

STUDY OF EMPLOYEE WELFARE IN SELECTED RESTAURANTS IN PUNE CITY

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ABSTRACT

Hotel Industry is one of the key, backbone of the civilized society. More so, in India, in general and Pune City, as rising on the horizon of Metros, in particular, Hotel Industry in Pune is ever growing phenomena. With the advent of the developments since the 21st Century and with the establishment of Modi Govt 2.0, more so with the trending Industry 4.0 and Ease of doing business policy, the Hospitality Industry is also to change radically. Pune Metropolis is enlarging lips and bounds in all its directions, inviting guests from national as well as international corners. Multi cuisine delivery of stuff, etiquettes and styles on the one hand for our guests; even the local citizens' needs and demands for daily foods are on the rise. Outside weekend eatings and parties are ever growing in the middle class families in Pune; resulting into the stiff rise in the number of restaurants and outlets of eatables in Pune. Terms Hotels, restaurants have changed fashions into Coffee, Star Hotels and Take aways. Concept of Food Trucks was also introduced in Pune way back in 1978 called Tifini !

Among other things like – cut through competition, quality and service to customers, Hotel Industry is predominantly recognized as Service Industry, which depends upon the working class in it. Registration under Shop Act, FDP Rules and a number of Labour Laws to follow are the main control points of this Industry. However, how about the working conditions, continuity and welfare of employees, in the Restaurants? There are Labour Laws like ESI Act, PF Act and Trade Unions Act which are prominent.

This Research Paper will be an academic probe into this vital area of the present status of Employee Welfare in Restaurants in Pune. Primary Data will be collected and analyzed from an appropriate sample besides the secondary data. Main findings of this Research Paper will be

presented for consideration of the higher authorities like FDA and the Association of the Hotels in Pune.

Keywords: Industry 4.0, FDA, Restaurant, Employee Welfare, Service Industry,

Hypotheses

- 1) Working conditions of restaurant has a signification impact on employee welfare
- 2) Development of Workers has a signification impact on employee welfare Employee welfare has a signification impact on behavior of employees

Objectives:-

- To understand the extent of growth of restaurants in Pune city
- To note the number of Labour laws applicable to Restaurants
- To note the view points about Labour welfare from Hotel owners, in Pune
- To note the view points of union Leaders on Lab Welfare of restaurants workers

Introduction:

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Literature Review:

In order to understand Labour welfare in restaurants, it was felt essential to have literature review. Following terms have been identified in this connection:

- **Registration under Shops and Establishments Act:** Restaurants are expected to be registered under this Act. All the statutory records about the establishment have to be maintained regularly. Further they have to be produced for inspection of the competent authorities like Shop Inspectors , Food and Drug Administration (FDA) officials appointed by the Government.
- **Labour Welfare:** The factories Act, 1948 has spelt out welfare as the **Intra Mural** (within factory premises) and **Extra Mural** (outside factory premises) welfare facilities. They are also looked at as **statutory welfare and Voluntary welfare** facilities. S. 42 to S. 50 of the Act have made elaborate provisions like First Aid facilities , Canteen , etc.
- **Provident Fund:** During the tenure of employment, the workmen get earnings but there has to be some provision for the future, i.e. old age. Provident Fund is an arrangement of saving some part of the earnings of employees, which is also contributed either by the Employer or the Government and saved till the date of retirement. A lump sum amount is thus accumulated and handed over to him / her at the time of retirement together with interest there upon.
- **Workmen's Compensation:** Employees are exposed to various risks – physical and mental as a part of employment. Especially, when they are exposed to machines, fire or any other hazardous things, even their life is in danger. The Workmen's Compensation

Act, 1923 has provided for the money compensation to be paid by the employer in such an unfortunate event. Such an event may have occurred during the course of employment or out of employment.

- **Employees State Insurance (ESI):** Insurance cover is essential for employees against their sickness and for getting medical treatments. ESI is a special scheme under which the State comes forth for such coverage. The ESI Act has made elaborate provisions especially for the lower income groups. The employers are duty bound for enrolling the employees under their establishment for getting these facilities. Regular medical checkups, getting medicines at a subsidized rate and even the hospitalization facilities are provided under the same.

Further, there are a number of schemes and activities for the wellbeing of the employees. Theoretical models have been developed for the same like- employee developments, motivation, etc. This needs to be tested with the practical side of the same.

Methodology:-

- Questionnaire Method for collecting data from sample selected
- Interview method for Pune Restaurants & Hoteliers Association (PRAHA)

In Pune, at present, about 10500 Hotels of different types like traditional hotels, star hotels, food joints, take away, Restaurants & Amrutulya are working

PRAHA is a well established body working for the smooth functioning of Restaurants & hotels in Pune. At present, they have 480 members.

The research hypotheses were tested by means of a questionnaire survey carried out among 15 Restaurants was selected on random sample basis. They belong to the different parts of Pune city like central city area, Kothrud, Caronment, Karvenagar, etc. Questionnaire was circulated to 15 such sample restaurant owners. Interviews were conducted of both Restaurant Owners & the Union Leaders also. A total of 15 responses were collected until the end of survey, and after deep investigation a number of 1 question was found unfit for the statistical analysis process

The sample size of the study is relatively small. Consequentially, the researcher adjusted the study data analysis strategy by using the best valuable statistical methods such as means and standard deviation.

Measure:-

All the constructs were measured by adapting previously published scales. The questionnaire was in two segments. Segment A captured information about the respondents such as information regarding: - their year of establishment, number of employees, qualification of employees, and qualities needed.

Segment B captured information on independent variable: – welfare that measured by six items namely- Health & Hygiene, education up-gradation, Dress Code, Free time wearing, Stay Arrangements and Rest Hours a day

Training and development which measured by two items namely: - saving, banking and fund building.

Recreation facility that measured by three items namely: - Sports, Social Contacts and Visiting Hometown.

Data analysis

Data was analyzed through descriptive statistical methods with mean, standard deviation, and Pearson correlation coefficient, thus, it can be concluded that the instrument used in this study was consistent and reliable

Table 1 Scale determine the relative importance of the mean

The level of effect	Mean
High	r>0.5
Medium	r=0.5
Low	r<0.5

Table 2:- The mean and standard deviation for the survey items in Hotels

5 Welfare Facility	a	b	c	d	e	f	Mean	SD	Level
	12	9	14	15	1	13	53.17	5.16	High
	3	6	1	0	14	2	24.33	5.16	High
6 - Training Facility	14	1					14.50	9.19	High
7- Recreation facility	4	11					9.50	4.95	Medium
8- Performance	10	1	4	0			15.00	4.50	Medium

Results

This section shows the results of the study. Table 2 reports the means, standard deviations, and the application degree of variables. The result of descriptive statistics indicates general agreement of the respondents about Employee Welfare. The total implementation of Employee Welfare is correlated at a moderate level.

To test the study hypotheses Pearson's correlation coefficient analysis was used. Correlation between welfare facility, training facility and recreation facility has a significant relationship with employee welfare.

In conclusion, the three developed hypotheses in this study are supported, as the findings of the statistical analysis indicated a significant relationship with employee welfare.

Opinions expressed by Hotel owners:-

- Overall , hotel industry in Pune has grown, with the expansion of Pune city

- There are different types – hotels for stay, star hotels, Restaurants, food joints, take aways, Amruttulay etc.
- Lots of records to be maintain & presented for
 - Labour related – attendance, PF, ESI, record of leaves, Health records
 - Turnover related- cashbook, daily receipts, purchase records
 - Shop Act / Establishment Act: License, ownership, PMC taxes
 - Music & copy rights related records
- There are a number of authorities to face like-
 - Food & Drug Administration Authorities
 - Labour departmental Authorities
- ESI facilities are hardly available. In fact, on time medicines & hospitals are not nearby. Especially burn ward in such hospital is an urgent need at times, which is not at all ready. Hotel owners themselves have to step ahead & bear all expenses in such situation.
- Labour turnover is a great problem. After every 4/5 years of training & mentoring there is a tendency of migration from one restaurant to other within Pune city.
- Availability of good, local labour is an issue. Marathi labour is migrating from Marathwada, Satara & Kokan areas to Pune. However, Pune based labour is not finding this job interesting at all.
- There are two classes of labour: Unqualified & duly qualified in hotel management Youth, duly qualified expect respected jobs & handsome salaries.

Opinions expressed by union leaders:

- Hotel industry is less preferred job profile for years together.
- Due to very low paid nature, no status & no stability; for away the prospectus the hotel employment is unliked by majority this job is accepted only of compulsions
- Traditionally, the hotel owners are migrated from Kokan, Karnataka to Pune & have stabilized here. They bring with them or with their personal references the labour class.

- Normally hardly few remain in the same establishment for years together. Some senior / supervisory cadre leave our venture for starting their own hotels / outlets in future.
- In spite of number of labour laws like PF, ESI & Payment of Bonus Act prescribing their conditions & rules to follow, many employees find a way-out to bypass the same. Records are manipulated & fabricated to escape from the financial burden.
- Labour unions of the working class are in few numbers but not possible at most of the places where the total employment is small & under the total control of the management.
- Contract Labour is on the rise, with the contractor as employer in between, the Labour Laws are not followed.
- Future of Restaurant workers in Pune is not so bright and stable.

Main Findings & conclusion:-

- City of Pune has experienced tremendous growth in size of population & directions
- Food habit are changing a lot, outside food enjoyment has become the life style of the modern age
- There is a rising number of hotel industries in Pune restaurants.
- In spite of the fact that restaurants are on rise, there are about 480 restaurants as members of the PRAHA. Others are not organized as yet.
- There is definite amount of concern expressed by the both, about the working conditions & development of restaurants working in Pune.

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