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## Ensuring employee well-being: a study on health, safety and welfare measures in the automobile service sector

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**Abstract**
This study investigates the implementation and impact of health, safety, and welfare measures in the automobile service sector to ensure employee well-being. The automobile service sector, characterized by its dynamic and often hazardous working conditions, poses significant challenges to employee health and safety. Recognizing the importance of employee well-being not only for ethical reasons but also for organizational productivity and sustainability, this research aims to analyze current practices and identify areas for improvement. Using a combination of qualitative and quantitative research methods, including surveys, interviews, and case studies, this study examines how different organizations within the automobile service sector approach health, safety, and welfare measures. Key areas of focus include the effectiveness of existing policies, employee perceptions and experiences, management strategies, and regulatory compliance. The findings suggest that while some organizations have robust measures in place, there are widespread challenges related to implementation, awareness, and resource allocation. Furthermore, there is a notable gap between policy formulation and actual practice on the ground. This research proposes recommendations for enhancing the effectiveness of health, safety, and welfare measures, including improved training programs, regular risk assessments, and fostering a culture of safety. Ultimately, this study contributes to the broader discourse on workplace well-being within high-risk industries, offering insights and practical recommendations for stakeholders aiming to prioritize employee health and safety in the automobile service sector.

**Keywords:** Employee health and safety, welfare measures, automobile service sector

### Introduction

Employee well-being is a critical concern in every industry, but it holds particular significance in sectors like automobile service, where workers face unique challenges related to health and safety. This study delves into the health, safety, and welfare measures implemented within the automobile service sector to safeguard employee welfare. By examining current practices and their effectiveness, this research aims to highlight areas for improvement and offer recommendations to enhance the overall well-being of employees in this demanding industry. Understanding and addressing these issues not only benefit the workers but also contribute to organizational resilience and sustainable growth.

### Automobile Service Sector Overview

The automobile service sector encompasses a broad range of activities involved in the maintenance, repair, and servicing of vehicles, playing a crucial role in ensuring the functionality, safety, and longevity of automobiles. This sector is essential for both individual vehicle owners and commercial fleets, contributing significantly to transportation infrastructure and economic activity.

### Key components of the automobile service sector include:

1. **Repair and Maintenance Services:** These include routine maintenance such as oil changes, brake inspections, tire rotations, and more extensive repairs like engine overhauls and transmission replacements.
2. **Diagnostic Services:** Utilizing advanced diagnostic tools and techniques to identify and rectify issues with vehicle systems and components.

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3. **Body and Paint Services:** Repairing and refinishing vehicle bodies damaged due to accidents or wear and tear.
4. **Parts and Accessories Sales:** Retailing automotive parts, accessories, and consumables required for vehicle maintenance and customization.
5. **Specialized Services:** Such as automotive electrical systems, air conditioning servicing, and other technical specialties.

## Statement of the Problem
The automobile service sector is essential for maintaining vehicle safety and functionality, yet it poses significant challenges to the health, safety, and welfare of its workforce. Despite the sector's critical role, there is a notable gap in understanding and addressing the comprehensive needs of employees regarding occupational health and safety. This study aims to investigate the effectiveness and implementation of health, safety, and welfare measures within the automobile service sector. It seeks to identify the key issues and challenges that impact employee well-being

## Need of the Study
Employees in the automobile service sector face various occupational hazards, including exposure to hazardous chemicals, mechanical injuries, and ergonomic strains. Understanding these risks is crucial for implementing effective measures to protect employee health and safety. Addressing employee well-being goes beyond legal compliance; it impacts overall workforce morale, productivity, and retention. A supportive work environment contributes to employee satisfaction and reduces turnover rates.

## Research Objectives
▪ The study aims to enhance the understanding of health, safety, and welfare dynamics within the automobile service sector.

▪ The study aims to provide actionable insights and recommendations that can support industry stakeholders in enhancing workplace safety, improving employee well-being, and fostering a culture of continuous improvement within the automobile service sector.

## Research Design
The research design used in this study is descriptive research. Descriptive research design is a type of research design that aims to systematically obtain information to describe a phenomenon, situation, or population. More specifically, it helps answer the what, when, where, and how questions regarding the research problem rather than the why. Here, 100 employees of Ki Mobility Solutions Pvt Ltd., (myTVS) are selected as sample. The present research study is descriptive and analytical in nature and therefore, data are collected from both primary and secondary sources. Survey is conducted while working hours of the employees. The data gathered is analyzed using percentage analysis, Chi-Square test, Weighted Average method and ANOVA.

## Age group of the respondents

**Table 1:** Age group of the respondents

| Age Group | No. of Respondents | Percentage |
|---|---|---|
| 18 to 24 | 7 | 7% |
| 25 to 35 | 24 | 24% |
| 36 to 44 | 58 | 58% |
| Above 45 | 11 | 11% |
| Total | 100 | 100% |

*Source*: Primary Data

## Interpretation
The above table shows that 58% of employees fall under the age group of 36 to 44 years, 24% of employees fall under the age group of 25 to 35 years. 11% of employees fall under age group above 45 years and 7% of employees fall under age group 18 to 24 years.
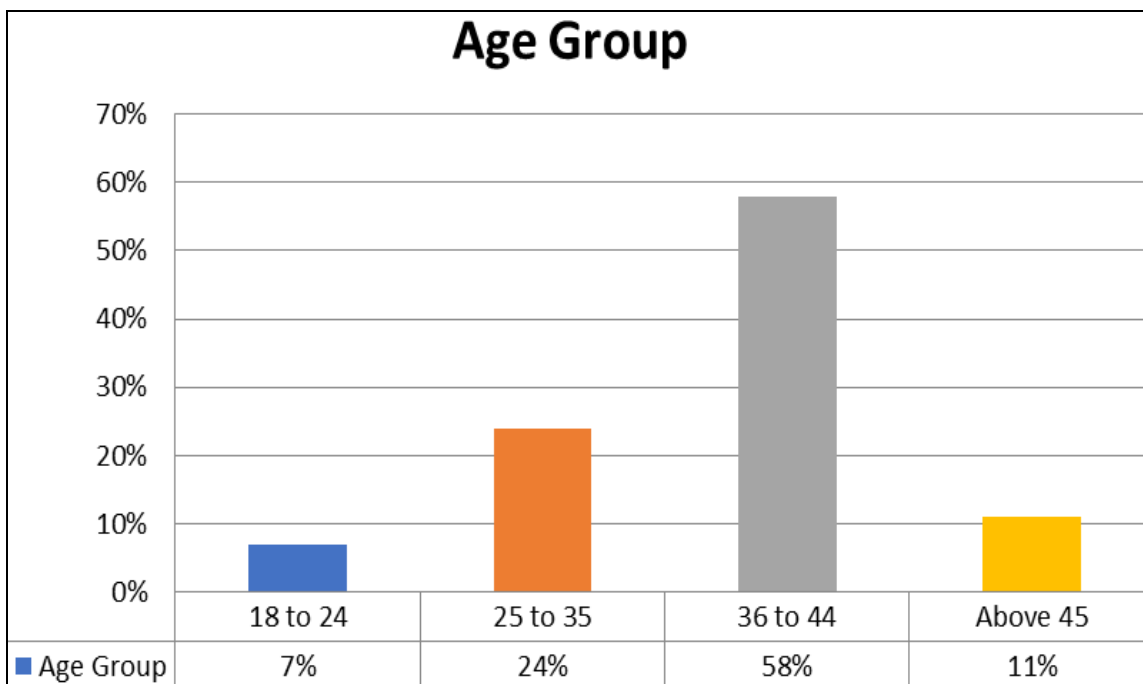


**Fig 1:** Age Group of the Respondents

**Experience of Respondents**

**Table 2:** Experience of Respondents

| Experience | No. of Respondents | Percentage |
|---|---|---|
| Below 2 years | 4 | 4% |
| 2 to 5 years | 3 | 3% |
| 5 to 10 years | 17 | 17% |
| Above 10 years | 76 | 76% |
| Total | 100 | 100% |

*Source*: Primary Data

**Interpretation**

From the above table shows that 76% of the employees have experience of above 10 years, 17% of the employees have experience of 5 to 10 years, 4% of the employees have below 2 years and 3% of the employees have 2 to 5 years.
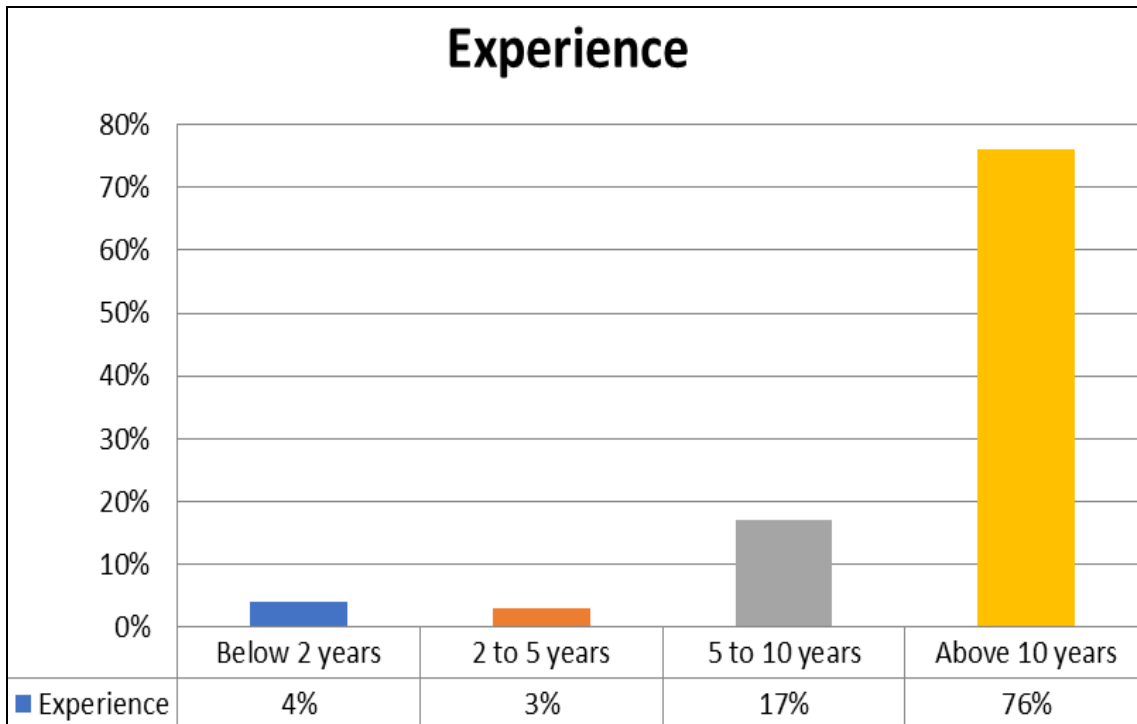


**Fig 2:** Experience of Respondents

**Involvement by the organization in case of emergencies like accidents**

**Table 3:** Involvement by the organization in case of emergencies like accidents

| Particulars | No. of Respondents | Percentage |
|---|---|---|
| Excellent | 73 | 73% |
| Good | 26 | 26% |
| Average | 1 | 1% |
| Below Average | 0 | 0% |
| Total | 100 | 100% |

*Source*: Primary Data

**Interpretation**

From the above table shows that 73% of the employees says that the involvement by the organization in case of emergencies like accidents excellent, 26% of the employees says that good and 1% of the employees are says that average.
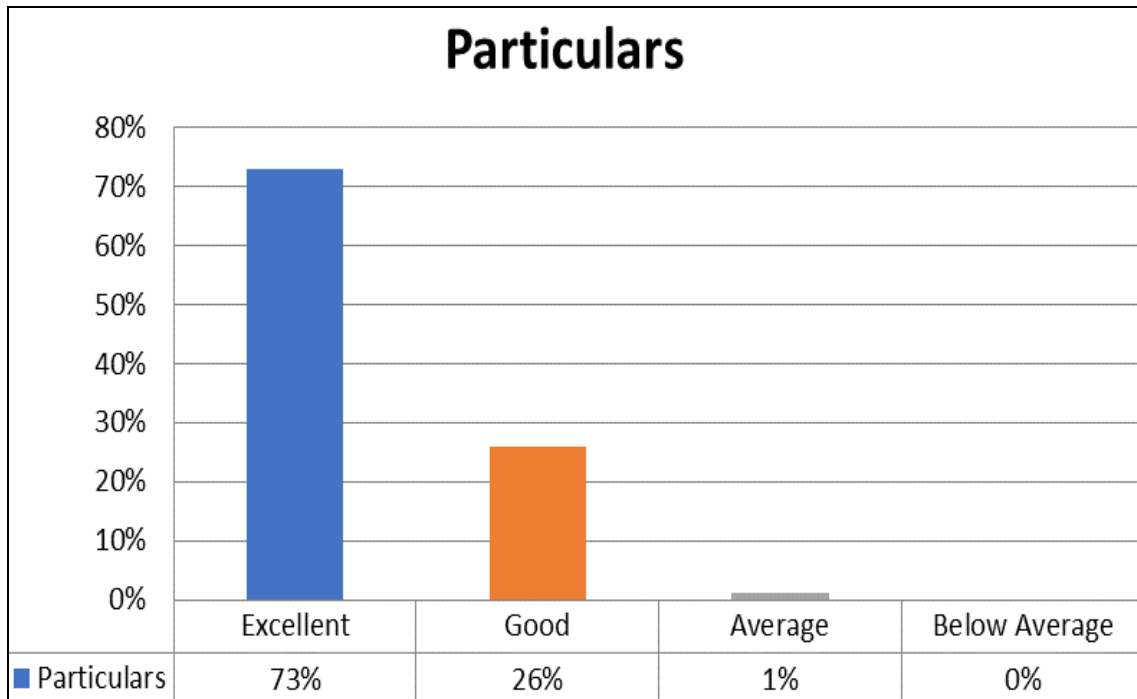
**Fig 3:** Involvement by the organization in case of emergencies like accidents

**Chi-Square Analysis**
**Testing whether the supervisor is always concerned with employees safety**
HO = There is no significance between supervisor is concerned with employees.
HI = There is significance between supervisor is concerned with employees.

| Parameter | Observed Frequency (O) | Expected Frequency (E) | (O-E) | $(O-E)^2$ | $(O-E)^2/E$ |
|---|---|---|---|---|---|
| Strongly Agree | 64 | 20 | 44 | 1936 | 96.8 |
| Agree | 34 | 20 | 14 | 196 | 9.8 |
| Neutral | 1 | 20 | -19 | 361 | 18.05 |
| Disagree | 1 | 20 | -19 | 361 | 18.05 |
| Strongly Disagree | 0 | 20 | -20 | 400 | 20 |
| Total | | | | | 162.7 |

Degree of freedom = n-1 =5-1 = 4
Level of significance = 5%
Table value = 9.488
Calculated value = 162.7
Expected Frequency = 100/5 = 20
Calculated value > Table value

**Interpretation**
As the calculated value is greater than the table value so the null hypothesis is rejected, an alternative hypothesis is accepted. From this we conclude that the supervisor is always concerned with employee's safety.

**Testing whether satisfied with job (Safety wise)**
HO = There is no significance between satisfied with job (safety wise)
H1 = There is significance between satisfied with job (safety wise)

| Parameter | Observed Frequency (O) | Expected Frequency (E) | (O-E) | $(O-E)^2$ | $(O-E)^2/E$ |
|---|---|---|---|---|---|
| Highly Satisfied | 56 | 20 | 36 | 1296 | 64.8 |
| Satisfied | 41 | 20 | 21 | 441 | 22.05 |
| Neutral 2 | 2 | 20 | -18 | 324 | 16.2 |
| Dissatisfied 0 | 0 | 20 | -20 | 400 | 20 |
| Highly Dissatisfied | 1 | 20 | -19 | 361 | 18.05 |
| Total | | | | | 141.1 |

Expected Frequency = 100 5 = 20
Degree of freedom = n-1 =5-1=4
Level of significance = 5%
Table value = 9.488
Calculated value = 141.1
Calculated value > Table value

**Interpretation**
As the calculated value is greater than the table value so the null hypothesis is rejected, an alternative hypothesis is accepted. From this we conclude that the employees are satisfied with their job (safety wise).

**Testing whether the employees satisfaction towards the first aid and safety equipment's**
HO = There is no significance between satisfied with organization first aid and safety equipment's
HI = There is significance between satisfied with organization first aid and safety equipment's.

| Parameter | Observed Frequency (O) | Expected Frequency (E) | (O-E) | (O-E)² | (O-E)²/E |
|---|---|---|---|---|---|
| Highly Satisfied | 57 | 20 | 37 | 1369 | 68.45 |
| Satisfied | 37 | 20 | 17 | 289 | 14.45 |
| Neutral | 6 | 20 | -14 | 196 | 9.8 |
| Dissatisfied | 0 | 20 | -20 | 400 | 20 |
| Highly Dissatisfied | 0 | 20 | -20 | 400 | 20 |
| Total | | | | | 132.7 |

Expected Frequency = 100/5 = 20
Degree of freedom = n-1 =5-1=4
Level of significance = 5%
Table value = 9.488
Calculated value =132.7
Calculated value > Table value

**Interpretation**
As the calculated value is greater than the table value so the null hypothesis is rejected, an alternative hypothesis is accepted. From this we conclude that the employees are satisfied with first aid and safety equipments.

**Testing whether the company treat all security concern with high urgency**
HO = There is no significance between company treat all security concern with high urgency.
HI = There is significance between company treat all security concern with high urgency.

| Parameter | Observed Frequency (O) | Expected Frequency (E) | (O-E) | (O-E)² | (O-E)²/E |
|---|---|---|---|---|---|
| Strongly Agree | 56 | 20 | 36 | 1296 | 64.8 |
| Agree | 42 | 20 | 22 | 484 | 24.2 |
| Neutral | 2 | 20 | -18 | 324 | 16.2 |
| Disagree | 0 | 20 | -20 | 400 | 20 |
| Strongly Disagree | 0 | 20 | -20 | 400 | 20 |
| Total | | | | | 145.2 |

Expected Frequency = 100/5 =20
Degree of freedom = n-1 =5-1=4
Level of significance = 5%
Table value = 9.488
Calculated value = 145.2
Calculated value > Table value

**Interpretation**
As the calculated value is greater than the table value so the null hypothesis is rejected, an alternative hypothesis is accepted. From this we conclude that the company treat all security concern with high urgency.

**Testing whether the company has cleaned and dirt-free premises**
HO = There is no significance between the company has clean and dirt-free premises.
H1 = There is significance between the company has clean and dirt-free premises.

| Parameter | Observed Frequency (O) | Expected Frequency (E) | (O-E) | (O-E)² | (O-E)²/E |
|---|---|---|---|---|---|
| Strongly Agree | 61 | 20 | 41 | 1681 | 84.05 |
| Agree | 39 | 20 | 19 | 361 | 18.05 |
| Neutral | 0 | 20 | -20 | 400 | 20 |
| Disagree | 0 | 20 | -20 | 400 | 20 |
| Strongly Disagree | 0 | 20 | -20 | 400 | 20 |
| Total | | | | | 162.1 |

Expected Frequency = 100/5 = 20
Degree of freedom = n-1 = 5-1 = 4
Level of significance = 5%
Table value = 9.488
Calculated value = 162.1
Calculated value > Table value

**Interpretation**
As the calculated value is greater than the table value so the null hypothesis is rejected, an alternative hypothesis is accepted. From this we conclude that the company has clean and dirt free premises.

**Findings**
- 58% of the employees are under the age group of 36 to 44.
- 94% of employees are male.
- 96% of employee's educational qualification is ITI.
- 76% of employee's experience is above 10 years.
- This study shows that 100% of employees feel that all kind of safety measures are provided by the company.
- This study show that 89% of employees are strongly agreed and 11% of employees are agree has received appropriate training to do a job.
- 88% of employees are strongly agreed and 12% of employees are agreeing has aware of factory building emergency evacuation plan.
- 67% of employees are strongly agreed and 27% of employees are agreeing about that the safety instruction are clear and has been announced for all workers.
- 73% of employees feel that it is excellent and 26% of employees feel that it is good with respect to involvement by the organization in case of emergency situations like accidents.
- Majority of employees feel that safety inspections are held monthly once.
- Majority of employees feel that safety committee meetings are held monthly once.
- This study shows that 71% of employees are strongly agree and 22% of employees are agree that they are

aware of the hazards in workplace.
- This study shows that 73% of employees are strongly agree, and 19% of employees are agree have good understanding on company's health and safety policy.
- 74% of employees are strongly agreed and 21 % of employees are agreeing that there has been a regular conversation about safety related matters between employees and managers.
- 93% of employees are strongly agreed and 7% of employees are agreeing that they are provided with training before working on dangerous machinery.
- 97% of employees are strongly agreed and 3% of employees are agreeing that Ki Mobility Solutions Pvt Ltd has initiated programs to promote safety for employees.
- 57% of employees feel that company offers health checkups half yearly periodicity.

## Suggestions
- Since employees are very much satisfied with the existing company's safety measures, it is suggested to maintain the same standard in future.
- It is found that less number of female technician are working in shop floor; it is suggested to increase number of female technician in shop floor.
- From the survey, employees in the shop floor feel that, to provide annual health checkup to all employees irrespective of employees working in hazardous operation.
- During the shop floor visit, it is observed that less ventilation inside the paint plant, it is suggested to improve the ventilation in paint plant.
- Calendar for monthly safety committee meetings can be displayed in all notice boards for effective communication.

## Conclusion
Conclude by summarizing the overall importance of prioritizing employee well-being in the automobile service sector. Reinforce the significance of implementing effective health, safety, and welfare measures for both employees and the organizations they work for. Remember to keep the conclusion concise yet comprehensive, ensuring that it effectively communicates the key takeaways and implications of your study on employee well-being in the automobile service sector.

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