initiated programs to address the stress faced by you					

8. WFH facilities provided by the organizations

S. No.	Particulars	SA	A	N	DA	SD
1.	My company provides a WFH facility even before COVID started.					
2.	My company started the WFH facility after COVID					
3.	My organization provided facilities for setting up the home workspace during the pandemic time					
4.	WFH benefits were provided as monetary reimbursements.					
5.	My company provided extra allowances for WFH					

9. Direct monetary and healthcare benefits provided by the organizations

S. No.	Particulars	SA	A	N	DA	SD
1.	My company provided many healthcare benefits					
2.	My company changed/added new healthcare benefits during the pandemic time					
3.	My company provided an allowance for the treatment of COVID affected employees					
4.	My company provided benefits for direct dependents of employees affected by COVID					
5.	My company provided facilities for COVID vaccination					

10. Mental stress management measures made by the organizations

S. No.	Particulars	SA	A	N	DA	SD
1.	My company followed the same working hours while WFH					
2.	My company changed the work hours to accommodate more tasks.					
3.	There is a clear change in work style/nature during WFH					
4.	Worked more hours than usual during WFH					
5.	It is very stressful due to the new work culture					
6.	My organization-initiated programs to address the stress faced by you					

11. Suggestions for the improvement in the Covid welfare measure activities during the pandemic time

S. No.	Particulars	SA	A	N	DA	SD
1.	My HR manager contacted frequently to ensure if there is any stress during work					
2.	My company organized stress buster events(online sessions) to break from daily work tasks					
3.	My company added extra leisure time to reduce stress in employees and spend more time with family					
4.	My company changed the delivery model to accommodate more time for employees to work leniently					