

Employees Satisfaction in Power Sector under Takings in India

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Abstract

Employees Benefits has been instrumental in satisfying employees. Power Sector in India is mainly governed by the ministry of power Employees satisfaction plays significant role in the goal attainment of all organisations including Indian power sector. Employees' benefits makes foundation of employees satisfaction, keeping this things in view Indian Power Sector giving much more focus on providing various benefits to the employees of power sector to motivate them and satisfy them in order to get output in right manner and proper mode. A Comprehensive understanding of employees benefits on employees satisfaction has been highlighted in this articles.

Key Words: Allowances, Benefits, Bonus, economics, Holiday, Transmission

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INTRODUCTION

The power sector in India is mainly governed by the Ministry of Power. There are three major pillars of power sector these are Generation, Transmission, and Distribution. As far as generation is concerned it is mainly divided into three sectors these are Central Sector, State Sector, and Private Sector.

Central Sector or Public Sector Undertaking (PSUs), constitute 38.72% of total installed capacity, in India. Major PSUs involved in the generation of electricity include, BHEL NHPC Ltd., NTPC Ltd., and Nuclear Power Corporation of India (NPCIL). Other than PSUs and state level corporations, private sector enterprises also play a major role in generation, transmission and distribution.

The PowerGrid Corporation of India is responsible for the inter-state transmission of electricity and the development of national grid. The Ministry of Power is the apex body responsible for the development of electrical energy in India. India is world's 6th largest energy consumer, accounting for 4.2% of global consumption, with Maharashtra as the leading electricity generator among Indian states. Due to India's economics rise the demand for energy has grown at an average of 4.1% per annum over the past 30 years. The total demand for electricity in India is expected to cross 950,000 MW by 2030.

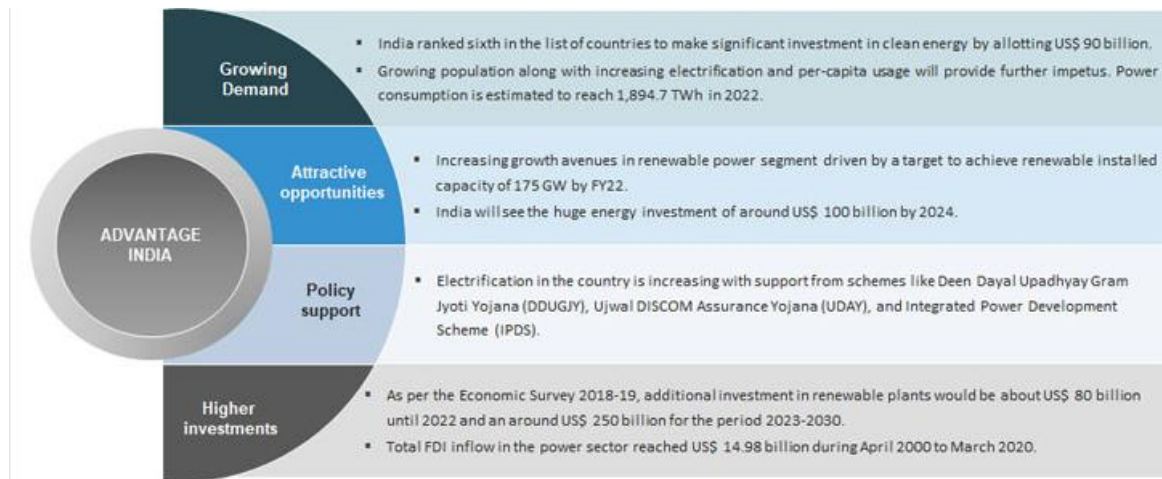
With the initiative of the Government of India and of the role States, the Accelerated Power Development & Reform Programme (APDRP) was launched. APDRP meant to upgrade the distribution system, minimize transmission and distribution losses, improve metering and assign responsibility for the realization of user charges –has not been able to bring down losses up to June 2020.

A comprehensive understanding of employee satisfaction in the place of work is essential for a Power Sector. In this sense and given the growing competition in global markets and the pressure from the international economic environment, effective human resource management has undoubtedly become an even more important corporate objective of Power Sector in India.

Employee satisfaction has most often been defined as a pleasant or positive emotional state resulting from the perception of work, conception and assessment of the work environment.

Indian Power Sector:

Power is among the most critical component of infrastructure, crucial for the economic growth and welfare of nations. The existence and development of adequate infrastructure is essential for sustained growth of the Indian economy. In May 2020, Indian ranked four in the Asia Pacific region out of 25 nations on an index that measured their overall power. India was ranked fourth in wind power, fifth in solar power and fifth in renewable power installed capacity as of 2020. India ranked sixth in the list of countries to make significant investment in clean energy at US\$ 90 billion.



Source: FDI, Two Terawatt Hour, GW-G Power (July 2020)

Government Initiatives

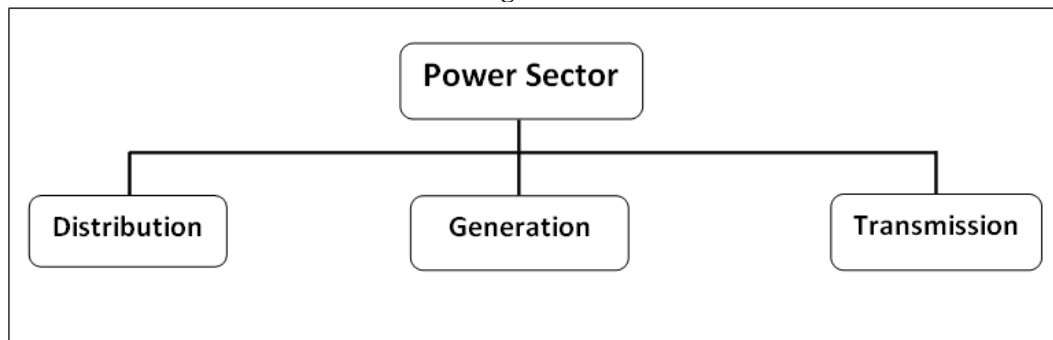
The Government of India has identified power sector as a key sector of focus to promote sustained industrial growth. Some initiatives by the Government to boost the Indian power sector are as below:

- In August 2018, the Ministry of New and Renewable Energy set solar power tariff cap at Rs 2.50 (US\$ 0.04) and Rs 2.68 (US\$ 0.04) units, respectively, for developers using domestic and imported solar cells and modules.
- Government of India approved National Policy on Biofuels – 2019. Benefits of this policy were health benefits, cleaner environment, employment generation, reduced import dependency, boost to infrastructural investment in rural areas and additional income to farmers.
- In April 2020, NTPC Vindhyachal became the largest power plant in the country to achieve a plant load factor (PLF) of 100 per cent.
- Over 353 million LED bulbs were distributed to consumers in India by Energy Efficiency Services Limited (EESL) under Unnati Jyoti by Affordable LEDs for All (UJALA) in July 08, 2019. 11.17 million LED bulbs were sold by private players till March 2019.
- As of April 28, 2018, 100 per cent village electrification was achieved under Deen Dayal Upadhyaya Gram Jyoti Yojana (DDUGJY).

The Government of India has released its roadmap to achieve 175 GW capacity in renewable energy by 2022, which include 100 GW of solar power and 60 GW of wind power. The Union Government of India is preparing a 'rent a roof' policy for supporting its target of generating 40 gigawatts (GW) of power through solar rooftop projects by 2022.

The Power Sector was restructured to encourage functional specialization; decentralization, autonomy and accountability in decision making; to facilitate and encourage private sector participation; to progressively promote competition in different segments of the sector and to ensure an effective, efficient and independent regulation of the sector. The new power companies will operate within an independent regulatory regime which promotes efficiency and makes the companies accountable for the quality and reliability of the service provided to the customers. The functions, presently being performed by the vertically integrated Power Sector will be segregated into separate generation, transmission and distribution companies to be incorporated under the Indian Companies Act, 1956. Separate profit centers will be established within these companies to further promote productivity and efficiency. To grant appropriate managerial and operation autonomy to the new companies, while these are State owned, the Government will ensure that at least one fifth of the Directors are from outside the Government entities and that for each company the Directors are appointed exclusively on the basis of professional merit. The existing generation stations of Power Sector will be grouped under a separate power transmission company. Power distribution will be assigned to a number of independent power distribution companies.

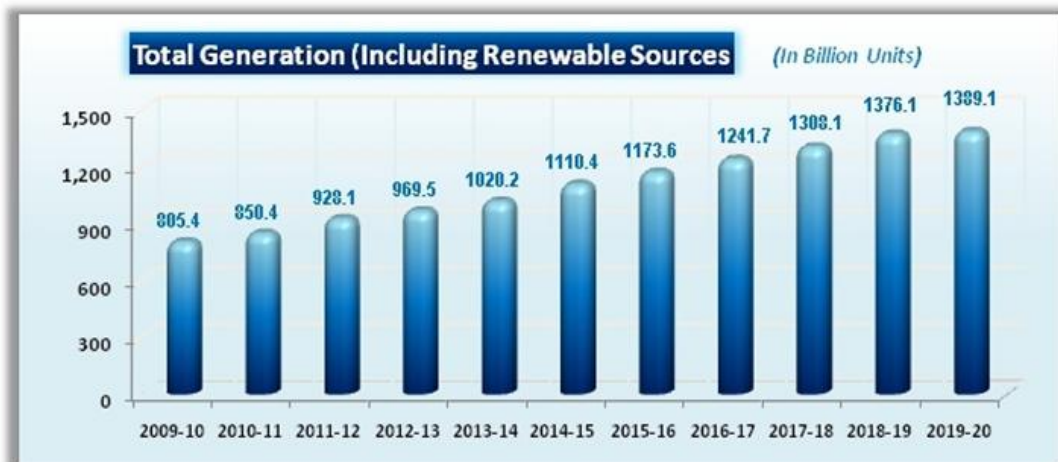
Restructuring the Power Sector



Source: Self-Generated

- Power Generation
- Power Transmission
- Power Distribution

Indian Power Sector at a glance: 2019



Year	Total Generation (Including Renewable Sources) (BU)	Growth
2017-18	1,308.146	5.35
2018-19	1,376.095	5.19

Power Sector: Indian Priority

India's Power security has improved markedly through the creation of a single national power system and major investments in thermal and renewable capacity. India's power system is currently experiencing a major shift to higher shares of variable renewable energy, which is making system integration and flexibility priority issues. The Government of India has supported greater interconnections across the country and now requires the existing coal fleet to operate more flexibly.

International experience suggests that a diverse mix of flexibility investments is needed for the successful system integration of wind and solar PV. This flexibility is available not only from the coal fleet – it can also come from natural gas capacity, variable renewable themselves, energy storage, demand-side response and power grids. Many of these solutions are not yet fully utilised in India.

Power Sector innovation "Make in India"

Research, development and deployment (RD&D) can be a strong enabler of India's Power policy goals while also contributing to broader national priorities such as the "Make in India" manufacturing initiative. Through the initiative, the government is working to attract global companies to produce solar PV, lithium batteries, solar charging infrastructure and other advanced technologies in India.

Employee Satisfaction in Power Sector

Employee satisfaction needs to be treated with both short and long-term visions. In the short term, it is directly linked to attrition and employee-organization match. It is important that people perceive the company in

a positive light in their early days of employment, else it would not take long for them to look for a change. In the long term, it is more damaging when an employee is not satisfied but continues to work with an organization due to other reasons. The employee starts to look for reasons to dislike the organisation more.

Businesses have determined quite a few variables that would enable them to understand how job satisfaction can be calculated. These focus primarily on the importance of employee satisfaction and encompass a variety of neutral elements.

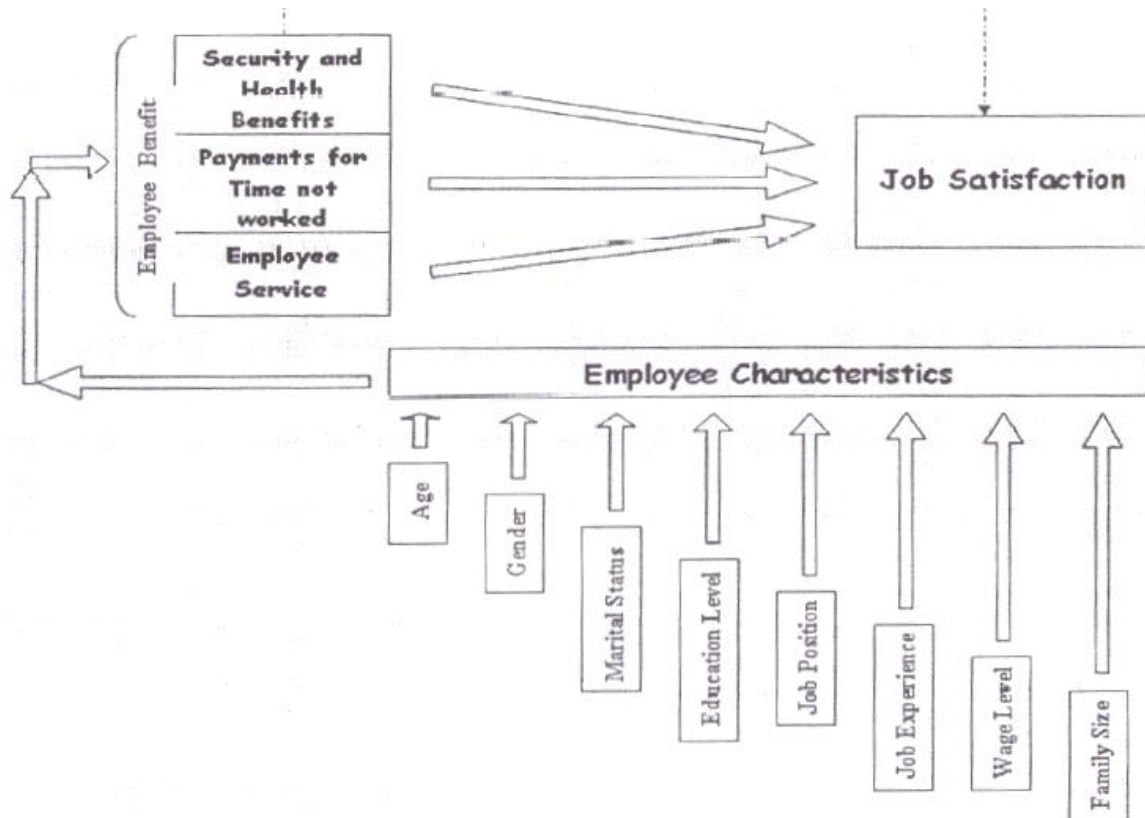
- Organisation handles direct customer interactions, it helps to consider the importance of job satisfaction as a crucial factor for growth. If employees are demotivated or miserable at work, likely, this unenthusiastic nature could slowly seep into their interactions with clients.⁹ Even if the company does not directly engage with customers, poor performance will show through in some aspect or another, which will lead to clients feeling less than satisfied with services.
- To keep it straight, a dissatisfied employee would never suggest his/her friend to join the existing company. Because employee recommendations and referrals constitute a large chunk of the current mode of recruitment, employee satisfaction can go a long way in ensuring that you keep the applications coming. On the other hand, when an employee is completely satisfied with their capacity, they wouldn't think twice before recommending their peers, thereby improving the chances of bringing in the right talent.
- A voluntary turnover takes place when employees willingly leave their positions, which also makes it expensive Power Sector to lookout for new talent and recruit them. The Organisation also loses out on people that they have taken the time and effort to carefully train over the years.

Your employees might also possess a set of competencies that could prove disadvantageous to you once they join another organization. If job satisfaction is taken care of, employees will feel at peace with their positions and won't hound a reason to quit.

The impact of employee benefits on employees satisfaction

Management and administration of employee benefits rightfully fall under the purview of the organization's Human Resource Department. The definition is considering the attention towards the components of the benefits package. Benefits fall into three categories such as security and health benefits, payments for time not worked and employee services. It considers how the cost of employer payments for benefits as a percentage of payroll has changed overtime. Compensation surveys indicate that a majority of employees are unable to accurately name the benefits they receive and "more than 75 percent of employees perceive the value of their benefits at less than half the actual cost to their employees" Unfortunately, while benefits are largely undervalued and misidentified, they continue to be an important issue for the both employees and employers. It is clear that benefits are no longer a "fringe" but rather an integral part of the compensation packages. Additionally, since employers provide most benefits voluntarily, they become a significant cost and an employment advantage to employers, while providing psychological and physical assistance as expected by employees.

Employers must be aware of these issues and be ready to make informed decisions when they select employee benefits. There are three kinds of employee benefits such as (i) security and health benefits, (ii) payment for time not worked and (iii) employee services benefits, those are considered as the benefits package, Employee characteristics such as age, gender, marital status, education level, job position, job experience wage level and the family size may be influenced to employee satisfaction.



Benefits of Employees Satisfaction in Power Sector Allowances

The key allowance benefits include house rent allowance, travel allowance and any other special allowances given at a regular interval at a definite time by the organization. Organizations provide house rent allowance by either providing accommodation to its employees or allocating house rent allowances to its employees as part of their pay to provide them social security and motivate them to work.

Bonuses

Bonus pay is compensation over and above the stipulated amount of specified base salary or wage. The availability of fringe benefits like bonuses creates a motivating environment and lead to an increase in production, sales and profitability. Bonuses are offered to employees when they achieve certain standards and quotas.

Retirement-Related Benefits

Fringe benefits include and variety of employee services and protection programs in addition to guarantee remuneration. An employee benefits package include guaranteed employment benefits such as pension benefits, social security and severance pay. Organizations to improve work attitudes provide traditional benefits such as retirement benefits. These include social security plans, pension schemes and severance pay to give financial security to employees after they leave employment.

Pension Funds

Most of the Indian PSU offer retirement related benefits like pension which is the deferred income collected during the working period, and the contribution is returned to the employee after retirement. Employee remuneration is not just about wages and salaries it is also concerned with long term benefits such as pension. These long-term benefits are usually known as employee security benefits and sometimes as perks.

Social Security

Social Security is designed to be a progressive system, particularly by redistributing income from workers with higher incomes to those with lower incomes which is achieved through a benefit strategy that allows higher returns for a worker's first earnings and progressively fewer returns for later earnings.

Leave

Proper social benefits packages are a major factor affecting employees' commitment and productivity. Employees must be motivated through adequate incentives plans such as paid time off work to increase their job satisfaction thereby promoting organizational productivity. Similarly, importance of this kind of benefits, such as paid leave revealing employees role in the enhancement of job satisfaction of employee's, their commitment and performance. Understanding the employees' social needs such as paid time off to spend with family and friends can-cultivate the employee loyalty towards the organisation.

Work-Life

Retaining talented staff in the heavy industry is permanent source of concern for practitioners and continuing area of interrogation for Public Sector organisation. A key contributor to employee satisfaction and consequent retention is mainting a work-life balance.

Health

Employees benefits which included mandatory benefits and fringe benefits are becoming essential portion of the compensation packages are offered by organizations to their employees. Employee health benefits represent a commitment by the employer to the health and welfare of employees and their families. The types of benefits offered at a particular organization, are usually chosen based on cost, industry trends, and the culture of the organisation.

CONCLUSION

Employees' benefit becomes foundation of employees satisfaction. Power Sector in India plays significant role by generating transmitting and distribution power for the socio-economic development of the country. Power Sector (Public Sector Undertaking Constitute 38.72% of total installed Capacity in India. Major public sector undertaking involved in the generation of electricity. India is world's 6th largest energy consumer accounting for 4.2% of global energy consumption, and total demand for power in India is expected to 950,000 MW by 2030. The term employee satisfaction encompasses the notion of satisfaction and the variables considered include, duties, working conditions, payment, relationship.

Indias Power Sector is one of the most diversified in the world. Power Sector in India is restructured decentralization, automation and accountability in decision making to facilitate and encourage employees satisfaction by providing various employees benefits. Benefits have significant role in influencing job, satisfaction.

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