



## A STUDY ON THE IMPACT OF LABOURERS' PROBLEMS IN ACCESSING WELFARE FACILITIES ON THEIR PERFORMANCE IN KERALA

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### Abstract

Millions of people make their living as workers in the unorganised sector, which employs millions of people despite the lack of formal contracts and uniform working standards. When it comes to obtaining welfare facilities, workers in the unorganised sector face numerous obstacles. As a result, labourers struggle to find possibilities for skill development and social security in addition to addressing their basic necessities. In order to effectively tackle these complex issues, a comprehensive strategy that takes into account the particular characteristics of the unorganised sector is required. Customised solutions are crucial in ensuring fair access to welfare services for this essential workforce segment. The objective of the study is to analyse the impact of labourers' problems in accessing welfare facilities on their performance in Kerala. Descriptive research method and convenience sampling technique have been adopted in the study. The sample of the study is 120. Simple percentage analysis, Chi-square analysis and correlation have been applied in the study to reach the findings of the study. The majority (35.8%) of the respondents are strongly agree towards the geographical accessibility as the barriers of labourers in accessing welfare facilities in unorganised sector. Therefore, it is essential that businesses and workers work together to remove these obstacles by optimizing procedures, strengthening public awareness initiatives, and pushing for better representation.

**Keywords:** labourers' problems, welfare facilities, labourers awareness, barriers in welfare facilities.

### INTRODUCTION

The economy is based mostly on the unorganised sector, and workers are essential to keeping it dynamic and vibrant. These workers, who frequently work in unorganised and informal environments, make a substantial contribution to a variety of industries, including small-scale manufacturing, services, and construction as well as agriculture. Their combined efforts serve as the backbone of economic activity, promoting resilience and growth in the face of shifting market conditions. Millions of people make their living as workers in the unorganised sector,

which employs millions of people despite the lack of formal contracts and uniform working standards. When it comes to obtaining welfare facilities, workers in the unorganised sector face numerous obstacles. As a result, labourers struggle to find possibilities for skill development and social security in addition to addressing their basic necessities. In order to effectively tackle these complex issues, a comprehensive strategy that takes into account the particular characteristics of the unorganised sector is required. Customised solutions are crucial in ensuring fair access to welfare services for this essential workforce segment.

Workers in Kerala's unorganised labour sector face significant obstacles when trying to obtain basic welfare services, including social security, housing, healthcare, and education. The complex issue is exacerbated by bureaucratic obstacles, lack of understanding, and geographic limitations, which put workers in a precarious situation with restricted access to services that are essential to their well-being. Furthermore, the problem is made worse by sociocultural stigmas attached to receiving social programmes, which deter workers from getting the help they require. These difficulties affect their overall performance and job satisfaction since they not only make it difficult for them to meet their fundamental necessities but also put obstacles in the way of their potential to grow their skills and access social security. The study intends to shed light on the complexities of these problems by examining the direct relationship between labourers' performance in Kerala's unorganised sector and the obstacles they face in obtaining welfare services. The goal of the research is to provide information for focused interventions and policy initiatives by comprehending the complex interaction between these issues and the productivity and well-being of labourers. The study aims to improve labourers' access to welfare facilities by identifying customised solutions that address the distinct dynamics of the unorganised sector. This will create a more equitable and supportive environment that will improve labourers' performance and overall quality of life.

### **Objectives**

- To study on socio economic status of the labourers in unorganised sector
- To understand the level of awareness of labourers in welfare facilities
- To analyse the barriers of labourers in accessing welfare facilities in unorganised sector
- To evaluate the impact of barriers of welfare facilities on labour performance

### **Research design**

The data was collected from 120 laborers from unorganized sector in Kerala in order to fulfill its purpose of the study. The sample were chosen randomly. The completion of the survey was made possible via a carefully constructed questionnaire. The data are analyzed using statistical procedures such as correlation, chi square analysis, and simple percentage analysis.

### **Methodology**

Both primary and secondary data were used in the investigation. Primary data were gathered using a standardized questionnaire, and both quantitative and qualitative research questionnaires were used. Although the investigator created and analyzed the survey's questions, there was little control over who was selected to receive it. The survey was carried out using a random sample technique. Secondary data was gathered from a range of public sources, including websites, case studies, official RBI newsletters, and journals. Although a good geographic and demographic distribution is the goal, this cannot be ensured.

### **Literatures**

Hemashree, B. L. (2017). The secret to a laborer's performance and dedication to his task is his attitude toward it. Therefore, in addition to the pay they receive for their labor, they need to be motivated to show this kind of

commitment and devotion to their work. This motivation should come from the welfare programs offered to them and their families. Therefore, the goal of this analysis is to look into the welfare programs offered in addition to how they affect the workers. The current study, which is exploratory in nature, is to investigate the labor welfare policies that a motor cycle manufacturing company offers to its labor force. Its goals are to ascertain the effects of these policies on both employees and laborers. The researcher created an interview schedule and used it to gather primary data, which were then coded, decoded, and analyzed using inferential statistical techniques. The study's sample size was 50, and it was drawn from the universe using a simple random sampling approach (Alam et al., 2025).

Sanuja Shree P.N, Dr. S. Gurusamy, & P. Balaji (2019) This empirical research study was conducted in a subset of manufacturing companies in Chennai, Tamil Nadu, to find out how satisfied workers were with labor welfare measures. Employee perceptions were gathered through an exploratory and descriptive study methodology with a structured questionnaire divided into two sections, utilizing a non-random convenient sampling strategy. PSPP Version 1.0.1 was used to analyze the gathered data. In order to derive significant conclusions for the study's research objectives, empirical tools like ANOVA, weighted average mean score, Independent Samples t test, factor analysis, percentage analysis, and Analysis of Variance (ANOVA) were used. The criteria gauging employee satisfaction with welfare measures have been narrowed down to three distinct categories based on the findings. The Amenities Satisfaction Factor (ASF), Environment Satisfaction Factor (ESF), and Monetary Satisfaction Factor (MSF) are the three most important factors in order of dominance. The researchers came to the conclusion that in order to increase employee happiness, workers prioritize welfare, health, and safety measures in that order (Mohd Pauzi & Shahadat Hossen, 2025).

Gyamfi, T. , Akorli, K. , Osae, S. and Addy, E. (2021) Construction Enough welfare amenities, like a place to wash, shower, change into new clothes, eat, and drink, as well as a space to hang and store clothes, were practically necessary for construction workers. However, these basic requirements are frequently ignored. This study aims to investigate how welfare facilities affect the performance of workers in building construction in Ghana's Eastern Region. Using a convenient sample, the study administered questionnaires to 80 people working in building construction. In addition to descriptive and inferential statistics like mean score, percentages, frequencies, and chi square, the weighted mean approach was used to get the mean ranking. The survey data was further examined using SPSS (Rashed et al., 2025). According to the report, workers in the construction industry are not happy with the welfare services that are offered at their different places of employment. The study's ultimate finding states that offering respectable welfare amenities to employees at different building construction sites will encourage them to perform better.

### **Limitations of the study**

There are various limitations to this study that need to be taken into account when analysing how labourers' performance in Kerala is affected by their difficulties obtaining welfare facilities. First off, the fact that the study concentrated on Kerala as a specific geographic place may limit the findings' generalizability. The distinct socio-economic and cultural milieu of Kerala may exhibit notable distinctions from other localities, hence restricting the generalizability of findings to a wider national or global arena. Second, there is a chance of response bias because the study uses self-reported data. The study records the experiences of labourers at a specific point in time, but it is unable to identify the temporal order of events that may have contributed to the performance implications that have been seen. Moreover, there may be limitations to the study's ability to pinpoint a wide range of laborer-related issues. Events on a global scale, legislative changes, or regional economic upheavals are examples of factors outside the purview of this study that may have an impact on the performance of laborers and their ability to access welfare programmes.

**Data analysis and interpretation**

**Table 1. Demographic Characteristics of Respondents**

	<b>Categories</b>	<b>Frequency</b>	<b>Percentage</b>
Educational background of the respondents	Illiterate	19	15.8
	Upto SSLC	8	6.7
	HSC	7	5.8
	Degree	74	61.7
	Others	12	10.0
Income of the respondents Per annum	Below Rs. 50,000	13	10.8
	Rs. 50,000-2,00,000	24	20.0
	Rs. 2,00,001-3,50,000	53	44.2
	Rs. 3,50,001-5,00,000	10	8.3
	Above Rs. 5,00,000	20	16.7
Location of the respondents	Urban	41	34.2
	Semi urban	32	26.7
	Rural	47	39.2
Primarily work in the unorganized sector	Construction	28	23.3
	Agriculture	46	38.3
	Textile & garment industry	13	10.8
	Manufacturing	16	13.3
	Other sectors	17	14.2

Source: Primary data

The table above demonstrates that 61.7% of the respondents have completed degree, 44.2% of the respondents said that Rs. 2,00,001-3,50,000 as their income, 39.2% of the respondents belong to rural and 38.3% of the respondents said that agriculture as their primary work in the unorganized sector.

**Table 2. Level of awareness of labourers in welfare facilities**

	Highly aware	Aware	Not aware	Somewhat aware	Not at all aware
Minimum Wage Regulations	68(56.7%)	24(20.0%)	8(6.7%)	12(10.0%)	8(6.7%)
Healthcare Facilities	33(27.5%)	59(49.2%)	12(10.0%)	9(7.5%)	7(5.8%)
Social Security Programs	9(7.5%)	21(17.5%)	64(53.3%)	12(10.0%)	14(11.7%)
Workplace Safety Standards	20(16.7%)	19(15.8%)	18(15.0%)	35(29.2%)	28(23.3%)
Working Hours and Overtime Regulations	16(13.3%)	37(30.8%)	25(20.8%)	7(5.8%)	35(29.2%)

Source: Primary data

The table above demonstrates that 56.7% of the respondents said that highly aware in the minimum wage regulations, 49.2% of the respondents said that aware in the healthcare facilities, 53.3% of the respondents said that not aware in the social security programs, 29.2% of the respondents said that somewhat aware in the workplace safety standards and 30.8% of the respondents said that aware in the working hours and overtime regulations as the level of awareness of labourers in welfare facilities.

**Table 3. Barriers of labourers in accessing welfare facilities in unorganised sector**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Lack of Information and Awareness	35(29.2%)	27(22.5%)	26(21.7%)	15(12.5%)	17(14.2%)
Geographical Accessibility	43(35.8%)	33(27.5%)	29(24.2%)	6(5.0%)	9(7.5%)
Inadequate Infrastructure	24(20.0%)	28(23.3%)	39(32.5%)	16(13.3%)	13(10.8%)
Language Barriers	40(33.3%)	27(22.5%)	32(26.7%)	12(10.0%)	9(7.5%)
Inadequate Representation	41(34.2%)	36(30.0%)	28(23.3%)	7(5.8%)	8(6.7%)

Source: Primary data

The table above demonstrates that 29.2% of the respondents are strongly agree towards the lack of information and awareness, 35.8% of the respondents are strongly agree towards the geographical accessibility, 32.5% of the respondents are neither agree nor disagree towards the inadequate infrastructure, 33.3% of the respondents are strongly agree towards the language barriers and 34.2% of the respondents are strongly agree towards the inadequate representation as the barriers of labourers in accessing welfare facilities in unorganised sector (Alam et al., 2025).

Table 4. Barriers of labourers in accessing welfare facilities in unorganised sector

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Reduced Productivity	57(47.5%)	25(20.8%)	21(17.5%)	11(9.2%)	6(5.0%)
Increased Work-Related Injuries	11(9.2%)	65(54.2%)	26(21.7%)	8(6.7%)	10(8.3%)
Low Job Satisfaction	51(42.5%)	28(23.3%)	12(10.0%)	16(13.3%)	13(10.8%)
Poor Mental Health	29(24.2%)	42(35.0%)	19(15.8%)	10(8.3%)	20(16.7%)
Increased Absenteeism	62(51.7%)	20(16.7%)	9(7.5%)	13(10.8%)	16(13.3%)

Source: Primary data

The table above demonstrates that 47.5% of the respondents are strongly agree towards the reduced productivity, 54.2% the respondents are agree towards the increased work-related injuries, 42.5% of the respondents are strongly agree towards the low job satisfaction, 35.0% of the respondents are agree towards the poor mental health and 51.7% of the respondents are strongly agree towards the increased absenteeism as the impact of barriers of welfare facilities on labour performance (Hossen et al., 2023).

**Chi-Square Analysis- Relationship Between The Educational Background of The Respondents and Level of Awareness of Labourers in Welfare Facilities**

**Null hypothesis (Ho):**

There is no significant relationship between the educational background of the respondents and level of awareness of labourers in welfare facilities.

**Alternative hypothesis (H1):**

There is some significant relationship between the educational background of the respondents and level of awareness of labourers in welfare facilities.

<b>Chi-Square Tests</b>			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	388.685 <sup>a</sup>	80	.000
Likelihood Ratio	240.205	80	.000
Linear-by-Linear Association	88.752	1	.000
N of Valid Cases	120		

a. 101 cells (96.2%) have expected count less than 5. The minimum expected count is .06.

**Interpretation:**

It may be deduced from the preceding table that 0.000 is the P value and that at the 5% (0.05) level of significance, www.cvsgm.org

it is noteworthy. The anticipated count is at least 0.06. Consequently, the alternative theory is acknowledged and it is found that there is some significant relationship between the educational background of the respondents and level of awareness of labourers in welfare facilities.

**Correlation Analysis- Relationship between Primarily Working in The Unorganised Sector and Barriers of Labourers in Accessing Welfare Facilities in Unorganised Sector**

**Correlations**

	Educational Qualification of The Respondents	Satisfaction
Primarily Working In The Unorganised Sector	Pearson Correlation	.929**
	Sig. (2-tailed)	.000
	N	120
Barriers Of Labourers In Accessing Welfare Facilities In Unorganised	Pearson Correlation	.929**
	Sig. (2-tailed)	.000
	N	120

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**Interpretation:**

According to the table above, of the 120 responses, co-efficient of correlation between primarily working in the unorganized sector and barriers of labourers in accessing welfare facilities in unorganized sector is 0.929. It is below 1. So there is positive relationship between this primarily working in the unorganized sector and barriers of labourers in accessing welfare facilities in unorganized sector.

**Findings**

It is found that 61.7% of the respondents have completed degree, 44.2% of the respondents said that Rs. 2,00,001-3,50,000 as their income, 39.2% of the respondents belong to rural and 38.3% of the respondents said that agriculture as their primary work in the unorganized sector. 56.7% of the respondents said that highly aware in the minimum wage regulations as the level of awareness of labourers in welfare facilities. The majority (35.8%) of the respondents are strongly agree towards the geographical accessibility as the barriers of labourers in accessing welfare facilities in unorganised sector. Majority (54.2%) of the respondents are agree towards the increased work-related injuries as the impact of barriers of welfare facilities on labour performance. It is found that there is some significant relationship between the educational background of the respondents and level of awareness of labourers in welfare facilities. There is positive relationship between this primarily working in the unorganized sector and barriers of labourers in accessing welfare facilities in unorganized sector (Rahman, Hossain, et al., 2025).

**Suggestions**

- Workers ought to proactively participate in educational initiatives and workshops to augment their comprehension of welfare provisions, including but not limited to minimum wage statutes, healthcare availability, and social security schemes.
- Employers or concerns in the unorganised sector must streamline bureaucratic procedures and launch awareness efforts to overcome obstacles such as inadequate representation, lack of information, and geographic accessibility.
- Employers or concerns in the unorganised sector should place a high priority on fostering a positive work environment and removing obstacles that impede workers' well-being, since this will enhance their output, sense of fulfilment at work, and mental health.

## Conclusion

In summary, the study clarifies the complex dynamics that exist within the unorganized sector, concentrating on the degree of knowledge about welfare services, the obstacles that laborers must overcome to use these resources, and the consequent effect on their productivity. It is determined that a sizable fraction of workers in the unorganized sector do not fully understand the welfare options that are accessible, which calls for immediate attention to outreach and education campaigns. The obstacles that have been found, which range from bureaucratic roadblocks to insufficient representation, highlight how difficult it is to obtain welfare services in this industry. Therefore, it is essential that businesses and workers work together to remove these obstacles by optimizing procedures, strengthening public awareness initiatives, and pushing for better representation. The report goes on to say that these obstacles have real effects on how well workers execute their jobs, showing up as lower output, higher absenteeism, and worse mental health. The unorganised sector concerns and employers are asked to proactively address the impediments that have been identified in order to lessen these consequences and create an environment that puts laborers' well-being first. Essentially, the study emphasizes how important it is to work together to close knowledge gaps, remove obstacles, and improve the unorganized laborers' overall welfare ecology.

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**Data Availability:** The author holds all the data employed in this study and is open to sharing it upon reasonable request.

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