

Employees Awareness and Utilization of Insurance Scheme with Special Reference to Ernakulam District

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Abstract: *Employees' state insurance scheme of india is an integrated social security scheme customized to provide social protection to workers and their family members, during the time of contingencies, such as, sickness, maternity and death or disablement due to an employment injury or occupational hazard. The provisions of insurance scheme have been extended by "appropriate, state or central government. Of establishments, industrial, commercial or agricultural or otherwise. The insurance scheme have also extended to certain specific class of establishments, such as, shops, hotels, restaurants, cinemas, preview theatres, motors transport undertakings and newspaper establishments etc., employing 20 employees or more. The fund can be financed by employees and employers by a certain percentage from their wages. This study focus on the awareness and utilisation of insurance scheme and its utilisation by the employees.*

Keywords: employee awareness, satisfaction of employees, utilisation of benefits, employees behaviour towards the scheme

I. INTRODUCTION

The success of organisation depends upon the strength of human resources. Without positive and whole hearted contributions from people organisations cannot achieve anything. In order to achieve the goals or activities of n organization, they can maintain good relations with them. It's the time that organisations recognize that valuing their employees as assets should be realised in a full-fledged manner. The employee's (their knowledge expertise, abilities, skill sets and experience) are the invaluable and intangible assets in securing the future. Think of what all organizations could achieve with everyone in the boat actively rowing towards the same direction. The valued employees with gladly compete in this race, overtake the competitors, cross the finish line first, and stand with the organization's name held high on the medal stand. Health is a major constitutive element of the wellbeing and freedom of nation. Hence the employees 'state insurance is a scheme offered by the govt of india. This scheme provides socio-economic protection to worker population and dependents covered under the scheme. Insurance scheme is a self –financing social security and health insurance scheme for indian workers. It is an integrated measure of social insurance embodied in the employees' state insurance act and it is insurance scheme designed to accomplish the task of protecting 'employees 'as defined in the employees 'state insurance act, 1948 against the impact of incidences of sickness, maternity, disablement and death due to employment injury and to provide medical care to insured persons and their families. It is a statutory compliance within itself which mainly looks into the welfare measures and medical benefits of the employees depending upon the monthly wages. The insurance scheme is financed by the contributions from employees and employers. The employees 'contribution is 4.75% of the wages payable to employees. The employee's contribution is at the rate of 1.75% of the wages payable to an employee with effective from 1.1.97. The scheme is jointly is administrated by the central and state governments. While the central government formulates the schemes, recovers the contribution from employers of covered establishments through its recovery offices, builds the infrastructure (hospitals, dispensaries etc.) Provides seven –eighth of the total expenses, the state government contributes the one eighth post medical officers, specialists and paramedical staff, procures and installs equipment, dispenses medicines and has the overall responsibility for management of hospitals and dispensaries. The director –general (dg) employees 'state insurance corporation

(insurance scheme c) is the chief executive officer of the corporation and functions under the overall supervision and control of the board and committees/council formed there under.

II. REVIEW OF LITERATURE

Sumitra pujari (2018) conducted a study on welfare scheme of insurance scheme were the major objective of the study were on regulatory frame work, allowances and schemes of insurance scheme . The study disclosed that the employees have positive impact towards Insurance Scheme and it also provides social security to lives of employees

Addurinaveen & Sudhamsettinaveen (2018) conducted on the topic an empirical study on employee's satisfaction towards insurance scheme 1948. The main objectives were to know about satisfaction from various employees towards the availability of medicines in insurance scheme hospitals

Asha g (2017) studied employee satisfaction and insurance scheme benefits among public sector and textile workers in kerala, the major high lights of the study were on seeking satisfaction levels of employees availing insurance scheme services provided by insurance scheme corporation

Deblinamitra (2017) studies the effectiveness of medical benefits under insurance scheme scheme: a study on the organized sector in kolkata, the study focus on to determine whether there is any difference between perception of respondents of different ages, monthly incomes and educational levels with respect to the level of satisfaction regarding medical benefits under Insurance Scheme and to study the medical benefits received by the insured persons

Dr. Umesh maiya (2016) studied on nurse's perception towards insurance scheme a study with reference conducted to select hospitals in udupi district. The study depicts that the satisfaction regarding Insurance Scheme among nurses are satisfactory. The association between level of satisfaction and selected demographic characteristics has no significance

C.aparri and d ranjithkumar (2016) conducted a study on employees problems in utilizing insurance scheme benefits as a special reference to erode district of tamilnadu. In the study main focus were given the problems in utilization of insurance scheme benefits and awareness of benefits

Dr nagaraju battu (2015) conducted study on empirical study on insurance scheme benefits. Employer perception, with reference to select establishments in costal andhrapradesh. The objective of the study is to know the employer perception on the employees state insurance benefits in selected establishments of costal andhrapradesh under study

G muthulakshmi (2014) conducted a study on the performance of employee's state insurance scheme with special reference to tuticori district, tamilnadu. The study scrutinizes the performance of insurance scheme hospitals. The study found that insurance scheme dispensaries /hospitals were not functioning up to the satisfaction of insured persons. The study also reveals the scope to improve its functions and turn into a highly trustful a reliable corporation, implementing better services

S. Mini (2010) did a doctoral study on social security of labour in new Indian economy. The study analysed the new challenges stemming up in employment relation, efficacy of the existing measures of labour in the present economic condition and suggestions for securing workers right to social security in the trade regime.

2.1 Statement of Problem

Employees state insurance play a leading role i providing health care benefits and other cash benefits in case of maternity, sickness and employment injury. This study focus on knowing the awareness and effective utilisation of employees state insurance benefits with special reference to Ernakulam city.

2.2 Scope of the Study

The main scope of this study is knowing the awareness and effective utilisation of insurance scheme benefits towards the employees. It also studies the awareness of insurance scheme benefits among the employees. The study should also focus on satisfaction level of employees towards the insurance scheme benefits

2.3 Objectives of the Study

- To study the awareness and utilisation of insurance scheme benefits among employees
- To study the satisfaction level of employees for the benefits enjoyed from insurance scheme

III. RESEARCH METHODOLOGY

The study evaluates the awareness and utilisation of benefits provided by insurance scheme to employees in Ernakulam city. The respondent of the study includes employees of different age gender and educational qualifications. The study adopts descriptive research insurance scheme which helps to know about the awareness and utilisation of insurance scheme benefits in employees

3.1 Population

The population of the study is the employees in Ernakulam city. It includes all employees registered under Insurance Scheme at insurance scheme c regional office, Ernakulam

3.2 Sample Design

For this study stratified sampling technique was used. The population is divided into groups based on places of registration in insurance scheme under different branch offices of insurance scheme c regional office Ernakulam . There are mainly 9 branches under insurance scheme c, Ernakulam . From these, 6 offices are taken for the study. Employees are selected on the basis of convenience sampling method. Out of population 100 samples for taken

3.3 Data Collection

Primary data can be collected through questionnaire and personal interview with officers at insurance scheme office
Secondary data was collected from magazines, journals, books and websites

3.4 Framework of Analysis

Percentage analysis, correlation and t test used for this study

Percentage analysis is used to create a contingency table from the frequency distribution and represent the collected data for better understanding correlation shows whether and how strongly pairs of variables are related test is used whether the means of the two sets of data are statistically different from each other

H0: there is no relationship between awareness and utilisation of insurance scheme benefits in employees

H1: there is a relationship between awareness and utilisation of insurance scheme benefits in employees

H0: employees are not satisfied with the benefits provided by insurance scheme

H1: employees are satisfied with the benefits provided by insurance scheme

3.5 Demographic Factors

Items	Description	Freequency	Percentage
Gender	Female	65	65%
	Male	34	34%
	Total	100	100%
Age	Up to 30	14	14%
	31-40	38	38%
	41-50	34	34%
	Above 50	14	14%
	Total	100	100%
Qualification	Below high school	24	24%
	High school	26	26%
	Graduate	41	41%
	Post graduate	9	9%
	Total	100	100%
Work experience	1-3 years	6	6%

	3-5years	41	41%
	5-7 years	24	24%
	7-9 years	20	20%
	9-11 years	9	9%
	Total	100	100%
Income	Below 5000	1	1%
	5000-10000	27	27%
	10000-15000	32	32%
	15000-20000	27	27%
	Above 20000	13	13%
	Total	100	100%
Awareness about insurance scheme	Media	15	15%
	Employer	36	36%
	Brochures/circulars	5	5%
	Trade unions	7	7%
	Co-workers/friends	37	37%
	Total	100	200

Benefits received by employees under insurance scheme

Benefits	No. Of respondents	Percentages
Medical benefit	47	47%
Sickness benefit	24	24%
Maternity benefit	21	21%
Disablement benefit	6	6%
Dependent benefit	2	2%
	100	100%

Many of the respondents enjoyed the medical benefits of insurance scheme .Respondents also received medical and sickness benefits

Correlation analysis on awareness and utilisation of insurance scheme benefits in employees

Awareness and utilisation of medical benefit(table 1)

Particulars	Awareness on medical benefit	Utilisation of medical benefit
Awareness on medical benefit	1	
Utilisation of medical benefit	0.137264451	1

Awareness and utilisation of sickness and benefit (table 2)

Particulars	Awareness on medical benefit	Utilisation of medical benefit
Awareness on sickness benefit	1	
Utilisation of sickness benefit	0.447650277	1

Awareness and utilisation of maternity benefit(table 3)

Particulars	Awareness on medical benefit	Utilisation of medical benefit
Awareness on maternity benefit	1	
Utilisation of maternity benefit	0.545470551	1

Awareness and utilisation of disablement benefit(table 4)

Particulars	Awareness on medical benefit	Utilisation of medical benefit
Awareness on disablement benefit	1	
Utilisation of disablement benefit	0.477051393	1

Awareness and utilisation of dependent benefit (table 5)

Particulars	Awareness on medical benefit	Utilisation of medical benefit
Awareness on dependent benefit	1	
Utilisation of dependent benefit	0.433968385	1

Awareness and utilisation of other benefits(table)

Particulars	Awareness on medical benefit	Utilisation of medical benefit
Awareness on dependent benefit	1	
Utilisation of dependent benefit	0.107852857	1

Table shows that there is a positive moderate level of correlation and table 2 shows there is positive low correlation. And table 3 shows that there is moderate positive correlation. And table 4 there is moderate positive correlation. And table 5 there is low positive correlation.

Here null hypothesis is rejected and alternative hypothesis accepted. Thus there is a relationship between awareness and utilisation of insurance scheme benefits

Assessing the satisfaction levels of benefits provided by insurance scheme using t test

Here one-sample t-test is used. It can be used when the population variances are equal, unequal, and with large or small samples

Particulars	Satisfaction level on benefits provided by insurance scheme
Mean	3.77
Variance	0.603131313
Observations	100
Hypoinsurance scheme zed mean	3
Degree of freedom	99
T stat	9.9148118921
P(t<=t)one tail	8.39082e-17
T critical one tail	1.660391156

Interpretation

The calculated value and critical value is greater than table value so we reject the null hypothesis and accept alternative hypothesis. So we can say that the overall satisfaction level with benefits provide by insurance scheme is satisfactory

IV. FINDINGS

- Awareness on insurance scheme benefits are gained by majority of employees from employers and co-workers
- Major benefits availed by employees are medical benefits, sick benefits, and maternity benefits
- Benefits availed from insurance scheme are rarely utilised by the respondents
- Majority of the respondents are satisfied with reimbursement of medical bill benefits provided by insurance scheme
- The overall opinion about the benefits provided by the insurance scheme is satisfactory

V. SUGGESTIONS

More awareness programs must be introduced as most of the people are not aware or not utilised the benefits provided by insurance scheme

Procedures for claiming the benefits are to be made simple only then people can access to these benefits easily

lengthy procedure availing benefits must be cut short to make them more accessible

Adequate funds must be provided by government to expand and maintain the infrastructure facilities in insurance scheme hospitals

VI. CONCLUSION

Insurance scheme c has played significant role in providing social security to millions of workers in the organised sector. It is only social security organization in the country which provides insurance coverage for exigencies related to health, maternity, disablement, death and employment. The corporation thus extends social security among the workers and their family members. Employees state insurance scheme are beneficial to employees and they have a positive impact on the employees. Government has taken appropriate steps towards the welfare of the employees but it should also take necessary steps to extend the benefits to all private sector employees

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