

A STUDY ON TECHNOLOGY IN PROVIDING QUALITY SERVICES TO EMPLOYEES CONSIDERING THEIR SAFETY LEVEL

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ABSTRACT:

Safety refers to the absence of accidents. Stated differently, safety refers to the protection of workers from danger of accidents. A duty of care to ensure that employees are not subjected to any unreasonable risks in the workplace. Safety in simple terms means freedom from the occurrence or risk of injury or loss. Industrial safety or employee's safety refers to the protection of workers from danger of industrial accidents. An accident, then is an unplanned and uncontrollable event in which an action or reaction of an object, a substance, a person, or a radiation results in personal injury. Due to rapid industrialization; industrial workers are exposed to several types of hazard and accidents. Every year lakhs of workers are injured due to mechanical, chemical, electrical and radiation hazards and it leads to partial or total disablement. So in recent years, greater attention is given to health and safety due to pressure from government, trade unions, labor laws and awareness of employers. The efficiency of workers depends to a great extent on the environment in which the work. Work environment consists of all factors, which act and react on the body and mind of an employee. The primary aim is to create an environment, which ensures the greatest ease of work and removes all cause of worries. The purpose of this research is to find out problems faced by employees in terms of safety in the workplace and to give suggestions to improve health and safety policies in the workplace and make employees aware of their basic health and safety policy.

KEY WORDS – Industrialization, safety measures, occupational health, hazards, productivity, commitments, health and safety

REVIEW OF LITERATURE –

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INTRODUCTION –

Due to rapid industrialization, industrial workers are exposed to several types of hazard and accidents. Every year lakhs of workers are injured due to mechanical, chemical, electrical and radiation hazards and it leads to partial or total disablement. So in recent years, greater attention is given to health and safety due to pressure from government, trade unions, labor laws and awareness of employers. The efficiency of workers depends to a great extent on the environment in which the work. Work environment consists of all factors, which act and react on the body and mind of an employee. The primary aim is to create an environment, which ensures the greatest ease of work and removes all cause of worries. Occupational health and safety is a discipline with a broad scope involving many specialized fields. In its broadest scenes, it should aim at-

- (a) The promotion and maintenance of the highest degree of physical, mental and social well- being of workers in all occupations.
- (b) The prevention among workers of adverse effects on health caused by their working conditions.
- (c) The protection of workers on their employment from risked resulting from factors adverse to health.
- (d) The placing and maintenance of workers in an occupational environment adapted to physical and mental needs.
- (e) The adaption of work to humans.

Successful occupational health and safety practice requires the coloration and participation of both employers and workers in health and safety programmers and involves the consideration of issues relating to occupational medicine, industrial hygiene, toxicology, education, engineering safety, economics, psychology, etc. Occupational health issues are often given less attention than occupational safety issues because the former are generally more difficult to comfort. However, when health is addressed, so is safety, because a healthy workplace is by definition also a safe workplace. The converse though may not be true – a so called safe workplace is not necessarily also a healthy workplace. The important point is that issues of both health and safety must be addressed in every workplace. Work plays a central role in people's lives, since most workers spend at least eight hours a day in the workplace, whether it is on a plantation, in an office, factory, etc therefore, work environments should be safe and healthy. Unfortunately some employers assume little responsibilities for the protection of workers health and safety. In fact some employees do not even know that they have the moral and often legal responsibility to protect workers.

OBJECTIVES:

- To understand the importance of safety measure takes by the company and provided to the employees
- To ascertain the health and safety measures adopted in MICROLABS ltd
- To study the awareness of the workers about health and safety in the workplace.
- To find the occurrence of accidents happened at workplace.
- To identify the role of management in implementing health and safety.
- To find out satisfaction level of the respondents towards health and safety measures.
- To give suggestions to improve the health and safety measure in the organization

RESEARCH DESIGN:

TITLE OF THE RESEARCH is " A STUDY ON THE SAFETY MEASURES PROVIDED TO THE EMPLOYEES " at MICROLABS ltd Bangalore.

DURATION OF THE STUDY - This study was carried out for duration of 3 months.

METHODOLOGY – DESCRIPTIVE RESEARCH

I have chosen descriptive research design for my research .descriptive research is made on the basis of scientific observation; it is the study in which information is collected without changing the environment .it is a fact finding investigation with adequate interpretation.

SAMPLE SIZE- Sample size of 50 employees was selected based on the designation.

DATA COLLECTION

1) Primary data

The data was collected by the following means

- Observation and questionnaire method
- Information collected from supervisor.
- Personal interaction with staff and employees

2) Secondary data

The data was collected by the following means

- Survey
- Various websites
- HR manuals
- Text books of HRM
- Environment, health and safety policy manual of the company

INTERPRETATION-

- 78% of the employees agree that they are aware of the health and safety measures provided by the company.
- 76% of the employees are satisfied by the effective session arranged regarding health and safety measures in the company.
- 98% of the employees agreed that they attend health and safety training conducted by the company.
- The analysis showed that the health and safety training offered by the company was conducted quarterly once.
- Over 98% of the employees responded that there are effective first aid services in the company.
- It was found that 64% of the employees are satisfied with the medical facilities provided by the company.
- The analysis shows that the employees are provided with pure drinking water facilities in the company.
- 44% of the employees say that they feel stressed towards their work at times and 32% say they feel stressed rarely and 24% donot agree with the question.
- 88% of the employees responded that they are trained to use fire extinguisher in case of emergency.
- More respondents are satisfied with the ventilation and lighting facilities at their working area.
- 88% of the employees responded that their company will implement effective disciplinary procedures.
- The employees are very comfortable with the working temperature at the company.
- Most of the employees responded that they are provided with proper safety measure to protect themselves.
- Analysis shows that 52% of employees responded that it takes 30 min to take a injured person to nearest hospital in case of emergency and 44% responded that it takes 15 min to take a injured or suffering person to nearest hospital in case of emergency
- More than 70% of the employees responded that they have enough space between the workers and work process while 30% of the responded say they don't have enough space to work comfortable.
- Most of the employees agree that they get 15 to 30 minutes of break in their work.
- In this analysis it is clearly known that the washrooms in the company are hygiene and are well maintained.

- Most of the employees agree that the environment of the company is safe to work.
- Almost every employee agreed that proper training is provided to the employees before handling the machines.
- It is found that the company offers free health checkups to all the employees once in a year.
- Majority of the employees say that they have counseling facilities in the company. And 8% say they have rarely counseling facilities.
- 82% of the employees responded that women employees are given special care and safety by the company. Rest of them agrees that they get safety and protection at times only.
- Most of them agree that the workers in the night shifts are provided with enough safety by the company.
- It is clear from the study that the employees are safe at workplace and do not face any kind of sexual harassment from colleagues, supervisors or top management
- The majority of the employees responded that the machines are maintained properly and 4% responded that they are rarely maintained and replaced.
- Most of the respondents agree that the accident in the company only occurs rarely.
- It is observed from the study that the finger injuries are more occurred accidents in the company and a 8% of fire accidents.
- The company has a safety committee formed in the organization.
- According to the study the safety inspections are done in daily and weekly basis to maintain safety and health measures.
- Most of the employees respond that they get allergies and skin rashes from their workplace but not very frequently.
- Almost all the employees responded that the environment, health and safety activities of the organization gives them a feeling of safety and improves their performance.

SUGGESTIONS:

As per the feedback received from the employees of the organization, there seems to be a lot much recommendation required for the company.

The following recommendation can be applied for the future benefits of the organization.

- The management should make sure awareness to all the employees.
- The company should plan the medical facilities to all the cadre employees as needed.
- Majority of responded feels that they are stressed so management has to plan some stress relief measures like meditations, outing , etc
- The management can plan for an full time ambulance
- The management has to plan to arrange a proper counseling periodically.
- Management should provide precaution to overcome allergies and skin diseases like ointment etc

CONCLUSIONS:

The study conducted at the organization reveals that the majority of the employees are happy with the existing safety and working environment, but it is also identified that there are few who are not completely happy. To achieve 100% result of the company, they should get rid of their unhappy feelings as well. If the company can introduce some of the suggestions given, then it is possible to reach a better level of high performance without any grievance.

So finally I conclude that safety measure provided in micro labs private limited helps in achieving goals, vision and mission of the company.

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