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A Study on Employee's Awareness and Utilization of ESI Benefits in Feather Touch Cura, Coimbatore

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ABSTRACT: Employee State Insurance (ESI) Scheme is a very large social security. It is different from other types of insurance like Health Insurance, it gives the full measure of medical care and reasonable financial help to the recipients for benefits like sickness, maternity, disablement, and death due to work injury. Providing the health facilities also the employee's dependents not only motivates them to work but also helps the company hold their staff for a more extended timeframe. The study also attempts to audit the varied Employee State Insurance (ESI) benefits available to the workers inside the company.

KEYWORDS: ESI scheme, Employees benefits, Social Security, Insured Employees

I. INTRODUCTION

ESI scheme is a comprehensive social security program that was created to socially protecting "employees" in the organized sector from sickness, maternity, disability, and death as a result of work-related injuries and provide medical care to injured workers and their families.

The ESI Act was declared by the Parliament of India in the year 1948. The ESIC plan was first propelled on second February 1952 at just two modern cities in the country--Kanpur and Delhi with a total of approximately 1.20 lakh employees. After that, the plan was carried out in stages across the country with the active participation of state governments.

II. STATEMENT OF THE PROBLEM

Extended relatives have supported Indian households in the event of illness or other tragedies. The danger of illness and other unforeseen events for the working class has grown as a result of the breakdown of joint families and the development of nuclear families. Low-earning employees in India are covered by the ESIC, the country's social security law, which offers them basic healthcare and social security benefits. This paper aims to identify the challenges that insured people face when applying for ESI benefits.

III. OBJECTIVES OF THE STUDY

- To evaluate the level of employee's awareness and satisfaction with the ESI scheme.
- To know about the most important ESI benefits for employees.
- To know the ESI benefits are efficiently used in a company.



IV. SCOPE OF THE STUDY

- This study analyses employees' awareness and company utilization of ESI benefits.
- This study mainly extends that they full fill their needs and necessities.
- The study will also be intended to open a new platform for future research work.

V. LIMITATIONS OF THE STUDY

- Had difficulty in collecting data because the respondents were not open in sharing the data.
- Some Employees may not be aware of the ESI benefits available to them.

VI. LITERATURE REVIEW

Muralidharan VR (2011) of the Indian Institute Of Technology **EXPLORED ON THE ESI ACT 1948 IN ORDER TO FIGURE OUT A WAY** to reduce the monetary cost of getting health services, in this way empowering people with significant neglected needs to get to in any case unreasonably expensive consideration.

Mayer Brown (2013)“Asia Employment Law” the review of quarterly 2013 ESI changed ESIinspection guidelines, implementation, survey, and complaints updated on the of first April 2012 and in seventh of May 2012disabled employeesand dependents:ESI claims techniquesalso refreshed asdistributedinthesaid journal.

G. Muthu Lakshmi (2014) conducted a study on the performance of the ESI scheme with specialreference to Tuticorin district, Tamilnadu. The review inspects the performance of ESI Corporationand furthermore the attention of employees onESIhospitals. The study figured out that ESI dispensaries/hospitals were not working up to the satisfaction of insuredpersons. The study also clarifies the extension for work on its capabilities and transform into a highly hopeful and safecorporation,putting togetherbetterservices.

VII. RESEARCH METHODOLOGY

This method is a systematic approach that uses to conduct a study or research project. It involves a set of principles, procedures, and techniques that guide in collecting and analyzing data, testing hypotheses, and drawing conclusions.

7.1 RESEARCH DESIGN

Research design is the overall plan or strategy used for research to answer the research question or hypothesis. It refers to the framework or structure of a research project that guides the collection and analysis of data.

7.2 RESEARCH TYPES

This study employed descriptive research, which entails survey and fact-finding inquiriesof various types. The goal of descriptive research is to describe the current condition of affairs.

7.3 SAMPLE METHOD

Sampling is the technique used to select a sample of a large population for the purpose of conducting research or analysis.

VIII. DATA COLLECTION

Primary data are a fresh source of information from which the researcher directly gathers new information. Primary data are information that has been gathered directly from sources using a variety of techniques, including observation, interviewing, mailing, questionnaires, etc. the major method of data collection in this study is the questionnaire.



Secondary data refers to data that is already available data that has previously been gathered and examined by another party. The secondary data for the study was gathered from books, business websites, periodicals, and other sources.

8.1 SAMPLE SIZE

100 sample were collected

8.2 TOOLSUSEDFORANALYSIS

- SimplePercentage
- Chi-squareTest
- Weighted Average Rating

IX. DATA ANALYSIS AND INTERPRETATION

The data collected has been evaluated, categorized, and collated to produce an insightful perspective.

9.1 SIMPLEPERCENTAGE

TABLE NO. 1DEMOGRAPHICPROFILEOFRESPONDENTS

DEMOGRAPHICPROFILEOFTHRESPONDENTS		NO OF RESPONDENTS	PERCENTAGE
AGE	18-25 YEARS	45	45.0
	25-35 YEARS	28	28.0
	35-45 YEARS	18	18.0
	ABOVE45YEARS	9	9.0
	TOTAL	100	100
GENDER	MALE	52	52.0
	FEMALE	48	48.0
	TRANSGENDER	0	0
	TOTAL	100	100
MONTHLY INCOME FROM EMPLOYER	Less than 10000	16	16.0
	10000-15000	30	30.0
	15000-18000	22	22.0
	18000-21000	32	32.0
	TOTAL	100	100

Source: Primary Data

INTERPRETATION

The above table1 shows that the majority of the respondent age group is under 18-25 years (45%), the majority of the respondents are male (52%), and the majorityoftheir annualincome isunder 18000-21000 (32%) anda majority of the respondents workexperienceisLess than a year (39%).



9.2 WEIGHTED AVERAGE RATING

TABLE NO –2 MOST IMPORTANT BENEFITS FOR AN EMPLOYEE (RATING METHOD)

BENEFITS	RATING						TOTAL		WEIGHTED AVERAGE RATING
	RATE 1		RATE 2		RATE 3		NO OF. RESPONDENT	WEIGHTAGE	
	NO OF. RESPONDENT	WEIGHTAGE	NO OF. RESPONDENT	WEIGHTAGE	NO OF. RESPONDENT	WEIGHTAGE			
Medical benefits	17	17	31	62	52	156	100	235	39.16
Funeral benefits	40	40	45	90	15	45	100	175	29.16
Sickness benefits	14	14	35	70	51	153	100	237	39.50
Maternity benefits	22	22	41	82	37	111	100	174	29.00
Disablement benefits	42	42	43	86	15	45	100	173	28.83
Old age care	50	50	34	68	16	48	100	121	20.16
Vocational/ physical rehabilitation benefits	34	34	46	92	18	54	100	180	30.00

Source:Primary data

INTERPRETATION

The above table shows that the most important benefits for employees, 39.16% of the respondents are rated Medical benefits, 29.16% of the respondents are rated Funeral benefits, 39.5% of the respondents are rated Sickness benefits, 29% of the respondents are rated Maternity benefits, 28.83% of the respondents are rated Disablement benefits, 20.16% of the respondents are rated Old age care, 30% of the respondents are rated Vocational/physical rehabilitation benefits.

The Majority 39.5% of the respondents rated Sickness benefits as the most important benefit for employees.



9.3 CHI-SQUARE TEST

Comparing the Age and Employees satisfaction level of company ESI benefit utilization.

- Independent variable: Age.
- Dependent variable: Employees satisfaction level of company ESI benefit utilization (Q-20).

Null Hypothesis (H0):

There is no significant relationship between the Independent and Dependent variables.

Alternate Hypothesis (H1):

There is a significant relationship between the Independent and Dependent variables.

TABLE NO. 3 CHI-SQUARE TEST			
Description	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	28.667 ^a	12	.004
Likelihood Ratio	27.568	12	.006
N of Valid Cases	100		

a. 12 cells (60.0%) have expected count less than 5. The minimum expected count is .36.

INTERPRETATION

By seeing the above table, the value is 0.004 which is less than 0.05. So, the Null hypothesis is rejected, and we accept the Alternative hypothesis. There is a significance relationship between Age and Employee satisfaction level of company ESI benefit utilization.

0.004 < 0.05, So Alternative hypothesis (H1) is accepted.

FINDINGS

- Majority of the Employees age group comes under 18-25 years (45%).
- The maximum number of respondents are male (52%).
- The majority of the Employees' annual income is under 18000-21000 (32%).
- Most of them have Less than a year of work experience (39%).
- The Sickness benefit is the most important ESI benefit for employees.
- The value is less than 0.05. So, the Alternative hypothesis is accepted. There is a significance relationship between Age and Employees satisfaction level of company ESI benefit utilization.

X. SUGGESTION

- The company needs to properly inform the workers of all the benefits.
- Some workers are aware of all ESI perks, while those who have recently joined the company are not. As a result, the employer should provide them with enough information on all ESI benefits.
- Benefits should be explained in the native tongue or another language that the majority of the workforce can understand.
- Benefits should be easily accessible to employees by minimizing the procedure.

XI. CONCLUSION

The target of the study is to know the attention and utilization of the ESI benefits under act among employees in FTC, Coimbatore. Only when the organization and its employees both experience growth will the workplace climate be



conducive to a healthy organization. Employees must concentrate on becoming more familiar with the Awareness and Utilization of ESI policy. From this study, it is founded that a partial number of employees are aware and only a small percentage of the employees are utilizing the benefits of the ESI scheme. Employers have to provide proper awareness to employees on Employee State Insurance.

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