

Health and Safety Measures at LMV Workshop: Review on Employee Perception

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Abstract- Perception management is the critical task, where every professional encounters in his day to day life. As employees are treated as human capital in today's scenario, employee perception management plays important in building work culture. Uneasy incident taking place at any atmosphere would be looked by diversified angle and usually management gets pointed out as perpetrator even it is resulted by employee negligence or risky behavior.

Key words: Perception, LMV (Light Motor Vehicle), Risky behavior, diversified, culprit.

I. INTRODUCTION

Every employer is under statutory obligation to safeguard the health and safety of workers. To ensure the same the detailed provisions are therefore, made in diverse chapters of the Factories Act of 1948, imposing statutory obligations upon the owners of the factories thereby the employed staffs are protected, if not employer is liable for prosecution. The Factories Act 1948 imposes numerous restrictions upon the employers to secure to the workers. But they are prone to injury at workplace. Today's operation or service process is witnessing radical change in the cost effective production and newer technologies are being introduced and continuously in several areas to improve productivity and quality speed, time and money have become the words of the day and its impact has affected very many core areas of any industrial setting including the Safety as it is grasped is not merely set of practices which are used to prevent certain unforeseen events taking place in the factory. It is more a value, discipline and culture that need to be adhered to in any given environment.

The importance of safety at work place can't be over exemplified. It is mostly felt in workshops where motor vehicles are handled or serviced in a place, where many vehicles are parked to be repaired and delivered within very short period of time. Motor vehicles workshops in the town and cities operate in a small area. The customers' anticipation for quick service and return of their vehicle to the desired place makes technicians to rush in completing the tasks by clearing the job sheets. Expelling of safety measures and equipment makes technician feel comfortable when he is handling tools, hence unforeseen slip may invite injury at workplace.

Human can never run away from his surroundings wherever he is, he vestiges always a part of threats involved in it. But he can make it safer by submission of well-known doctrine and techniques. The World Health Organization in its constitution says "Health is a state of complete physical, mental and social well-being and not merely the absence or infirmity". (Neeraj Ahuja, 2002) A sound mind in a sound body has been recognized as a social ideal for many centuries. Safety cannot be controlled and checked at one point. It has to be built in to and not inspected in to all industrial cycle, like planning, design, purchasing, manufacturing, supervision, shop operation, inspection and testing. Safety is a dynamic process which applies to all categories of people and involving all levels in an organization to promote unceasing development in safety and the goal is to mobilize the entire workforce in pursuit of organizations safety objectives with the primary aim of better quality of working life. Saiyed et al (2004).

II. HEALTH AT WORKSHOPS

The World Health Organization (WHO) defines health as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity". The joint I.L.O. /W.H.O. Committee on Organizational Health observed that industrial health is:

1. Maintenance of physical, mental and social well-being of workers in all occupations;
2. Prevention of ill-health among workers caused by the working conditions;
3. Protection of workers in their employment from risks resulting from factors adverse to health;
4. Placing and maintenance of the worker in an occupational environment adapted to his physical and psychological equipment. S.D. Puri, Sundeep Puri, (2013)

Safety is a lively process which applies to all groups of people and connecting all levels in an organization to endorse constant improvement in safety and the goal is to mobilize the entire workforce in chase of organizations safety objectives with the key aim of improved value of operational life. Safety in general refers to liberty from hazard and slaughter. Work safety predominantly means deterrence of accidents or causality to human resources functioning in the work setup. Positive actions taken in advance to prevent the potential harm towards self and

others are the preventive pro-activeness approaches in ensuring safety.

Moreover Industrial safety and efficiencies are directly related to wealth. As essential safety practices prevent accidents, there will be regular flow of work resulting in the boosting of morale and productivity of the workers. On the other hand, Industrial accidents cause a great deal of loss both to the employer and employees. Nishii, H. Iepak, d. P, & schneider, b. (2008).

A. Safety Measures in the Factories Act, 1948:

This act gives utmost priority for the safety of employees through number of provisions which have been made under this category. Technicians need to work in the workshop where it is slippery, and vehicle engine is hot as they cannot afford to take time to cool the engine due to quick delivery demand from the customer. So they are forced to compromise or lose the job being unfit to the present service environment. Jeffrey S. Russel, (2011)

B. Meaning of Occupational Safety and Health:

The term 'Occupational safety and health' is used to refer employee health and safety. It means to protect the safety, health and welfare of the employees at the work place, whose main goal is to provide a safe and healthy working environment at the factories or workplaces, which include garages.

In generic terms "Safety" can be explained as the relative freedom from any danger or risk causing loss of personnel or property, whether deliberately or accidentally. Thus, Employee safety can be said as the measures taken by the employer for the safety of the employees at the work place for safeguarding the employees from any such risk. Similarly, the term health means to maintain the inner equilibrium of the body termed as homeostasis, i.e., to regulate the variables to maintain the internal conditions remain stable and relatively constant.

World Health Organization (WHO) defines health as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." The definition states that 'Health' does not merely mean physical health, but also the mental health and the well-being of a person. To have balanced mind at work place is very important. Employees' health should be the main concern of any organization, as healthy employees can contribute to the holistic growth and development of the organization. Hence, many organizations provide various measures for safety, health and welfare, at the work place. However, it is made mandatory for the employer organization through statute i.e., The Factories Act, 1948, in India, where ever applicable.

Sayed (2004) About 92 million individuals are working in various unorganized sectors in urban area in India, of which about 16 million people are working in mining, quarrying, manufacturing, service and repairs, construction and trade and commerce. As the workers are working in this informal sector, this vast majority of workers are not covered by The Factories Act, 1948, Shops and Establishment Act.

Statutory measures which are undertaken for the safety and health of the employees at the LMV workshops which can be broadly categorized into three main measures as below.

C. Safety Measures

1. Proper precautionary measures when using electric or manually operated tools
2. Provide protective such as hand gloves, eye goggles, boots etc.,
3. Precautions against the use of dangers gases (such as oxygen and acetylene, which is formed by the reaction of calcium carbide and water) which are used in the garages for tinkering work.
4. Providing proper training to the employees
5. Promote open communication – it is where the employees express their concerns on the issues which infer occupational safety and health.
6. Implementation of strict safety policies.

D. Health Measures

1. Provide clean working environment
2. Disposal of waste
3. Ventilation and lighting
4. Drinking water
5. Latrines and Urinals. S V Guha, (2012)

E. Welfare Measures

1. Washing facilities
2. Facilities for storing and drying the cloths
3. First-aid facility
4. Canteen/ dining area. S.D. Puri, Sundeep Puri, (2012)

Chang (2005) defines employees' perception of HRM as the expression of the beliefs an employee has about the HRM practices of an organization.

Nishii (2007), "People perceptually filter external information; their attitudinal and behavioural responses to that information may differ".

Nishii et al., (2008) argue that the attitudes, behaviours and performance of employees are affected by what employees think about the motives why management uses HRM practices.

Foot & Hook, (2008) People in an organization pursue their own interests, conflicts are common.

Jeffrey S. Russel (2011) What sets great leaders apart is their ability to manage perceptions. What people observe or assess as your ability to be a leader and your effectiveness becomes their perception, which in turn becomes reality. Perceptions that are not managed become rumors, then gossip, then backbiting, which leads to destruction. Unmanaged perceptions become a reality that was not intended.

III. METHODOLOGY

In order to answer the research question and area Employees of a LMV workshop which has ISO-

9001/2000 certification on standard operations were interviewed. Convenient sampling method of Non probability sampling method is followed for the data collection. 50 employees were interviewed to collect their opinion through a structured questionnaire to know their perception on the operation process with regard to safety and health at their workshop. The universe was 1020 and the population of the researched workshop at the time of research was 250 employees; where sample size taken was 20% of the population. The sample includes mechanics, sweeper, dentor, electrician, driver, washer, washing supervisor, washing helper, training mechanic, tinkerer, cleaner and service advisors.

IV. RESULTS AND DISCUSSION

A) Opinion on hygiene maintained at workplace:

When the respondents were asked about the when hygiene maintained at their workplace, more numbers of them were of the opinion that the hygiene maintained at the workplace is very clean. 90% among total respondents had this opinion. Whereas the rest 10% were of the opinion that the hygiene maintained was neither bad nor so very clean. According to them the hygiene was somehow good.

B) Opinion on waste disposal and hygiene at workplace:

The result from the study focused how often the waste is being cleaned in the workplace. 78% of the respondents say that the waste is being cleaned daily in the workplace. With this it can be said that the company has taken care of cleaning the workplace daily. Hygiene at workplace can be maintained when there is cleaning of the waste at the workplace more often which is done every day in this company. Workplace ambiance attracts customers and it is the indications for the professionalism as well as customers feel that their vehicle is serviced by qualified technicians.

C) Employees felt suffocated due to poor ventilation at workplace:

Employees felt suffocated due to ventilation at workplace, majority 78% of the respondents said that they feel suffocated. Reason for this is excessive vehicles accepted for the servicing and shortage of place to park and work in trouble shooting. This indicates that majority of the employees are not happy with the ventilation at their workplace. The operation section was not only overcrowded with the vehicles to be repaired, but even female employees who were involved in support function were of the same opinion. Employee safety, work comfort was compromised in this industry was evident here by this study. The overcrowding is adjusted by every employee because they had no other options to carry out their job.

Employees were happy about the first aid facilities available to them and training provided in this regard. Location of the first aid box placed was very convenient and all respondents appreciated it and said they never felt

delay in the first aid treatment is delayed. Another aspect to be noted here is that, as many said that "first aid was never delayed", means the accidents and casualties at workplace is very common. 100% employees were provided health insurance up to appropriate ceiling based on the employee's grade structure. Reason behind management sponsoring health insurance through a private service provider is to avoid workplace accident and its financial implications on management. 98% employees expressed that they are happy and satisfied with the medical benefits offered to them by the management.

D) The area which is more prone to accidents at workplace:

Majority of the respondents said the common place where accidents and injury at workplace took place as follows: 54% of the respondents felt that open area was the place, 34% said electrical gadgets, and among 12% of the respondents said dispatch area and other places respectively. This indicates how the company has taken care of its employees in terms of safety. Maximum numbers of the respondents were of the opinion that they have no such area with accident possibilities. In the open area there may be more movement of vehicles because of which the employees may be feeling that it is more prone to accidents. This contradicting statement from the employees depicts that there are accidents taken place and it was not revealed to any outsiders to avoid legal litigations with labour department, and ESI departmental authority.

E) Employees' opinion about the causes for the accidents at workplace:

When asked about the usual cause for the accidents at workplace, 62% of the respondents said that it will be because of carelessness of the employees itself. According to 22% of them ignorance is the cause for the accidents. Among the rest, 10% point lack of safety measures, and 6% point no safety training to the employees as the reason for the accidents. Here it can be said that even there are very less chances of accidents, according to the majority of the respondents, in case of any accidents, the cause would be the carelessness of the employees. It shows that there is no chance of accidents which occur because of no safety training to them. It is because maximum numbers of the employees have got training in safety but employees are careless on their safety at workplace. Reason on this careless risky behavior of employee is predominantly work pressure. 50% employees say that there are safety training provided very frequently, but workload prevents them to use safety equipments prior to handling tools.

F) Opinion about the condition of machines in the company:

According to the majority (72%) of the respondents, the condition of the machines at the workplace is good

and repairing equipments were serviced on regular basis by its warrantee service provider, 18% of them feel that they are in average condition and only 10% said that they are in excellent condition. The conditions of the machines have to be good as employees working with them spend most of their time with them. Keeping this in mind, the company has been taken care of condition of the machines. Statistics from the research it can be said that almost all the employees are happy with the management as it giving training on safety more often, takes all the necessary precautions, and provides safety gadgets. It can here be identified that the management has been given more importance to the safety of the employees. 72% employees said they were trained in fire fighting techniques also. But trainings can prevent accidents only if the work atmosphere is favorable in adopting those training tips.

V. FINDINGS

Majority of the employees are taken care well with regard to their safety. This particular workshop has given major importance in the maintenance of clean in the workplaces as the maximum number of employees gave positive response to the questions asked while data collection. It is evident that, the workshops with good ambiance ensure that their employees are protected from the workplace accidents. But few said that, their friends who are working in workshops which operate in small scale have not taken any steps to prevent employee accidents. Only branded LMV workshops like Abharan Motors, Mandovi Motors etc have taken care of hygiene at workplace and accident prevention measures. Safe drinking water is provided to employees and employees through water purifier. Even customers are not allowed to enter to work area, cleanliness is given high priority. Spilled oil is smeared without any delay which is an important safety measure in preventing slip and fall of employees. Spray painter is provided mask to prevent inhalation of sprayed paint, and hand cover is given to painter and electricians. Good hand wash lotion also provided to employees, so they need not wash their oily hands in petrol or harmful chemical. Accidents have taken place due to negligence of employees at workplace. Regular health checkup for employees is sponsored by the company is an evidence for preventive and curative care

The employees of the workshop are skipping precautionary measures due to excessive work pressure.

90% of employees agreed that for the workload that they need minimum about 20% more manpower. To wear hand covers and other precautionary measures, it takes few minutes. Due to work pressure they are forced to skip preventive measures presuming that "nothing will happen". This negligent attitude sometimes costs injury. By skipping precautionary measures employees encounter safety risks. So employer cannot be blamed for accidents at workplace. Even though employer cannot be excluded totally from the obligation of protecting employees because overloading employees with work and setting unrealistic completion targets can result accidents and safety will be at stake.

CONCLUSION

To conclude, safety practices to be treated as a value, it has to be considered as something valuable and practiced with commitment. As a discipline, it is to have self control and train our minds to adhere to basic safety rules and regulations. As a culture it must become essentially part of our lives.

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