



# A STUDY ON THE VIEW OF FRONTLINE WORKERS WELFARE MEASURES POST PANDEMIC IN COIMBATORE DISTRICT

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**Abstract :** The first cases of Coronavirus (COVID-19) were reported in Wuhan, China in December 2019. Globally millions of people have been diagnosed with the virus whilst thousands have died. As the virus kept spreading health and social care frontline workers (HSCFW) were faced with difficulties when discharging their duties. This paper is about the welfare measures of frontline workers in Coimbatore district. The research utilized an explorative qualitative approach. Following data analysis the research study found that lack of pandemic preparedness, shortage of Personal Protective Equipment (PPE), anxiety and fear amongst professionals, challenges in enforcing social distancing, challenges in fulfilling social shielding responsibility, anxiety and fear amongst residents and service users, delay in testing, evolving PPE guidance and shortage of staff were challenges faced by frontline health and social care workers during COVID-19 pandemic. The results of the current study point to a need for adequate pandemic preparedness within the health and social care sector to protect both frontline workers and the individuals they look after.

**KEYWORDS :** COVID-19; front-line workers; welfare measures; pandemic

## INTRODUCTION

India's Healthcare Workers and Frontline Workers like the **Doctors, Nurses, Community Health Workers, Sanitation Workers, Police, Volunteers, Ambulance Drivers** among many others valiantly stood behind the Government in the hour of the country's crisis.

Frontline health workers are the backbone of effective health systems and they play a critical role in providing health solutions. Without frontline health workers, there would be no health services for millions of children and their families in every country as they are considered to be the first link in providing health care and many life-saving treatment facilities for millions of people. Frontline workers have been proven time and again as the central pillars of health, and there is abundant evidence that well-supported frontline health workers bring about essential improvements in health conditions especially during pandemics in countries, like the current COVID-19 situation.

## WELFARE MEASURES TO BE TAKEN FOR POST PANDEMIC CREATE AN ORGANIZATIONAL COVID-19 TASK FORCE

Organizations can constitute a dedicated task force internally with the help of a few employees who volunteer or have access to various communities and groups. These people can act as a point of direct communication for the rest of the employees to quickly relay information about the availability of oxygen concentrators, plasma donors, hospital beds, teleconsultations, and

medicines. It ensures prioritization of services so that employees don't have to scout for information, and they could quickly connect and get the verified leads on a helpline. It takes away a huge burden off the employees' shoulders and eliminates hours spent searching for verified leads and induced panic and stress. Knowledge-sharing and flow of communication in these times, when everyone is working remotely, could be extremely helpful and offer everyone centralized information access.

## STATEMENT OF THE PROBLEM

This project is totally based on the welfare measures taken for frontline workers for post pandemic. I grabbed this opportunity to understand and study the workers altitude and satisfaction towards the welfare scheme and frontline workers morale. My topic is totally on the frontline workers because the word "welfare" itself means "satisfactory state, health and prosperity, well being, usually of person and society.

So they wanted to know whether their frontline workers are satisfied with the welfare measures. Welfare is a function of goods and services, as also their distribution among individuals of the society, will affect the welfare of the individuals and through and through them, aggregate social welfare.

## SCOPE OF THE STUDY

- This study is done in the frontline welfares schemes followed in post pandemic for frontline workers in Coimbatore district.
- The scope of the study is to suggest many ways to increase the level of welfare measures in a concern.
- It may be highly helpful for the frontline workers to make decisions for the future development and to satisfy frontline workers.
- This project is used as a basis for future studies with suitable modification.
- The study has been done in 2021-2022.

## OBJECTIVES OF THE STUDY

### PRIMARY OBJECTIVES

To study on view of Frontline workers welfare measures post pandemic in Coimbatore district.

### SECONDARY OBJECTIVES

- To know the level of awareness on pre & post pandemic safety measures.
- To find out the satisfaction level on various allowance provided for the frontline workers.
- To estimate the level of satisfaction on various safety measurements and safety programs provided for the frontline workers.
- To evaluate the satisfaction on medical facilities provided to protect the frontline workers.
- To offer suggestions based on findings.

## RESEARCH METHODOLOGY

- Descriptive research design is used in this study.
- Primary data is collected through Questionnaire.
- The sample size is 150 respondents.
- Sampling is done using Simple Random Sampling Method

## STATISTICAL TOOLS USED

The statistical tools used for analysis are

- Simple Percentage
- Chi-Square
- Ranking analysis
- Correlation

## REVIEW OF LITERATURE

**Karthi (2021)** Studied the various aspects of Labour welfare, health and safety in Textile and Clothing industry i.e RBR Garments, Tirupur. The study examined satisfaction level of the employee in the organisation with respect to the Employee Welfare measures and how welfare measures improve the motivation of the employees in RBR Garments, Tirupur. Further, the hypothesis was framed to find relationship between respondents' age, gender and marital status and level of satisfaction with respect to welfare activity. The research was descriptive in nature therefore; primary data was collected from 150 respondents by using interview schedule. It was observed that, there is a close relationship between the respondent's age and their level of satisfaction with respect to welfare activities in the RBR Garments. It was also found that, there is no significant relationship between gender and marital with level of satisfaction towards welfare activities.

**Manzini and Gwandure (2021)** studied that the concept of employee welfare has been used by many organizations as a strategy of improving productivity of employees; especially in the mobile industry since work related problems can lead to poor quality of life for employees and a decline in performance. It is argued that, welfare services can be used to secure the labour force by providing proper human conditions of work and living through minimizing the hazardous effect on the life of the workers and their family members.

**Dr. Usha Tiwari (2020)** conducted a study on the employees' welfare facilities and its impact on employees. It was also further reiterated that the management should provide facilities to all employees in such way that employees become satisfied on the welfare facilities which in turn leads to increase in productivity in terms of quality and quantity.

**P. Anju (2019)** in the study identified that the rate of absenteeism had been reduced to a great extent by providing housing, health and family care, canteen, educational and training facility and provision of welfare activities. He also stated that this principle for successful implementation of labor welfare activities is nothing but an extension of democratic values in an industrialized society.

## RESULTS AND DISCUSSIONS

The analysis and interpretation of the study on sample size of 500 respondents' and the data collected are classified and tabulated below. Further the following Statistical measures are employed in fulfilling the objective of the study.

- Simple percentage
- Correlation
- Ranking analysis
- Chi-square

## SIMPLE PERCENTAGE ANALYSIS

It is used to specify the number of respondents in a sample falling in each category. Simple percentage analysis refers to a special kind of rates, percentage are used in making comparison between two or more series of data. A percentage is used to determine relationship between the series. A percentage frequency distribution is a display of data that specifies the percentage of observations that exist for each data point or grouping of data points.

Percentage Analysis is used for making comparison between two or more series of data. Percentage can also be used to compare the relative terms, the distribution of two or more series of data.

## FORMULA

Number of Respondents'

$$\text{Percentage of Respondents}' = \frac{\text{Number of Respondents}'}{\text{Total Number of People Answered}} \times 100$$

Table 1: Table Showing types of frontline workers

S.No	Type of front line worker	Number of Respondents	Percentage (%)
1	Doctors	38	25
2	Nurses	36	24
3	Community Health Workers	20	13
4	Sanitation Workers	12	8
5	Police	12	8
6	Volunteers	11	7
7	Ambulance Drivers	23	15
	Total	150	100

## INTERPRETATION

From the above table we found that 25% of the respondents were Doctors, 24% of the respondents were Nurses, 13% of the respondents were Community Health Workers, 8% of the respondents were Sanitation Workers, 8% of the respondents were Police, 7% of the respondents were Volunteers and 15% of the respondents were Ambulance Drivers.

Mostly 25% of the respondents were Doctors.

## CORRELATION

Correlation coefficients are used to measure the strength of the relationship between two variables. Pearson correlation is the one most commonly used in statistics. This measures the strength and direction of a linear relationship between two variables. Pearson's correlation is calculated as follows:

$$r = \frac{\sum (x_i - \bar{x})(y_i - \bar{y})}{\sqrt{\sum (x_i - \bar{x})^2 \sum (y_i - \bar{y})^2}}$$

Where,

- r** = correlation coefficient
- xi** = values of the x-variable in a sample
- x̄** = mean of the values of the x-variable
- yi** = values of the y-variable in a sample
- ȳ** = mean of the values of the y-variable

## FRONT LINE WORKER TYPE AND SAFETY EQUIPMENT RECEIVED FROM GOVERNMENT

This test can be used to find the association between front line worker type and safety equipment received from government

## Correlations

		Front line worker type	Safety equipment received from government
Front line worker type	Pearson Correlation	1	.715
	Sig. (2-tailed)		.000
	N	150	150
Safety equipment received from government	Pearson Correlation	.715	1
	Sig. (2-tailed)	.000	
	N	150	150

**Source Primary data****INTERPRETATION**

Thus the positive correlation between front line worker type and safety equipment received from government.

**CHI-SQUARE TEST**

A chi-square test is a statistical test used to compare observed results with expected results. The purpose of this test is to determine if a difference between observed data and expected data is due to chance, or if it is due to a relationship between the variables you are studying. The test explains if two attributes are associated.

With Degree of Freedom (D.F.) =  $(C-1) * (R-1)$

Where,

O = Observed frequency

E = Expected frequency

C = Number of columns

R = Number of rows

Hence the chi – square test is applied to test the significant difference between Observed ( $O_i$ ) and Expected ( $E_i$ ). In this study also the opinion ( $O_i$ ) given on various attributes by the respondents are compared with the ( $E_i$ ) values and conclusions are derived.

**Hypothesis ( $H_0$ ):** “There is no significant difference between the observed ( $O_i$ ) and expected ( $E_i$ ) frequencies”

**Hypothesis ( $H_1$ ):** “There is a significant difference between the observed ( $O_i$ ) and expected ( $E_i$ ) frequencies”

**CHI-SQUARE TEST TO FIND THE SIGNIFICANT RELATIONSHIP BETWEEN WELFARE MEASURES AND SATISFACTION**

## Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	100.432 <sup>a</sup>	11	.000
Likelihood Ratio	49.286	11	.000
Linear-by-Linear Association	.319	1	.312
N of Valid Cases	150		

a. 11 cells (60.0%) have expected count less than 5. The minimum expected count is .14.

## INTERPRETATION

Since the calculated value is higher than the table value and our hypothesis is proved, null hypothesis is rejected. Hence alternate hypothesis is accepted. So there is significant relationship between welfare measures and satisfaction.

## RANKING ANALYSIS

A Rank analysis is any of several statistics that measure an ordinal association. The relationship between ranking of different ordinal variables or different ranking of the same variable. Where a “ranking” is the assignment of the label “First”, “second”, “third” etc., to different observations of particular variable. A Rank analysis measure the degree of similarity two rankings, and can be used to assess the significance of the relation between them

## SATISFACTION LEVEL OF VARIOUS WELFARE MEASURES

Factors	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied	No opinion	Total
Safety measures	66	55	22	5	2	150
Medical facility	55	14	55	11	15	150
Uniform facility	16	22	51	43	18	150
Transport facility	44	53	12	35	6	150
Training facility	44	33	51	21	1	150
Healthcare facility	33	18	55	33	11	150

Factors	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied	No opinion	Mean score	Mean	Rank
Safety measures	660	495	176	35	12	1378	91.87	1
Medical facility	275	126	440	77	90	1008	67.20	6

Uniform facility	80	198	408	301	108	1095	73.00	2
Transport facility	220	477	96	245	36	1074	71.60	5
Training facility	220	297	408	147	6	1078	71.87	3
Healthcare facility	165	162	440	231	66	1064	70.93	4

### INTERPRETATION

The above table result it is found that Safety measures ranks 1, Uniform facility ranks 2, Training facility ranks 3, Healthcare facility ranks 4, Transport facility ranks 5 and Medical facility ranks

### FINDINGS FOR SIMPLE PERCENTAGE METHOD:

- Mostly 47% of the respondents from the age group of 31-40.
- Mostly 30% of the respondents family monthly income is >30000.
- Mostly 30% of the respondents working experience is 6 <10 years.
- Mostly 25% of the respondents were doctors.
- Mostly 42% of the respondents were aware to greatest.
- Mostly 36% of the respondents said allowances offered during post pandemic was very good.
- Mostly 25% of the respondents got PPE kit as a safety equipments from the government.

### FINDINGS FOR CORRELATION

- Thus the positive correlation between front line worker type and safety equipment received from government.
- Thus the positive correlation between awareness of welfare measure and satisfaction of welfare measures provide for front line workers.
- Positive correlation exists; hence there is significant relationship between allowances offered during post pandemic and safety equipment given by the government.
- Positive correlation exists; hence there is significant relationship between medical facility offered for front line workers and safety facility followed after post pandemic.
- Positive correlation exists, hence there is significant relationship between nature of pandemic awareness program and improvement needed in welfare measure program

### FINDINGS FOR CHI-SQUARE

- It is from the above table show that the calculated value of chi-square at 0.05 level is less than the table value. Hence the hypothesis is accepted. So there is no relationship between various facilities and satisfaction level.
- Since the calculated value is higher than the table value and our hypothesis is proved, null hypothesis is rejected. Hence alternate hypothesis is accepted. So there is significant relationship between welfare measures and satisfaction.
- Since the calculated value is higher than the table value and our hypothesis is proved, null hypothesis is rejected. Hence alternate hypothesis is accepted. So there is significant relationship between vaccine dose taken and level of satisfaction of first and second dose.

- Since the calculated value is higher than the table value and our hypothesis is proved, null hypothesis is rejected. Hence alternate hypothesis is accepted. So there is significant relationship between safety facility followed after post pandemic and front line workers insist others to wear mask.
- Since the calculated value is higher than the table value and our hypothesis is proved, null hypothesis is rejected. Hence alternate hypothesis is accepted. So there is significant relationship between type of front line worker and safety equipment given by the government.

#### **FINDINGS FOR RANKING ANALYSIS:**

- Result shows that safety measures ranks 1, uniform facility ranks 2, training facility ranks 3, healthcare facility ranks 4, transport facility ranks 5 and medical facility ranks 6.

#### **SUGGESTIONS**

- Some of the front line workers were unaware of welfare measures so the government to take steps to make more awareness about the welfare measures among the front line workers.
- Some of the respondents feels dissatisfaction with the medical facility and medical scheme provided by the organization, so it should be concentrated by the government more on medical facilities.
- Most of the respondents feels that the required transport facilities during the over time and the bus should be operated in a right time.
- Some of the respondents feels unsatisfied with advance provided by the government , so the government can provide additional advances in the necessary requirements as per the need for the front line workers.
- Most of the respondents says that the need canteen facilities so it can be introduced in the government.
- Basic facilities should be improved so that the front line workers feel that they are working in a good working environment.

#### **CONCLUSION**

In the in-depth study of the project help to understand various welfare measures provided by the government and how far the front line workers are aware and satisfy with welfare measures and what are the requirements and expectations from the front line workers to improve the welfare schemes from government.

The government should also concentrate more on front line workers welfare measures in order to take care of the front line workers during pandemic and after pandemic and to utilize the human resources in an optimum level this project is very useful to take certain steps in various areas regarding welfare measures and can be implemented in future with utmost care.

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